

Very unprofessional and unacceptable service. I recommend anyone to think twice before doing business with them. **I gave them almost \$600 for advertisements (CLIENT ONLY PAID \$360 LIFE OF ACCOUNT)** only to be treated as though I was a problem & irritation for them to do business with.

I contacted VR in August (JULY) to discuss advertising for my business in the Valley Center Magazine. VP of advertising, Joshua, was helpful & everything went fine with the placement of my first ad.

He recommended that I have their editor write an article about my business for their Valley Roadrunner paper. I contacted the editor, David, & set up an interview. When I arrived for the interview, David was short & curt with me & seemed irritated on this particular day. He brought me into his office-- if you want to call it an office-- it was cluttered with stacked items & half eaten food was in strange places. It certainly was not a professional work space. He proceeded to ask questions about my business and as I answered them, he began taking notes. After about 5 min, he told me the article would come out the following week. **I heard nothing from him for the next week & I did not see a proof of the article. (IT'S NOT STANDARD PRACTICE TO SEND PROOF UNLESS PREVIOUSLY AGREED UPON, WHICH IT WASN'T)** Before I had a chance to email David, I found the article had already posted online & was printed in the Valley Roadrunner-- it was an absolute disaster! **(PRINT VERSION AVAILABLE FOR REVIEW)** **Sentences that made no sense (MAJORITY OF ARTICLE WAS QUOTES)**, spelling mistakes, wrong information. I researched his other articles & they were perfect... no mistakes, no spelling errors... it truly begged the question- what happened with my article & why is it written so poorly? Needless to say I was not happy & contacted Joshua the next day. Joshua was taken aback immediately that I would have a problem with David's writing. **I asked that they remove the article from their website (I DISABLED ONLINE ARTICLE AFTER THAT CALL)** as there were things that needed to be fixed (i.e. they stated I had 2 years experience when I actually have 10! That makes a huge difference to a reader who might want to use your business). He said he "saw nothing wrong with the article" & he "couldn't understand why I didn't like it". **I debated with him for about 30 min (PER CALL LOG, CALL LASTED 13 MIN 05 SEC)** yet we could not come to a mutual

understanding. (MUTUAL UNDERSTANDING FOLLOWS:) He suggested that I write David an email with what needed to be fixed and they would have the article re-written. He even offered to place the article in the VC Magazine-- sounds great right? **(CUSTOMER SERVICE)** I agreed & offered to Joshua & David that I would write the article for them. They could use what they wanted, but to please let me see a proof before it printed. **(SEE EMAIL A)** David agreed & said they would post a notice on their website that a revised article was being written for the following week **(ON 10/23 DAVID SUGGESTED TO REWRITE THE ARTICLE-AND WE WOULD POST A NOTICE IN THE PAPER TO LOOK ONLINE, BUT WE DID NOT RECEIVE THE REVISED ARTICLE UNTIL AFTER DEADLINE – SO NOTICE WAS PLACED THE FOLLOWING WEEK SEE EMAIL A AND SEE PRINT NOTICE)** I spent 3 days writing the article, correcting all the misinformation. Sent it back to them & heard nothing again for about 4 days. **(IT WAS RECEIVED AND IMMEDIATELY UPLOADED TO WEBSITE)** I found out the new VR paper came out on Thursdays-- I had the article to them Wednesday morning **(RECEIVED 12:01PM – SEE EMAIL, WHICH WAS BEYOND DEADLINE)**, before their deadline, yet they did not post the promised notice, did not post the new article, nor did they print it as agreed upon. **(WE WERE NOT GOING TO RUN THE ARTICLE AGAIN IN THE ROADRUNNER-SEE EMAIL 10/23&24 WHERE CLIENT ACKNOWLEDGES THIS)** I contacted David about this-- he responded they never agreed to reprint the article in the Roadrunner, but they would be posting the revised article on the website. Not what I wanted to hear, but I was sort of ok since the article would be placed in the magazine. The next day I was sent the link to the new article they placed on their website-- oh but wait-- they posted it with the same date as the previous article! **(CORRECT – WE REVISED/REPLACED THE ONLINE ARTICLE AS PROMISED)** The first article had come out a week & a half ago-- so this placed the new article towards the bottom of their "business article" feed. I contacted Joshua as this had to be a mistake. Joshua was very short & unfriendly to me. He pawned me off to their publisher. **(HE FORWARDED THE CLIENTS EMAIL TO ME AS I AM THE ADMIN FOR THE WEBSITE)** I asked him to bring the article current so the community could see what was corrected. He responded he would not be bringing the revised article current-- that it would stay where

it was & that was that. **(SEE EMAIL FROM ME FOR ACTUAL VERBIAGE)** This is where things started to not make sense & I could tell I was getting the run around. I had paid for a second ad a week before for \$260 and decided I wanted my money back. **(AD FOR NEXT VC MAGAZINE)** I called Joshua and asked nicely for a refund. Joshua became irate--yelling at me that I was "asking for too much" & he "couldn't give me my money back"(Why would you yell at your client?) **(FALSE STATEMENT - JOSHUA ANSWERED THE CALL DURING AN ALL-STAFF MEETING, ON SPEAKER PHONE – ALL STAFF WERE IN THE ROOM AS HE HAD THE CALL WITH THIS CLIENT. AS EVERY SINGLE MEMBER OF OUR COMPANY CAN CONFIRM, HE WAS ATTEMPTING TO CALM THE CLIENT DOWN FOR THE 9 MIN 14 SECOND CALL)** He finally calmed down when I made it clear he had no reason to be treating me so poorly. **(FALSE STATEMENT)** He reassured me I would be happy where the article & ad would be placed in the magazine. **(TRUE STATEMENT)** He would meet with me for article & ad placement approval.**(SEE EMAIL B)**

I receive an email from Justin 3 days before the meeting **(EMAIL C)**, stating I will be sharing my article with another business like mine & my meeting with Joshua would not do any good as they place articles where they want. Unbelievable! **(FALSE - READ EMAIL FOR ACTUAL VERBIAGE – I SENT A COURTESY NOTICE THAT ANOTHER GROOMER WILL BE INCLUDED IN THE MAGAZINE)** I told them I wanted my \$260 back **(CLIENT STATED SHE WAS UNCOMFORTABLE BEING IN THE MAGAZINE WITH ANOTHER GROOMER, SEE EMAIL)--** which they gave me-- so the 1 star counts. But not before they took down my revised article & placed the old one back on their site.**(FALSE STATEMENT – SAME ARTICLE AUTHORED BY CLIENT REMAINS ONLINE – EASY TO VERIFY AS IT'S STILL ONLINE)** Rude, inconsiderate, manipulative and just downright mean. **(REVIEW EMAILS AND READERS CAN JUDGE FOR THEMSELVES)**

Our staff went above and beyond for this client, but it was just never good enough. Client became irate when we provided a courtesy notice that another groomer was also going to be in the magazine.

JUSTIN SALTER, PUBLISHER