

Affidavit of Herndon Brent Crouch

My name is Herndon Brent Crouch. I am 36 years old, am working as a Field Service Engineer, and currently reside at 3013 Easy Goer Lane, Greenbrier, TN 37073.

1. I purchased a 63" Samsung Plasma Television model #PN63C550 from the hhgregg Madison Tennessee location on February 5, 2011.
2. The television has worked flawlessly until January 17, 2012. I used the television on January 16th and didn't notice any issues. I returned the next morning to find the screen was cracked.
3. I was the last person to use the television and there was no one else in the room that it is kept.
4. I returned to hhgregg and asked the manager on duty if he was aware of any issues where the screen on a Samsung plasma could crack without being touched. He told me he was aware of an issue with some Samsung televisions overheating which resulted in a cracked screen. He advised me to contact Samsung and informed me they would send a technician to my home that could determine if the crack was result of this failure.
5. My wife Priscilla Crouch contacted Samsung on January 20, 2012 and filed a warranty claim. We were instructed to take pictures of all sides of the television and email them to Samsung.
6. A few weeks later, Samsung informed us they would not cover the cracked screen because the television was no longer under warranty. My wife informed them the television was under warranty when the failure happened and when the issue was first reported to Samsung. The Samsung representative requested a copy of the purchase receipt proving the item was under warranty. The hhgregg receipt was promptly sent.
7. A week later, we heard from Samsung a second time. This time they were stating they would not cover the television because they had determined the cause of the failure was physical damage caused on our part and not a result of a manufacturing defect.
8. I returned back to the hhgregg store to speak to the manager. The manager gave me a number to hhgregg's vendor support and insisted that hhgregg would make Samsung live up to their warranty. I called hhgregg vendor support the following day.
9. Samsung responded that once they had made a decision regarding a failure, they would not review it a second time. When asked if they would at least send a technician to my home to verify the crack was internal and not a result of physical damage, they stated they would send a technician at my expense, but there would be no reason to do so. They would not review my claim since they had already made a decision.

10. I spoke to someone at hhgregg's corporate office on February 29, 2012 and was told hhgregg was filing to have Samsung replace the television. I was told I would hear from someone by phone within 24 – 48 hours. So far, I have not been contacted by anyone.
11. I was the last person to use the television and can confirm no one had access to the television between the time that I last used it and the following morning that I discovered the screen was cracked. There was nothing I did that could have caused the screen to crack.

I declare that, to the best of my knowledge and belief, the information herein is true, correct, and complete.

Herndon Brent Crouch

STATE OF TENNESSEE, COUNTY OF _____

On this _____ day of _____, 2012, before me personally appeared Herndon Brent Crouch, known to me, or proved on the basis of satisfactory evidence, to be the person who executed the foregoing instrument.

Notary Public

Title

My Commission expires _____