

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



DANA NESSEL
ATTORNEY GENERAL

P.O. Box 30736
LANSING, MICHIGAN 48909

December 10, 2025

First Class Mail and Email

Marianne Dewey-Fairbanks
President and Resident Agent
Recollections, Inc.
7956 County Road 451
Hawks, MI 49743
[REDACTED]

Re: Recollections, Inc. 2025-0432822-A

Dear Ms. Dewey-Fairbanks,

This letter gives you and your business, Recollections, Inc., notice of intended action in accordance with MCL 445.905(2) and provides an opportunity to immediately cease and desist from engaging in the unlawful business practices described below.

As background, this Office is responsible for enforcement of the Michigan Consumer Protection Act, MCL 445.901 *et seq.* (MCPA). Under the MCPA, the Attorney General may bring actions to protect the interests of consumers.

On July 7, 2025, this Office sent you a letter regarding a recent influx of complaints regarding Recollections, Inc.'s failure to timely fill online orders and refund customers whose orders remain unfilled. The letter described the MCPA provisions implicated by the complaints, requested a phone call to discuss the complaints, and encouraged you to engage an attorney representing the business to join the discussion. While you promptly contacted this Office, hired an attorney to represent you in those discussions, and initially participated in the requested discussions, you abruptly ceased communicating with this Office. On November 19, your attorney indicated that you were no longer communicating with her either. Since then, this Office has received no further communication from you or an attorney on your behalf.

As such, you have not adequately responded to the consumer complaints that were brought to your attention in July. And recent complaints indicate you have persisted in business activities contrary to the MCPA, even after our July letter. Further, you have failed to respond to new consumer complaints when forwarded to you for mediation.

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For example, consumer [REDACTED] of Nevada recently filed a complaint with our Office indicating she ordered Victorian-era clothing from Recollections, Inc. in February 2025 for \$229 and Edwardian-era clothing from Recollections, Inc. in March 2025 for \$124.80. For both orders, your website indicated the garments should be shipped within 6-12 weeks. By June, [REDACTED] had received neither order. That month, [REDACTED] reached out to Recollections, Inc. via email and received a response from “Katie” stating that the fabric for both orders was on back order. [REDACTED] reached out again in August and was informed the fabrics were still on back order. At that time, [REDACTED] asked to cancel her orders and receive a full refund for both. “Katie” confirmed via email on August 28 that the orders were cancelled and that [REDACTED] would be refunded “as quickly as possible.” Because she did not receive the refund quickly, [REDACTED] reached out again on September 30. “Katie” responded that “I will contact accounting and request they work on your refunds as soon as possible.” As of November 24, [REDACTED] still had not received a refund.

Similarly, consumer [REDACTED] of Livonia, Michigan, filed a complaint with the Better Business Bureau (BBB) alleging that he ordered two skirts totaling \$188.68 for his daughter in November 2024, at which time delivery was to occur within eight weeks. Beginning in early 2025, he contacted Recollections, Inc. monthly and was repeatedly told the material was on back order. By August 2025, the business stopped returning his calls and had removed his name and contact information from the “ship to” and “bill to” fields on the website. [REDACTED] requested a refund, noting that he used PayPal to pay for the order, which has only a 180-day limit on pursuing refunds. Recollections, Inc. responded to his Complaint on September 3, 2025, indicating that the fabric still had not come in, and “[w]e are sorry for the long wait and our failure to communicate clearly.”

Likewise, consumer [REDACTED] of Jackson, Michigan, complained to the BBB in August 2025 that she ordered a dress from Recollections, Inc. in October 2024, which was never received. So, on July 24, 2025, she requested a refund and was told by your business that a refund would be processed as quickly as possible. Three weeks later, she still had not received a refund for her unfulfilled order from the previous year. On August 27 and September 3, you responded to the BBB complaint, indicating you were sorry for the delay and were processing refunds as quickly as possible. [REDACTED] replied that such responses were insufficient and “[y]our business needs to be closed down.”

This Office has reviewed over fifty complaints filed with our Consumer Protection Team or the BBB. Most of the complaints provide a similar narrative to the examples described above.

Accordingly, we have probable cause to believe you have engaged, or are engaging, in the following unfair trade practices made unlawful by the MCPA:

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(g) Advertising or representing goods or services with intent not to dispose of those goods or services as advertised or represented.

(h) Advertising goods or services with intent not to supply reasonably expectable public demand, unless the advertisement discloses a limitation of quantity in immediate conjunction with the advertised goods or services.

(q) Representing or implying that the subject of a consumer transaction will be provided promptly, or at a specified time, or within a reasonable time, if the merchant knows or has reason to know it will not be so provided.

(u) Failing, in a consumer transaction that is rescinded, canceled, or otherwise terminated in accordance with the terms of an agreement, advertisement, representation, or provision of law, to promptly restore to the person or persons entitled to it a deposit, down payment, or other payment, or in the case of property traded in but not available, the greater of the agreed value or the fair market value of the property, or to cancel within a specified time or an otherwise reasonable time an acquired security interest. [MCL 445.903(1)(g), (h), (q), and (u).]

You have ten days within which to provide this Office with assurances of voluntary compliance under the MCPA. To be acceptable to this Office, such assurances must include that you will immediately cease accepting new orders and promptly refund consumers owed a refund. Failure to timely respond to this Notice may result in this Office filing a lawsuit under the MCPA, seeking an injunction and other relief for consumers.

During this busy online shopping season, it is all the more important that you cease taking orders from consumers that you are unable to timely fill or refund. As such, your prompt response to this letter is imperative.

Sincerely,

Katherine J. Bennett

Katherine J. Bennett
Assistant Attorney General
Corporate Oversight Division
(517) 335-7632

Cc:

[REDACTED]

[REDACTED]