STATE OF MICHIGAN DEPARTMENT OF ATTORNEY GENERAL



 $\begin{array}{c} \text{P.O. Box } 30736 \\ \text{Lansing, Michigan } 48909 \end{array}$

December 10, 2025

First Class Mail and Email

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

Re: Recollections, Inc. 2025-0432822-A

Dear Ms. Dewey-Fairbanks,

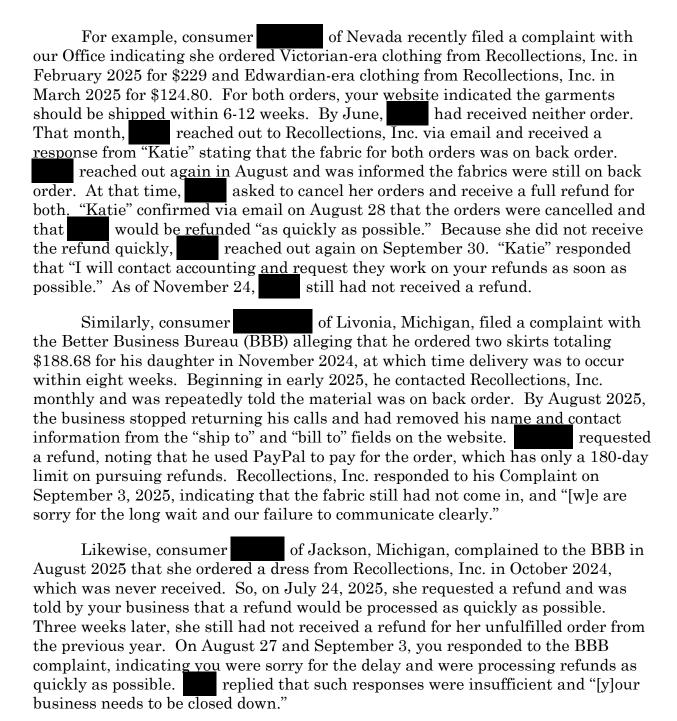
This letter gives you and your business, Recollections, Inc., notice of intended action in accordance with MCL 445.905(2) and provides an opportunity to immediately cease and desist from engaging in the unlawful business practices described below.

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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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:

- (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: