

**We have been in business for 36 years and we are proud of our reputation for honesty and good customer service.** We have won numerous awards (i.e. Best of Phoenix, over a decade in New Times, Best of the Rep in the AZ Republic, The National Will Eisner Spirit of comic retailing award and others) and still enjoy a large customer base of satisfied customers that have been shopping with us for decades.

We carry a wide selection of comics and merchandise and specialize in collectible comics from the 1940's to the present. We use the guidelines in the Overstreet Comic Book Price Guide, now in its 48<sup>th</sup> edition, to grade and price our comics. We, and our staff, have decades of experience in grading and pricing comics. However, **we NEVER guarantee what a comic will be graded by another person, another store, or The Certified Guaranty Company, LLC aka "CGC". We have never stated that we are experts in restoration. Our company policy is to ALWAYS let people know we can't guarantee what CGC will grade a book, as it is very subjective.**

We do have signage in our store that reads, **"All Comics Sold As is", "All Sales Final" and "No Cash Refunds"**. The large majority of the time our customers are very happy with their purchases and become repeat customers.

Mr. Masse found out about our store when his neighbor in Edmonton, Canada purchased another rare comic from us and was so happy with the great deal he got. So Mr. Masse began corresponding with us in November of 2017 from Canada about numerous books that he was interested in because of their collectability. Mr. Masse was interested in our rare Hulk #1 from 1962. We were offering that book on consignment, which means we were not the owners of the book but were selling it for another customer and taking a small percentage as the middleman. We explained this to Mr. Masse, which is why we could not discount the \$5500 price. This book is currently going for approximately \$8000 in the same condition on eBay with varying conditions priced in the tens of thousands of dollars. We emailed scans of the book, so Mr. Masse had time to observe and review it online before he flew into Phoenix. We prefer mail order customers see rare comic books in person and do not accept international credit cards. **In our November 12<sup>th</sup>, 2017 email exchange we clearly state that we do not give a CGC guarantee.**

When Mr. Masse came in to the shop in person he looked at the book carefully for approximately 20 minutes, reviewing the book page by page and made the decision to purchase the book as is. It was heavily water damaged, as though it had been sitting in an area that may have been flooded at one time in the history of the book. We clearly marked it as heavily H2O stained. He accepted the water

damage and knew he was buying it as is. Three staff members, as well as several others that viewed the book over the course of a few weeks all noticed the H2O damage, but none of us noticed any restoration attempts. Usually restoration is detected in higher graded comics because the restoration is intended to make a book look as close to its original state as possible. **It is highly unusual for anyone to try to restore a comic in this low grade a shape (due to the H2O damage).** Any colors, he now says are restoration; we just thought were colors bleeding together from the water damage. We did not detect any restoration ahead of time and we did not intentionally mean to misrepresent the book.

Mr. Masse appeared happy and satisfied when he left our store with the book. A month later on Dec. 9<sup>th</sup>, he emailed to say that he took the book to other retailers in Canada and they disagreed with the grade and felt the book had been restored. He then contacted CGC and they considered it restored. As stated earlier we never guarantee what CGC will say on any given book.

We were sorry to hear he was disappointed, because we had not intended to misrepresent the book. It is uncommon for someone to come back a month after a purchase without having contacted us sooner. We were also very surprised because he claimed to be serious comic collector for many years, shopping all over Canada and the US buying key collectibles yet he did not recognize any restoration when he looked at the book in person either. It wasn't until weeks later when he had someone else suggested that it might be restored, that he became dissatisfied. **Nevertheless, we valued his business and tried to give him several solutions to keep him as a happy and satisfied customer.**

First we contacted the original consignor to see if he would be willing to give him a refund. This too, is highly unusual but we were acting in good faith on behalf of Mr. Masse. The consignor was unwilling to offer a refund, especially since so much time had passed since his purchase.

There was too much money to be able to refund him from our small business so we tried to make up for it by offering him store credit, discounts on other merchandise, etc., but he refused our offers and became increasingly more displeased and threatening in his correspondence. It seemed we could not come up with a solution that would make him happy. This was disheartening for us because we have such a longstanding reputation of great customer service.

We were disappointed that Mr. Masse was unwilling to compromise with us when we made good faith offers to resolve his dissatisfaction with his purchase over 6 months ago. As stated previously it is our company policy to not offer cash refunds, particularly after so much time has passed. We did offer store credit, but he refused this and other offers. We remain proud of our 36 years of exemplary business in Phoenix and of the goodwill we have within our community.