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Subject: *NEW SUBMISSION* Submit Comments - Commissioners' Public Comment Sessions
Date: Monday, December 25, 2023 11:17:53 PM

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Submit Comments - Commissioners' Public Comment Sessions

Submission #: 2896808
IP Address: 100.15.24.90
Submission Date: 12/25/2023 11:17
Survey Time: 6 minutes, 57 seconds

You have a new online form submission.

Note: all answers displaying "*****" are marked as sensitive and must be viewed after your login.

Read-Only Content

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Comment

I went to Super Beauty in on December 19th to purchase human hair that would match mine. Since the human hair is behind the counter, a salesperson helped me by picking out and opening a small section of different packages of hair and putting it against mine to see what would match my hair color. She pulled the wrapping back a little and put the hair next to mine to see if the human hair was a close match, this happened with several packages. After returning home later the same day, I noticed the braid was too dark, perhaps because I was under a different light at the store. The next day I went back to the store to return the hair and the salesperson at the register had to call a manager to do the refund but first I must become a member before I could get a refund. The manager came, looked at the hair and told me the hair was not in its original package and argued with me in the front of the store for a few minutes. I told the manager that I never removed the hair from the package, a salesperson unwrapped a little portion of the wrapping to see if the human hair matches my hair, and asked to go to the back and speak to the person who helped me yesterday. The salesperson was not in, so the manager called her, and she admitted she

removed a little of the wrapping to match my hair. The manager was upset and told her that she could not unwrap the package and why did you do this? I felt the manager was very unprofessional with the salesperson and to go on and on with a customer there was not professional. I felt the manager should have talked to her later because I don't think the salesperson knew that removing a little wrapping was wrong. Although the manager accused me of removing the original wrapping, which never happened, she never apologized for calling me a liar. The salesperson simply unwrapped a little section to see if the human hair matched mine. As a result, I was forced to spend in their store because they only give store credit. Why is this okay?

Upload File(s)

Thank you,
Charles County, MD

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