

E-Mail Viewer

Message	Details	Attachments	Headers	Source
---------	---------	-------------	---------	--------

[HTML](#)

From: "Ginger Hurst" <ginger_hurst@hotmail.com>
Date: 3/9/2015 11:14:04 AM
To: "Eddie Huddle" <huddle.eddie@doc.sc.gov>, "Michael McCall" <mccall.michael@doc.sc.gov>, "South Carolina Dept of Corrections Lee" <corrections.info@doc.state.sc.us>, "Haley, Nikki" <NikkiHaley@gov.sc.gov>
Cc: "Ginger Hurst" <ginger_hurst@hotmail.com>
Subject: Refund from vendor at Ridgeland

I have been working since Sunday, July 20, 2014 to get a refund of \$20+ from the keycard machine at Ridgeland CI.

There was no notice of any kind that the keycard I had did NOT work at Ridgeland CI. I put the card in the machine to add

money. I than put in a \$20 bill. Nothing happened. It was the only money I had and I tried to retrieve the money. It would not give me my \$20 back.

When I went inside I tried using the key card and it said I had no funds on it. An officer accompanied me outside to try to retrieve

the funds and purchase a new key card. Nothing.

I put in a written request in at that time for the return of the \$20. I have since written 2-3 more request for the refund when I have visited Ridgeland CI.

I have spoken to Mr. Eddie Huddle about this matter many times. He advised me to contact the vending company, which I did. I was told by the

vending company I needed to put the request in writing to the company. This is NOT what the contract says. It requires a slip to be filed out and files

at the institution, which I have down at least 3 times now.

This does not address the problem where the machine has taken my money 3 or 4 times when trying to retrieve food items. I am now out over \$30.

I hate to use the term "demand" but what should I say, I request a refund for the 5th to 8th time in writing and verbally and get Absolutely NO results.

Would someone please help get my refund of \$30. I don't know what else to do.

Please advice.

Would you also have this complaint about the vendor at Ridgeland put in the contract file so that next time they will NOT get the contract. They are not fulfilling the contract as written. Lord knows how many others have lost money in those machines and not said anything.

Please help and let me know what action I must do to correct this problem and receive a refund.

Katherin Hurst
803-459-1040