

"A Wife's Love"

Seventy-nine-year old Susie Price* visits the nursing home every day to see her husband, Rex. Susie's love for her husband motivated her to purchase a scooter to take Rex out on short excursions. She wanted a better quality of life for her confined husband.



Before purchasing the scooter, a salesman convinced Susie that the scooter could be folded and would be easy to get in and out of Susie's car. Susie gave the company a deposit, and charged the balance on her credit card. The total cost was \$2,790.

When the scooter arrived, Susie realized it needed to be assembled... for which she had to pay an additional \$150. Even worse, the worried senior found she did not have the strength to lift and maneuver the scooter into the trunk of her car. She was so disappointed and knew that the salesman had misled her.

A Bay Area Legal Services' attorney contacted the company and requested a refund of Mrs. Price's deposit. The attorney also asked that Susie's account be credited for the remaining balance and that the scooter be picked-up at her home...all of which was done.

Susie was grateful for the assistance from Bay Area Legal Services, and happy that she can continue to devote her time and emotional resources to her husband.

*names have been changed for confidentiality