



Drysuit Repair

Orie Braun <orie@halcyon.net>

Wed, Aug 10, 2016 at 9:24 AM

To: Alice

Alice,

Good Morning. I hope all is well.

We recently received a dispute from AMEX about the charges for your suit repair that we did. I know we discussed the charges before we ever ran the card and you asked questions that I had answered with the repair work done. I also sent you the invoice for the charges and also the charges I was waving for the time it took to complete all the service work. After seeing the dispute did you have further concerns with the work and service performed? We are hoping to have the dispute handled promptly and at the satisfaction of all parties. Please let me know what I can do to help.

From the invoice we did remove the leak tests that were performed, Santi covered half of the flex sole change, we did not charge for the minor leaks that were found within the suit and I also gave you a rental suit to use while yours was in house being serviced at no charge.

Respectfully,

Orie J. Braun

Halcyon Sales

orie@halcyon.net

(386) 454-0811 ext302

*****20th Anniversary Wings are ready for ordering*****



Drysuit Repair

Alice

Wed, Aug 10, 2016 at 1:32 PM

To: Orie Braun <orie@halcyon.net>

Cc: Halcyon Tech Services <techservices@halcyon.net>, mm@halcyon.net

Orie,

The zipper replacement was unauthorized repair work. Halcyon unilaterally made the change without ever consulting me about the issue. Unauthorized repair work is not only an unethical business practice, it is downright illegal in other industries. The unauthorized zipper was attached to my drysuit and my drysuit was in the custody of Halcyon until I paid for the services. I asked for the invoice so that I can have proof of the itemized cost of the unauthorized replacement to dispute the \$600 charge.

I consulted Steve Gamble as soon as I found out about the unauthorized zipper replacement as he performed a detailed leak test and inspected my suit before he personally handed my suit over to Halcyon. As I am sure you know, Steve is a reputable, honest and experienced drysuit repair technician. He kept detailed notes about my suit repair and said he carefully inspected the zipper because the plastic zippers have a tendency to leak over time. However, he did not find a single problem with the zipper. He was shocked and appalled at the fact that Halcyon replaced the zipper without ever consulting me.

Furthermore, I never had an issue around my zipper area. Had I been notified about the problem, I would have declined the zipper replacement. When I asked why I was never consulted, I received the following reply from you on June 9, 2016:

"The zipper came up during the final leak tests to get your suit finalized. I made the decision to get that changed quickly instead of going through the waiting period. If the suit was put off to the side at that time it may have taken longer to get the suit finalized and working dry. I do apologize for not informing you at that time but it has been a very busy two weeks with suits. Let me know what I can do for you to get everything finalized. I know you are anxious for your suit."

The fact of the matter is that Halcyon should never unilaterally perform repairs which cost hundreds of dollars without first notifying the customer. A quick call or email would have sufficed.

While I appreciate that Santi covered half of the flexsole and Halcyon provided me a rental suit, I believe that these actions are completely independent from the unauthorized zipper replacement. The boot repair took over 6 weeks to complete due to the fact that there was a miscommunication between Santi, Halcyon and Extreme Exposure about the warranty policy and due to the fact that Halcyon did not have my boot size in stock. If I had known about the fact the boot repair was not covered by warranty (even though I did call Extreme Exposure twice in advance to confirm that this would be covered) or that it would take an extremely long time for the repair, I would have pursued different alternatives.

I am copying both Mark Messersmith, COO of Halcyon Manufacturing, and Corey Smith, Manager of Technical Services at Halcyon, to this email due to the gravity of the situation.

Alice



Drysuit Repair

Orie Braun <orie@halcyon.net>

Thu, Aug 11, 2016 at 2:58 PM

To: Alice

Cc: Halcyon Tech Services <techservices@halcyon.net>, mm@halcyon.net

Alice,

I hope you are well. I can appreciate your email in great regard. We do strive to keep a high level of service especially when drysuits are in for service. The idea for any suit is to make sure the suit leaves our hands dry and ready to dive. The zipper did come up on the leak test having failed. Gamble I know has seen a zipper work and then on a repeat test fail as well. We have seen this on a few cases and our technicians make the repairs as needed. Our technicians are very professional and quite experienced in Drysuit repair. In this case the repairs were being done on the weekend hours which is why I contacted you as soon as I had the information that they had finalized the suit. I also mentioned to you that the zipper was replaced since it had failed. In some cases when one leak, or in your suits case multiple leaks, are fixed a new leak can appear. Especially given that the pressure of the suit will change with limited leaks. This is where we had found the leak in the zipper.

We spoke about the pricing and I broke all the repairs out for you in an invoice for you to review. Once you saw the invoice you never questioned the final invoice seeing the payment amount. When we spoke on the phone following that, you gave me the credit card knowing the final bill without any concerns presented to me at that time. When I tried to run the card the card came back as a wrong number so I actually had to contact you again to verify the info. With that information our payment processing department ran the card and payment was received. I sent you the information and also followed up with you after.

I have sent several emails to you since the finalization of your suit asking if there were any issues with leaks or with the service and you made no mention of complaints. Once you dove your suit and were happy with the service I then had you send our loaner suit back to us which you did. This made for a very smooth and easy process, especially since you currently had one of our suits in your possession through most of the repair. In all of this communication you never once voiced any concern about the invoice or payment being a problem or an error. The suit was serviced and invoiced along with payment received by you knowing the final bill before processing a transaction which was made without any questions or concerns.

Respectfully,

Orie J. Braun

Halcyon Sales

orie@halcyon.net

(386) 454-0811 ext302

*****20th Anniversary Wings are ready for ordering*****



Drysuit Repair

Alice

Fri, Aug 12, 2016 at 2:47 PM

To: Orie Braun <orie@halcyon.net>

Cc: Halcyon Tech Services <techservices@halcyon.net>, mm@halcyon.net, stachura@santidiving.com

Orie - When I sent my drysuit to Halcyon, I provided specific instructions to you. The scope of services which were agreed upon by both parties only covered the boot replacement. We never once discussed replacing the zipper. If I was given the option to replace the zipper, I would have declined as I never witnessed any problems with the zipper.

Instead, Halcyon did not give me an option. It was made clear to me that my drysuit would not be returned until I paid the bill. I had no choice in the matter. I requested the invoice from you after you confirmed that you unilaterally decided to replace the zipper so that I could have proof of the unauthorized charge and dispute this charge with my credit card company. I never stated that the issue was resolved.

Furthermore, I wanted to be clear of any potential obligations that Halcyon might have presented for the drysuit rental after the fact even though I was promised that the rental would be free given the extended repair time. Once I confirmed with you that there would be no charge with the drysuit rental, I notified my credit card company of the objection to the charge.

You wrote: *"The idea for any suit is to make sure the suit leaves our hands dry and ready to dive. The zipper did come up on the leak test having failed. Gamble I know has seen a zipper work and then on a repeat test fail as well. We have seen this on a few cases and our technicians make the repairs as needed. Our technicians are very professional and quite experienced in Drysuit repair. In this case the repairs were being done on the weekend hours which is why I contacted you as soon as I had the information that they had finalized the suit."*

Even if I give you the benefit of the doubt and assume the above is true, it doesn't matter. It makes no difference. Zipper leak or not, you were not authorized to proceed with that repair. As I said above, if you had contacted me before replacing the zipper, I would not have authorized the replacement. I would have taken my chances with the existing zipper, since it had never given me a problem. If you had then wanted to return the drysuit with a disclaimer about the zipper leaking, that would have been fine. Your policy that with any suit the idea *"is to make sure the suit leaves our hands dry and ready to dive"* does not allow you to make unauthorized repairs. If it is your policy that your *"technicians make the repairs as needed"*, **this policy is flatly wrong and illegal.**

What happened distills down to the following statement: "I sent my drysuit out for a boot replacement and it came back with a new zipper." That is an indefensible statement; no diver would be ok with that statement. The bottom line here is that replacing the zipper was my decision to make, not yours.

I will not be responsible for paying hundreds of dollars when the mistake in notifying me has already been admitted by Halcyon.

Also, to be clear, there was no issue with the credit card number that I provided you in the first instance. The problem was because you were unaware that American Express cards have 15-digits whereas Visa and Mastercard have 16-digits which we specifically discussed over the phone.

I have copied Tomasz Stachura from Santi to the email as well.

Alice



Drysuit Repair

Mark Messersmith <mm@halcyon.net>

Sat, Aug 13, 2016 at 6:38 AM

To: Alice, Orié Braun <orie@halcyon.net>

Cc: Halcyon Tech Services <techservices@halcyon.net>, stachura@santidiving.com

Hello Alice,

I am responsible for your zipper repair.

As a Premium Brand company I empower our team members to solve problems and increase customer service everywhere possible. Sometimes this includes performing needed services without prior approval. In this case our technicians recognized a leaking drysuit was of little value to you so they decided to repair the failed zipper while working for no extra compensation over a weekend. If it had been a work day you would have received a call. Normally, most customers are excited when they receive these types of proactive service efforts. Free shipping, free drysuit rental, weekend service are just a few of the services our team members provide without prior approval. While I recognize installation of a zipper is a significant expense, our technician took it upon himself to perform this work as he was trying to provide you the best service possible. I am sorry this is not your desire. Since you did not provide us prior approval you are welcome to deduct the zipper repair cost from the invoice. Enjoy your new zipper at no charge.

I trust this solution is satisfactory and you will authorize the credit card company to pay us the amount owed.

Wishing you a happy and safe dive season.

Kind regards,

Mark Messersmith

Chief Operations Officer

Halcyon Manufacturing, Inc.



Drysuit Repair

Alice

Mon, Aug 15, 2016 at 1:59 PM

To: Mark Messersmith <mm@halcyon.net>

Cc: Orié Braun <orie@halcyon.net>, Halcyon Tech Services <techservices@halcyon.net>, stachura@santidiving.com, service@santidiving.com

Mark - Halcyon's stated policy of performing services without prior approval is an **unethical business practice and is downright illegal**. Halcyon should never perform unauthorized services. Period.

The fact that the drysuit was repaired over the weekend is irrelevant. Halcyon had my drysuit for **over 6 weeks** in order to change the boots. The suit was only at Halcyon in the first place because I confirmed twice with Extreme Exposure that this would be covered by warranty. However, Halcyon and Extreme Exposure made a mistake about the warranty policy and had to clarify this with Santi. Additionally, it is unimaginable that the technicians are incapable of notifying customers over the phone or email on the weekends.

Furthermore, the free drysuit rental is also irrelevant to this matter. The reason why I was offered a free drysuit rental is because of the extended repair time and because of the miscommunication between Halcyon and Santi about the warranty policy. The free drysuit rental was agreed upon weeks before technicians even inspected my zipper.

I vehemently disagree that "most customers are excited when they receive these proactive service efforts" if it means that they will be presented with bills that include hundreds of dollars of surprise charges. The fact that Halcyon is incapable of providing timely services as Santi's US official service center is not an excuse to perform services that cost hundreds of dollars without prior approval from the customer.

I am extremely disappointed with Halcyon's official response to this matter. Stating that "I am sorry that this is not your desire" is not an apology.

Alice



Drysuit Repair

Mark Messersmith <mm@halcyon.net>

Tue, Aug 16, 2016 at 3:49 PM

To: Alice

Cc: Orië Braun <orie@halcyon.net>, Halcyon Tech Services <techservices@halcyon.net>, stachura@santidiving.com, service@santidiving.com

Hello Alice,

Thank you for candidly sharing your thoughts along with your understanding of business practices and the law. Your opinion is noted.

I regret you remain unhappy and apparently angry about our efforts to provide you a dependable Santi drysuit with proper sized boots. Clearly the delay was unsatisfactory but the additional effort to return your suit 100% ready to dive as soon as possible remained our objective. The zipper needed to be repaired so we did this for your benefit. Alice, if you don't want to pay for it, please don't. On occasion we will continue to perform needed work and product we believe best for the customer even without prior approval. Most will choose to pay us for this added level of care.

We wish you many enjoyable dives through the remainder of 2016.

Kind regards,

Mark
