



## PRESS RELEASE

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### **Attorney General Frosh Files Charges Against Baltimore County Appliance Repair Company** *Charges Against AllStar Repair Include Taking Advanced Payment for Repair Parts, but Failing to Complete Repairs and Refusing Refunds*

**BALTIMORE, MD (May 19, 2020)** – Maryland Attorney General Brian E. Frosh announced today that his Consumer Protection Division has filed charges against AllStar Appliance Repair, based in Baltimore County, and its owner, Eric Paul Solomon, for collecting advance payment from consumers for appliance repair services, but failing to provide the promised goods or services, and failing to provide refunds.

The charges allege that AllStar frequently told consumers that additional parts were necessary to complete repairs, and demanded full or partial payment for those parts up front. After collecting deposits that ranged into the hundreds of dollars, AllStar allegedly failed to complete the promised repairs and failed to respond to consumers calls, texts, and messages. According to the Statement of Charges, when AllStar did schedule times to complete repairs, it often failed to show up for the appointments, leaving consumers waiting. The Division further alleged that in some instances when the company did attempt to complete a repair, it told consumers that it offered warranties for the repairs. However, when the repairs failed to fix consumers' problems, AllStar allegedly failed to honor the warranties and did not provide refunds.

“Consumers should beware of contractors who demand full payment up front,” said Attorney General Frosh. “Consumers who pay in advance are absolutely entitled to get the goods and services they paid for—or a full refund.”

The charges against AllStar allege unfair and deceptive trade practices that violate Maryland's Consumer Protection Act. The Division is seeking an order that would permanently prohibit AllStar and Solomon from committing further violations of law, as well as an order requiring them to pay restitution to consumers harmed by their alleged unfair and deceptive practices. The charges also seek to impose civil penalties for the alleged violations of the Consumer Protection Act.

Attorney General Frosh urges consumers to check reviews and seek out recommendations from people they trust before hiring contractors. Consumers with complaints against AllStar Appliance Repair or Eric Paul Solomon may call the Consumer Protection Division at 410-576-6569, file a complaint online at [www.marylandattorneygeneral.gov](http://www.marylandattorneygeneral.gov), or write to the Consumer Protection Division at 200 St. Paul Place, 16<sup>th</sup> Floor, Baltimore, Maryland 21202.