



DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS  
Office of Consumer Protection

## DCCA News Release

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GOVERNOR

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### **ASHLEY FURNITURE CONSUMERS TO RECEIVE REFUNDS**

HONOLULU -- The State's Office of Consumer Protection (OCP) announced today that Hawaii customers of the Ashley Furniture Home Store, who have not already received a refund from the company for merchandise that was paid for and not received, will receive restitution shortly.

The Ashley Furniture store in Waikele closed abruptly in November 2006, leaving more than one hundred customers without delivery of the furniture that they had ordered. OCP received a total of 125 complaints. Most consumers eventually received a refund either through a chargeback to their credit card accounts or from the local Ashley distributor following a liquidation sale.

OCP Executive Director Stephen Levins said that his office has been in contact with the corporate headquarters of Ashley Furniture Industries, based in Wisconsin, about the Waikele store situation. Ashley Furniture Industries has responded by agreeing to provide a restitution fund to assist the affected customers. With this agreement more than three dozen consumers will be provided restitution.

Hawaii customers who paid for merchandise which they did not receive, will receive a full refund. Customers who filed complaints with OCP will receive a restitution check in the mail, within a week. Anyone with questions regarding the customer refunds may call OCP at 586-2636.

"We appreciate that the national company, Ashley Furniture Industries of Wisconsin has stepped up to the plate to help these consumers," said Levins.

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