



BBB of Metro Washington DC and Eastern Pennsylvania
1411 K St. NW, 10th Floor
Washington DC 20005-3404
PHONE:(202)393-8000 FAX:(202)393-1198

Wednesday, October 17, 2012

Laura Peterman
Medical Cosmetic Enhancements PC
2311 M Street Suite 402
Washington DC 20036

Dear Laura Peterman:

The Better Business Bureau received a complaint about your business. The complaint was submitted on 8/13/2012 8:38:15 AM and was assigned an ID of 9169746.

Although the BBB makes no judgment on the validity of this complaint, we recognize that there are two sides to every dispute. We are simply requesting your cooperation in making a good faith effort to resolve the dispute, regardless of the settlement explanation given by the consumer. Our objective is to assist both parties in reaching a resolution outside of the legal system.

Please review this information and provide written response within the next 10 days.

If you received this complaint via email simply click on the "Respond to this Complaint", link located on the left, when you are ready to answer.

If this complaint was received via postal mail, please state your position in a letter and fax or mail back to the BBB.

If you should have any questions or concerns, please do not hesitate to contact me.

Regards,

Derrick Gregory
The Better Business Bureau

BBB Complaint ID: 9169746 (//23594)

CUSTOMER EXPERIENCE INFORMATION

Customer Information:

Barbara Howe
500 M Street NW
Washington , DC 20001
Daytime Phone: 202-821-3051
E-mail: barb@barbhowe.com

The details of this matter are as follows:

Complaint Involves:

Service Issues

Customer's Statement of the Problem:

I bought a LivingSocial deal with this coupon despite all the bad reviews of them online and boy do I regret it! The coupon was for a photo facial. The machine they use to do the facial left a scar near my lip that has not gone away more than a month later. When I returned to talk to the doctor about it, he was very defensive and claimed that the scar was probably always there, I just never noticed it before! (It's just coincidence that the scar exactly matches the footprint of the machine they use!). I have photos of my face that show no scar there just a few weeks before the visit. They refused to give me a refund unless I signed a paper saying that they were not at fault. They clearly were at fault so I refused to sign the paper. I'm outraged that this company can operate like this with no sanction at all, taking advantage of an endless stream of unsuspecting customers who get suckered into buying the coupons they constantly put out. I just want to warn other people to stay away from this company. The technicians are poorly trained and the company unethical.

Desired Settlement:

A refund would be nice but mostly I want other people to know that this is how this company treats the customers who buy their online coupons. They shouldn't be allowed to have technicians who are either poorly trained or too busy to handle the influx of customers to use the equipment properly and not cause damage to clients. You don't expect to go to a cosmetic enhancement business and leave with a new scar! And to get no apology afterwards. I want an apology & an offer to pay to fix the scar.