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8 **BEFORE THE**
9 **DEPARTMENT OF CONSUMER AFFAIRS**
10 **FOR THE BUREAU OF HOUSEHOLD GOODS AND SERVICES**
11 **STATE OF CALIFORNIA**

12 In the Matter of the Accusation Against:

Case No. A1 2024-407

13 **HENRY WASSERMAN**

ACCUSATION

14 **DBA APPLIANCE REPAIR LOS**
15 **ANGELES**
16 **5727 Etiwanda Ave., Apt. 5**
17 **Tarzana, CA 91356**

18 **Appliance Service Dealer Registration**
19 **No. A-47450,**

20 **DBA WILSHIRE-REFRIGERATION**
21 **5727 Etiwanda Ave., Apt. 5**
22 **Tarzana, CA 91356**

23 **Appliance Service Dealer Registration**
24 **No. A-48716,**

25 **and**

26 **DBA REAL BOX APPLIANCE**
27 **9440 Santa Monica Blvd, Ste 301**
28 **Beverly Hills, CA 90201**

Appliance Service Dealer Registration
No. A-49841,

Respondent.

1 **PARTIES**

2 1. Claire Goldstene (“Complainant”) brings this Accusation solely in her official
3 capacity as the Deputy Chief and Acting Bureau Chief of the Bureau of Household Goods and
4 Services (“Bureau”), Department of Consumer Affairs.

5 2. On or about July 29, 2016, the Bureau issued Appliance Service Dealer Registration
6 Number A-47450 to Henry Wasserman (“Respondent”), doing business as Appliance Repair Los
7 Angeles. This Appliance Service Dealer Registration was expired from July 31, 2017, to
8 December 5, 2017; July 31, 2019, to May 5, 2020; and July 31, 2023, to October 9, 2023. Other
9 than these periods when the Registration was expired, this Appliance Service Dealer Registration
10 was in full force and effect at all times relevant to the charges brought herein and expired on July
11 31, 2025, and has not been renewed.

12 3. On or about June 4, 2020, the Bureau issued Appliance Service Dealer Registration
13 Number A-48716 to Respondent, doing business as Wilshire-Refrigeration. This Appliance
14 Service Dealer Registration was expired from June 30, 2021, to July 18, 2021. Other than this
15 period when the Registration was expired, this Appliance Service Dealer Registration was in full
16 force and effect at all times relevant to the charges brought herein and expired on June 30, 2025,
17 and has not been renewed.

18 4. On or about April 19, 2023, the Bureau issued Appliance Service Dealer Registration
19 Number A-49841 to Respondent, doing business as Real Box Appliance. This Appliance Service
20 Dealer Registration was expired from April 30, 2024, to January 6, 2025. Other than this period
21 when the Registration was expired, this Appliance Service Dealer Registration was in full force
22 and effect at all times relevant to the charges brought herein and expired on April 30, 2025, and
23 has not been renewed.

24 **JURISDICTION**

25 5. This Accusation is brought before the Director of the Department of Consumer
26 Affairs (“Director”) for the Bureau, under the authority of the following laws. All section
27 references are to the Business and Professions Code (“Code”) unless otherwise indicated.

1 6. Section 118(b) of the Code states, in pertinent part, that the suspension, expiration,
2 surrender, or cancellation of a license shall not deprive the Bureau of jurisdiction to proceed with
3 a disciplinary action during the period within which the license may be renewed, restored,
4 reissued or reinstated.

5 7. Section 9810.1 of the Code provides that protection of the public shall be the highest
6 priority of the Bureau in exercising its licensing, regulatory, and disciplinary functions under the
7 Electronic and Appliance Repair Dealer Registration Law (Bus. & Prof. Code § 9800 *et seq.*).

8 8. Section 9841(a) of the Code states, in pertinent part, that the Director may refuse to
9 validate, or may invalidate temporarily or permanently, the registration of a service dealer if he,
10 or any employee, partner, officer, or member of the service dealer, has violated provisions of the
11 Electronic and Appliance Repair Act.

STATUTORY PROVISIONS

12
13 9. Section 22(a) of the Code states:

14 (a) “Board” as used in any provision of this Code, refers to the board in which
15 the administration of the provision is vested, and unless otherwise expressly provided,
16 shall include “bureau,” “commission,” “committee,” “department,” “division,”
17 “examining committee,” “program,” and “agency.”

18 10. Section 23.8 of the Code defines “licensee” as any person authorized by a license,
19 certificate, registration, or other means to engage in a business or profession regulated by this
20 code.

21 11. Section 9841 of the Code states:

22 (a) The director may deny, suspend, revoke, or place on probation the
23 registration of a service dealer for any of the following acts or omissions done by
24 himself or herself or any employee, partner, officer, or member of the service dealer
25 and related to the conduct of his or her business:

26 (1) Making or authorizing any statement or advertisement that is untrue or
27 misleading, and that is known, or which by the exercise of reasonable care
28 should be known, to be untrue or misleading.

 (2) Making any false promises of a character likely to influence,
persuade, or induce a customer to authorize the repair, installation, service, or
maintenance of the equipment as specified by this chapter.

 (3) Any other conduct that constitutes fraud or dishonest dealing.

 (4) Conduct constituting incompetence or negligence.

1 (5) Failure to comply with the provisions of this chapter or any
regulation, rule, or standard established pursuant to this chapter.

2 (6) Any willful departure from or disregard of accepted trade standards
3 for good and workmanlike installation or repair.

4 (7) Conviction of a crime that has a substantial relationship to the
5 qualifications, functions and duties of a registrant under this chapter, in which
6 event the record of the conviction shall be conclusive evidence thereof.

(8) A violation of any order of the bureau made pursuant to this chapter.

7 (b) The director may also deny, or may suspend, revoke, or place on probation,
8 the registration of a service dealer if the applicant or registrant, as the case may be,
9 has committed acts or crimes constituting grounds for denial of licensure under
10 Section 480.

11 (c) The director may also deny, or may suspend, revoke, or place on probation,
12 the registration of a service dealer if the applicant or registrant, as the case may be,
13 will be or is holding the registration for the benefit of a former registrant whose
14 registration has been suspended or revoked and who will continue to have some
15 involvement in the applicant's or new registrant's business.

12 12. Section 9842 of the Code states:

13 All work done by a service dealer shall be recorded on an invoice in such detail
14 as is required by regulations issued by the director and shall describe all service work
15 done and all parts supplied. If any used parts are supplied, the invoice shall clearly
16 state that fact. One copy shall be given to the customer and one copy shall be
17 retained by the service dealer for a period of at least three years.

16 13. Section 9843 of the Code states that the service dealer shall return replaced
17 parts to the customer excepting such parts as may be exempted from this requirement
18 by regulations of the director and excepting such parts as the service dealer needs to
19 return to the manufacturer or distributor under a warranty arrangement.

19 14. Section 9844 of the Code states:

20 An initial written estimate for the cost of repair shall be given to the customer
21 before performing any repairs. The written estimate shall include all costs for parts
22 and labor, and the service dealer may not charge for work done or parts supplied in
23 excess of the estimate without the previous consent of the customer. The service
24 dealer may charge a reasonable fee for services provided in determining the nature of
25 the malfunction in preparation of a written estimate for repair. The service dealer
26 shall advise the customer in writing of the amount of the fee prior to a repair made in
27 the residence, before removal of the consumer goods from the customer's residence,
28 or upon acceptance of the goods at the repair facility or registered location.

REGULATORY PROVISIONS

25 15. California Code of Regulations, title 16, section 2716 states:

26 No service dealer's registration shall be issued in a fictitious name which the
27 Bureau determines to be confusingly similar to that of another registrant, nor shall a
28 service dealer's registration be issued in a name which is likely to be confused with
that of an electronic or appliance product manufacturer, a governmental agency or

trade association.

1
2 16. California Code of Regulations, title 16, section 2720 states:

3 No service dealer shall, in filling out an estimate or an invoice, withhold
4 therefrom or insert therein any statement or information where the tendency or effect
5 thereby is to mislead or deceive customers, prospective customers, or the consuming
6 public.

7 17. California Code of Regulations, title 16, section 2722 states:

8 A written estimate for cost of repair shall include all costs for parts and labor
9 and the initial service call if provided. The written estimate shall not be described
10 with a minimum estimate amount.

11 (a) No service dealer shall charge for work done or parts supplied in
12 excess of the written estimate without the prior oral or written consent of the
13 customer, and if such consent is oral, the service dealer shall make a notation
14 on the invoice of the date, time, name of person authorizing the additional
15 repairs, telephone number called, if any, name of the person receiving such oral
16 consent, conditions of such consent, if any, together with a specification of the
17 additional parts and labor and the total additional cost.

18 (b) Sales tax and other applicable taxes shall not be considered part of the
19 written estimate.

20 (c) Where a written estimate for the cost of repair is provided in the
21 residence, the estimate shall include as part of the labor charge, all
22 transportation and travel charges, including the initial service call.

23 18. California Code of Regulations, title 16, section 2723 of the states:

24 A legible original or a legible copy of the invoice shall be given to the customer
25 for repairs performed and parts installed, regardless of whether a charge(s) is levied
26 (i.e. warranty repairs). There shall be printed on the invoice in prominent type the
27 following statement:

28 “An estimate as required (Section 9844 of the California Business and
Professions Code) for repairs shall be given to the customer by the service dealer in
writing, and the service dealer may not charge for work done or parts supplied in
excess of the estimate without prior consent of the customer. Where provided in
writing, the service dealer may charge a reasonable fee for services provided in
determining the nature of the malfunction in preparation of a written estimate for
repair. For information contact the Bureau of Household Goods and Services,
Department of Consumer Affairs, Sacramento 95834.”

19 19. California Code of Regulations, title 16, section 2725 states:

20 Each customer shall be given a legible invoice, not a checklist-type invoice, and
21 all such invoices shall clearly set forth the following:

22 (a) Business name, address, and telephone number of service dealer.

23 (b) Service dealer’s State registration number(s), and indicated as such.

24 (c) Date of invoice.

1 (d) If the set or appliance is removed from a home, home office or private
2 motor vehicle, the address of the location where the set or appliance was repaired, and
3 the state registration number of the service dealer.

4 (e) Name and address of the customer.

5 (f) A description of the set or appliance repaired or serviced, including make,
6 model number and serial number.

7 (g) A summary of the customer's description of the problem associated with the
8 set or appliance.

9 (h) A statement of total charges.

10 (i) Itemization of each part placed in the set or appliance including a description
11 by class and type where possible, indicating any part within warranty that was
12 replaced, and the charge levied for any part or parts not covered by warranty.

13 (j) Itemization and description of labor or technical services performed within
14 warranty or for which a charge was levied.

15 (k) An itemization and description of all other charges.

16 (l) If any used or exchanged parts, including, but not limited to, modules or
17 panels, are supplied, the invoice shall state that fact, indicating which parts are used
18 or exchanged and the charge levied for each part. If a picture tube is installed, the
19 description of such replacement picture tube shall conform to the requirements as
20 hereinafter provided.

21 (m) Complete and legible signature, or employee's number, of person filling
22 out the invoice and indicated as such.

23 (n) Complete and legible signature or employee's number of the person
24 performing the actual repair on the set or appliance and indicated as such.

25 20. California Code of Regulations, title 16, section 2751 states, in pertinent part:

26 Advertising which shall be deemed untrue or misleading includes, but is not
27 limited to, advertising which fails to conform to the following specifications:

28

(g) It shall not be stated or implied in any advertisement that repairs or services
will be performed by any person who is "Factory Trained," a "Factory Specialist,"
"Factory Authorized," "Authorized," "Licensed," "Certified," or words of like
import, unless such words are true and not misleading.

. . . .

COST RECOVERY

21. Section 125.3, subdivision (a), of the Code states, in pertinent part:

Except as otherwise provided by law, in any order issued in resolution of a
disciplinary proceeding before any board within the department . . . the board may
request the administrative law judge to direct a licentiate found to have committed a

1 violation or violations of the licensing act to pay a sum not to exceed the reasonable
2 costs of the investigation and enforcement of the case.

3 **FACTUAL ALLEGATIONS**

4 **Respondent's Impersonation of Other Licensed Appliance Repair Companies**

5 22. Respondent operates an appliance repair business using three fictitious business
6 names, Appliance Repair Los Angeles, Wilshire-Refrigeration, and Real Box Appliance.¹ The
7 Bureau received numerous complaints from consumers indicating that Respondent is engaged in
8 practices to impersonate other appliance repair businesses.

9 23. Respondent's use of the fictitious business name "Wilshire-Refrigeration" caused
10 significant confusion with consumers because there is another licensed appliance repair business
11 called "Wilshire Refrigeration" (the "Legitimate Wilshire Refrigeration") that has been in
12 business since 1974. The Legitimate Wilshire Refrigeration is a well-known authorized repair
13 company for several luxury appliance brands. In 2023, the Legitimate Wilshire Refrigeration
14 sued Respondent and obtained an injunction preventing Respondent from using any name
15 variation that would cause confusion among consumers between Respondent and the Legitimate
16 Wilshire Refrigeration. Additionally, the World Intellectual Property Organization, an
17 international arbitration and mediation provider, ordered Respondent to transfer any such internet
18 domain names back to Legitimate Wilshire Refrigeration.

19 24. Likewise, Respondent's use of the fictitious business name "Real Box Appliance"
20 caused significant confusion with consumers because there is another licensed appliance repair
21 business called "Box Appliance" (the "Legitimate Box Appliance") that has been in business
22 since 1972. The Legitimate Box Appliance is a well-known authorized repair company for
23 several luxury appliance brands. Respondent used the name "Box Appliance" on his advertising
24 and invoices. Sometimes, he would slightly change the company name (e.g., using "Real Box
25 Appliance" or "Box-Appliance" instead of "Box Appliance" or website domain name (e.g., using
26

27 ¹ During the Bureau's investigation into Respondent's business practices, Respondent was
28 not able to produce proof that he properly registered any of these three fictitious business names
with any County Recorder in California.

1 “boxappliances.co” instead of “boxappliance.com”) to deceive consumers into believing they are
2 calling or hiring the Legitimate Box Appliance.

3 **FIRST CAUSE FOR DISCIPLINE**

4 (Violations of Electronic and Appliance Repair Dealer Registration Law or Regulations
5 Established Pursuant Thereto – Name Style – Service Dealer Registration)

6 25. Respondent is subject to disciplinary action under Code section 9841, subdivision
7 (a)(5), in that Respondent violated California Code of Regulations, title 16, section 2716, because
8 Respondent used the names “Wilshire-Refrigeration” and “Real Box Appliance,” which are
9 confusingly similar to other licensed repair entities and are likely to mislead or deceive
10 customers, prospective customers, or the consuming public. The allegations contained in
11 paragraphs 22 through 24, above, are incorporated by reference as if fully set forth herein.

12 **Repair of Consumer L. C.’s Refrigerator and Ice Maker (CM 2024 407)**

13 26. Consumer L. C. tried to contact the Legitimate Box Appliance to repair a refrigerator
14 and ice maker. She conducted a Google search for “Box Appliance” and located an
15 advertisement with the phone number (866) 585-2876. She called the number and set up an
16 appointment for June 11, 2024. Two people (one man and one woman) showed up at her house
17 for the appointment, and Consumer L. C.’s housekeeper let them in the home. They identified
18 themselves as being from “Box Appliance.” The two people were not in a marked Box Appliance
19 vehicle and were not wearing any identifying clothing representing Box Appliance. The two
20 people were at Consumer L. C.’s home for approximately 15 minutes. They briefly looked at the
21 refrigerator and ice maker and left without leaving an invoice or business card.

22 27. The next day, Consumer L. C. received a call from the man who reported to her home
23 for the repair appointment on June 11, 2024. He advised consumer L. C. that he needed to be
24 paid for the service call. Consumer L. C. requested an invoice before paying for the service call,
25 and he told her that it would cost \$4,500 to repair her refrigerator and service the ice machine.

26 28. Shortly after the call from the repairman, Consumer L. C. received a text message
27 from someone named, “Elias” requesting payment. Consumer L. C. again requested an invoice.
28 She then received another text message from another phone number with a copy of an invoice.

1 The invoice had the business name “Box-Appliance” at the top, listed a phone number of 866-
2 585-2876, and was signed “Angel.” The invoice did not have an address or other information to
3 identify the business that issued it. Consumer L. C. researched the invoice and discovered the
4 phone number on the invoice did not match the phone number for the Legitimate Box Appliance
5 company. Consumer L. C. called the Legitimate Box Appliance and learned that they were not
6 the company that serviced her refrigerator and ice maker on June 11, 2024.

7 **SECOND CAUSE FOR DISCIPLINE**

8 (Violations of Electronic and Appliance Repair Dealer Registration Law or Regulations
9 Established Pursuant Thereto)

10 29. Respondent is subject to disciplinary action under Code section 9841, subdivision
11 (a)(5), in that Respondent violated the following provisions of the Code or regulations with
12 respect to the repair performed and services rendered to Consumer L. C.:

- 13 i. Code section 9842 and California Code of Regulations, title 16, sections 2720 and
14 2725 (Invoice Violations): The invoice Respondent provided to Consumer L. C. did
15 not include Respondent’s address or license number. The invoice listed
16 Respondent’s business name as “Box-Appliance,” which is not Respondent’s
17 licensed name, and which mislead or deceived customers, prospective customers, or
18 the consuming public.
- 19 ii. California Code of Regulations, title 16, section 2716 (Name Style—Service Dealer’s
20 Registration): In dealing with Consumer L. C., Respondent used the name “Box-
21 Appliance,” which is confusingly similar to another licensed repair entity (the
22 Legitimate Box Appliance).

23 The allegations contained in paragraphs 26 through 28, above, are incorporated by reference as if
24 fully set forth herein.

25 **Repair of Consumer L. S.’s Refrigerator (CM 2024 407)**

26 30. Consumer L. S. contacted the manufacturer of his refrigerator regarding an issue he
27 was experiencing. The manufacturer referred Consumer L. S. to the Legitimate Box Appliance
28 for repairs, and the manufacturer instructed Consumer L. S. to search online for the Legitimate

1 Box Appliance's contact information. Consumer L. S. found contact information for Respondent
2 and contacted Respondent, believing he had contacted the Legitimate Box Appliance.

3 31. Respondent or his employee informed Consumer L. S. they would waive the \$95
4 estimate fee if he agreed to hire their company, and they gave Consumer L. S. an estimate of
5 \$5,000 over the phone. Consumer L. S. gave Respondent's technicians a check for \$2,500 on
6 September 11, 2023, when the technicians responded to Respondent's home to complete the
7 repairs. Consumer L. S. noted that Respondent's technicians appeared to be intoxicated or under
8 the influence of marijuana. Consumer L. S. complained to Respondent about the quality of the
9 repairs performed, and Respondent agreed to reduce the invoice by \$1,000. Consumer L. S. paid
10 an additional \$2,300 to Respondent (for a total of \$4,800 for the repairs performed).

11 32. In April 2024, while the repairs were still under warranty, Consumer L. S. called
12 Respondent to schedule a service because his refrigerator started to have problems again. A
13 service call was scheduled for April 22, 2024. Respondent's technicians never reported to
14 Consumer L. S.'s home, as scheduled, and Respondent and his staff stopped responding to
15 Consumer L. S.'s phone calls and text messages.

16 **THIRD CAUSE FOR DISCIPLINE**

17 (Violations of Electronic and Appliance Repair Dealer Registration Law or Regulations
18 Established Pursuant Thereto)

19 33. Respondent is subject to disciplinary action under Code section 9841, subdivision
20 (a)(5), in that Respondent violated the following provisions of the Code or regulations with
21 respect to the repair performed and services rendered to Consumer L. S.:

22 i. Code section 9844 and California Code of Regulations, title 16, sections 2720 and
23 2722 (Estimate Violations): Respondent failed to provide Consumer L. S. with a
24 written estimate prior to commencing repairs on Consumer L. S.'s refrigerator.

25 ii. Code section 9842 and California Code of Regulations, title 16, sections 2720 and
26 2725 (Invoice Violations): The invoice Respondent provided to Consumer L. S. did
27 not include Respondent's address or license number. The invoice listed
28 Respondent's business name as "Box-Appliance," which is not Respondent's

1 licensed name, and which mislead or deceived customers, prospective customers, or
2 the consuming public.

3 iii. California Code of Regulations, title 16, section 2716 (Name Style—Service Dealer’s
4 Registration): In dealing with Consumer L. S., Respondent used the name “Box-
5 Appliance,” which is confusingly similar to another licensed repair entity (the
6 Legitimate Box Appliance).

7 The allegations contained in paragraphs 30 through 32, above, are incorporated by reference as if
8 fully set forth herein.

9 **Repair of Consumer S. R.’s Refrigerator (CM 2024 873)**

10 34. In an effort to repair her refrigerator, Consumer S. R.. contacted a few appliance
11 repair stores local to her, and she was directed to call a company called, “Box Appliance.” One
12 of the local repair companies verbally gave her the phone number (866) 585-2876, that she
13 believed was supposed to be for the Legitimate Box Appliance. Consumer S. R. called the
14 number and scheduled a repair appointment for March 2, 2024.

15 35. On the day of the appointment, a man identified as “Sam E.” came to her home and
16 inspected her refrigerator. Sam E. told Consumer S. R. that there must have been a power outage
17 that “fried” the circuit board. He also told Consumer S. R. that the circuit board replacement was
18 not covered under her warranty. Sam. E. gave Consumer S. R. a verbal quote of approximately
19 \$2,200 to complete the repair, and he later provided her with a written estimate. The estimate has
20 the name “Box-Appliance,” with the phone number she called to schedule the appointment, and
21 the address of record for Respondent.

22 36. Consumer S. R. believed the repair estimate was high, so she contacted the store
23 where she originally purchased the refrigerator. The store assured her that “Box Appliance” was
24 a legitimate repair company. Based on this assurance, on March 2, 2024, Consumer S. R. paid a
25 \$1,100 deposit to Respondent. On March 8, 2024, Consumer S. R. paid a remaining balance of
26 \$1,296 to Respondent.

27 37. On March 26, 2024, Consumer S. R. sent a text message to Sam E. informing him
28 that she was still experiencing the same problem with her refrigerator. Sam. E. sent Consumer S.

1 R. a text message to help diagnose the problem and gave Consumer S. R. steps to diagnose it.
2 Consumer S. R. then contacted the manufacturer of her refrigerator, and the manufacturer gave
3 her the contact information for the Legitimate Box Appliance. The contact information
4 Consumer S. R. received for the Legitimate Box Appliance was not the same phone number and
5 address listed on the estimate she received from Respondent.

6 38. Consumer S. R. had the Legitimate Box Appliance service her refrigerator. The
7 Legitimate Box Appliance repair person determined that the circuit board had been replaced with
8 a used part. He also informed Consumer S. R. that her refrigerator was still under warranty and
9 that she should not have had to pay anything for the repair. The Legitimate Box Appliance
10 serviced the refrigerator and repaired it correctly.

11 **FOURTH CAUSE FOR DISCIPLINE**

12 (Violations of Electronic and Appliance Repair Dealer Registration Law or Regulations
13 Established Pursuant Thereto)

14 39. Respondent is subject to disciplinary action under Code section 9841, subdivision
15 (a)(5), in that Respondent violated the following provisions of the Code or regulations with
16 respect to the repair performed and services rendered to Consumer S. R.:

- 17 i. Code section 9844 and California Code of Regulations, title 16, sections 2720 and
18 2722 (Estimate Violations): Respondent provided Consumer S. R. with an estimate
19 that identified Respondent's business name as "Box-Appliance," which is not
20 Respondent's licensed name, and which mislead or deceived customers, prospective
21 customers, or the consuming public.
- 22 ii. Code section 9842 and California Code of Regulations, title 16, sections 2720 and
23 2725 (Invoice Violations): The invoice Respondent provided to Consumer S. R. did
24 not include Respondent's address or license number. The invoice listed
25 Respondent's business name as "Box-Appliance," which is not Respondent's
26 licensed name, and which mislead or deceived customers, prospective customers, or
27 the consuming public. Additionally, Respondent stated on the invoice issued to
28

1 Consumer S. R. that he replaced the control board on her refrigerator with a new
2 circuit board; however, the part was used.

3 iii. California Code of Regulations, title 16, section 2716 (Name Style—Service Dealer’s
4 Registration): In dealing with Consumer S. R., Respondent used the name “Box-
5 Appliance,” which is confusingly similar to another licensed repair entity (the
6 Legitimate Box Appliance).

7 The allegations contained in paragraphs 34 through 38, above, are incorporated by reference as if
8 fully set forth herein.

9 **FIFTH CAUSE FOR DISCIPLINE**

10 (Fraud or Dishonest Dealing)

11 40. Respondent is subject to disciplinary action under Code section 9841, subdivision
12 (a)(5), in that Respondent committed an act constituting fraud or dishonest dealing in the repair of
13 Consumer S. R.’s refrigerator. Respondent stated on the invoice issued to Consumer S. R. that he
14 replaced the control board on her refrigerator with a new circuit board; however, the part was
15 used. The allegations contained in paragraphs 34 through 38, above, are incorporated by
16 reference as if fully set forth herein.

17 **Repair of Consumer J. R.’s Stove (CM 2024 1073)**

18 41. Consumer J. R. filed a complaint with the Bureau against Respondent. Consumer J.
19 R. hired Respondent to repair her stove because she believed that she was hiring the Legitimate
20 Box Appliance. Consumer J. R. paid Respondent’s technician \$585 for parts and repairs to her
21 stove. The technician conducted the repairs and left the location. Consumer J. R. subsequently
22 learned that Respondent was not the Legitimate Box Appliance and filed a complaint with the
23 Bureau. She also believes that the repairs made by Respondent’s technician pose a fire hazard.
24 Consumer J. R. reported the credit card payment she made to Respondent as fraud.

25 ///

26 ///

1 **SIXTH CAUSE FOR DISCIPLINE**

2 (Violations of Electronic and Appliance Repair Dealer Registration Law or Regulations
3 Established Pursuant Thereto)

4 42. Respondent is subject to disciplinary action under Code section 9841, subdivision
5 (a)(5), in that Respondent violated the following provisions of the Code or regulations with
6 respect to the repair performed and services rendered to Consumer J. R.:

- 7 i. Code section 9844 and California Code of Regulations, title 16, sections 2720 and
8 2722 (Estimate Violations): Respondent provided J. R. with an estimate that
9 identified Respondent’s business name as “Box-Appliance,” which is not
10 Respondent’s licensed name, and which mislead or deceived customers, prospective
11 customers, or the consuming public.
- 12 ii. Code section 9842 and California Code of Regulations, title 16, sections 2720 and
13 2725 (Invoice Violations): The invoice Respondent provided to Consumer J. R. did
14 not include Respondent’s address or license number. The invoice listed
15 Respondent’s business name as “Box-Appliance,” which is not Respondent’s
16 licensed name, and which mislead or deceived customers, prospective customers, or
17 the consuming public.
- 18 iii. California Code of Regulations, title 16, section 2716 (Name Style—Service Dealer’s
19 Registration): In dealing with Consumer J. R., Respondent used the name “Box-
20 Appliance,” which is confusingly similar to another licensed repair entity (the
21 Legitimate Box Appliance).

22 The allegations contained in paragraph 41, above, is incorporated by reference as if fully set forth
23 herein.

24 **Repair of Consumer R. L.’s Refrigerator (CM 2024 1147)**

25 43. Consumer R. L. filed a complaint with the Bureau against Respondent. Consumer R.
26 L. hired Respondent to repair his refrigerator because he believed he was hiring the Legitimate
27 Box Appliance. Respondent’s technician provided Consumer R. L. with an estimate of \$2,471 to
28 repair the refrigerator. Consumer R. L. ultimately paid Respondent’s technician \$1,400 for parts

1 and repairs to the refrigerator, and they scheduled the repair to be completed on October 24, 2024.
2 No one arrived at the scheduled time to complete the repair. When Consumer R. L. tried to
3 contract Respondent to inquire about the status of the repair technician, Consumer R. L. learned
4 that Respondent was not the Legitimate Box Appliance. Respondent did not complete any repairs
5 on the oven, and Consumer R. L. has not been reimbursed for the \$1,400 paid to Respondent's
6 technician.

7 **SEVENTH CAUSE FOR DISCIPLINE**

8 (Violations of Electronic and Appliance Repair Dealer Registration Law or Regulations
9 Established Pursuant Thereto)

10 44. Respondent is subject to disciplinary action under Code section 9841, subdivision
11 (a)(5), in that Respondent violated the following provisions of the Code or regulations with
12 respect to the repair performed and services rendered to Consumer R. L.:

- 13 i. Code section 9844 and California Code of Regulations, title 16, sections 2720 and
14 2722 (Estimate Violations): Respondent provided R. L. with an estimate that
15 identified Respondent's business name as "Box-Appliance," which is not
16 Respondent's licensed name, and which mislead or deceived customers, prospective
17 customers, or the consuming public.
- 18 ii. Code section 9842 and California Code of Regulations, title 16, sections 2720 and
19 2725 (Invoice Violations): The invoice Respondent provided to Consumer R. L. did
20 not include Respondent's address or license number. The invoice listed
21 Respondent's business name as "Box-Appliance," which is not Respondent's
22 licensed name, and which mislead or deceived customers, prospective customers, or
23 the consuming public.
- 24 iii. California Code of Regulations, title 16, section 2716 (Name Style—Service Dealer's
25 Registration): In dealing with Consumer R. L., Respondent used the name "Box-
26 Appliance," which is confusingly similar to another licensed repair entity (the
27 Legitimate Box Appliance).

1 The allegations contained in paragraph 43, above, is incorporated by reference as if fully set forth
2 herein.

3 **EIGHTH CAUSE FOR DISCIPLINE**

4 (Fraud or Dishonest Dealing)

5 45. Respondent is subject to disciplinary action under Code section 9841, subdivision
6 (a)(5), in that Respondent committed an act constituting fraud or dishonest dealing in the repair of
7 Consumer R. L.'s refrigerator. Respondent's technician collected \$1,400 from Respondent to
8 complete repairs on the refrigerator, and Respondent never completed the repairs or provided a
9 full refund to Consumer R. L. The allegations contained in paragraph 43, above, is incorporated
10 by reference as if fully set forth herein.

11 **Repair of Consumer C. R.'s Stove (CM 2024 1443)**

12 46. Consumer C. R. filed a complaint with the Bureau against Respondent. Consumer C.
13 R. hired Respondent to repair her stove because she believed she was hiring the Legitimate Box
14 Appliance. Consumer C. R. paid Respondent's technician \$750 for a diagnostic service and for
15 parts to be used for the repair. Before Respondent's technician could perform the repair,
16 Consumer C. R.'s husband found the problem with the stove and discovered that it did not require
17 any repairs. Consumer C. R. contacted Respondent and requested the return of \$625, which was
18 the parts deposit she paid to Respondent's technician. Eventually, Consumer C. R. contacted the
19 Legitimate Box Appliance and learned that she had contracted with Respondent, not the
20 Legitimate Box Appliance. Consumer C. R. never received a full or partial refund, and
21 Respondent never completed any repairs on her stove.

22 **NINTH CAUSE FOR DISCIPLINE**

23 (Violations of Electronic and Appliance Repair Dealer Registration Law or Regulations
24 Established Pursuant Thereto)

25 47. Respondent is subject to disciplinary action under Code section 9841, subdivision
26 (a)(5), in that Respondent violated the following provisions of the Code or regulations with
27 respect to the repair performed and services rendered to Consumer C. R.:

- 1 i. Code section 9844 and California Code of Regulations, title 16, sections 2720 and
2 2722 (Estimate Violations): Respondent provided Consumer C. R. with an estimate
3 that identified Respondent’s business name as “Box-Appliance,” which is not
4 Respondent’s licensed name, and which mislead or deceived customers, prospective
5 customers, or the consuming public.
- 6 ii. Code section 9842 and California Code of Regulations, title 16, sections 2720 and
7 2725 (Invoice Violations): The invoice Respondent provided to Consumer C. R. did
8 not include Respondent’s address or license number. The invoice listed
9 Respondent’s business name as “Box-Appliance,” which is not Respondent’s
10 licensed name, and which mislead or deceived customers, prospective customers, or
11 the consuming public.
- 12 iii. California Code of Regulations, title 16, section 2716 (Name Style—Service Dealer’s
13 Registration): In dealing with Consumer C. R., Respondent used the name “Box-
14 Appliance,” which is confusingly similar to another licensed repair entity (the
15 Legitimate Box Appliance).

16 The allegations contained in paragraph 46, above, is incorporated by reference as if fully set forth
17 herein.

18 **TENTH CAUSE FOR DISCIPLINE**

19 (Fraud or Dishonest Dealing)

20 48. Respondent is subject to disciplinary action under Code section 9841, subdivision
21 (a)(5), in that Respondent committed an act constituting fraud or dishonest dealing in the repair of
22 Consumer C. R.’s stove. Respondent’s technician collected \$750 from Respondent to complete
23 repairs on the stove, and Respondent never completed the repairs or provided a full refund to
24 Consumer C. R. The allegations contained in paragraph 46, above, is incorporated by reference
25 as if fully set forth herein.

26 **Repair of Consumer S. D.’s Refrigerator (CM 2025 509)**

27 49. Consumer S. D. filed a complaint with the Bureau against Respondent. Consumer S.
28 D. hired Respondent to repair her refrigerator because she believed she was hiring the Legitimate

1 Box Appliance. Consumer S. D. paid Respondent's technician \$1,800 with her credit card for
2 parts and repairs to be made to her refrigerator. Consumer S. D. subsequently learned that
3 Respondent was not the Legitimate Box Appliance and called her credit card company and
4 disputed the charge. Consumer S. D. was able to get a refund of \$1,000, but she was not able to
5 recover the other \$800 she paid to Respondent. Respondent did not complete any repairs on her
6 refrigerator.

7 **ELEVENTH CAUSE FOR DISCIPLINE**

8 (Violations of Electronic and Appliance Repair Dealer Registration Law or Regulations
9 Established Pursuant Thereto)

10 50. Respondent is subject to disciplinary action under Code section 9841, subdivision
11 (a)(5), in that Respondent violated the following provisions of the Code or regulations with
12 respect to the repair performed and services rendered to Consumer S. D.:

- 13 i. Code section 9844 and California Code of Regulations, title 16, sections 2720 and
14 2722 (Estimate Violations): Respondent provided S. D. with an estimate that
15 identified Respondent's business name as "Box-Appliance," which is not
16 Respondent's licensed name, and which mislead or deceived customers, prospective
17 customers, or the consuming public.
- 18 ii. Code section 9842 and California Code of Regulations, title 16, sections 2720 and
19 2725 (Invoice Violations): The invoice Respondent provided to Consumer S. D. did
20 not include Respondent's address or license number. The invoice listed
21 Respondent's business name as "Box-Appliance," which is not Respondent's
22 licensed name, and which mislead or deceived customers, prospective customers, or
23 the consuming public.
- 24 iii. California Code of Regulations, title 16, section 2716 (Name Style—Service Dealer's
25 Registration): In dealing with Consumer S. D., Respondent used the name "Box-
26 Appliance," which is confusingly similar to another licensed repair entity (the
27 Legitimate Box Appliance).

1 The allegations contained in paragraph 49, above, is incorporated by reference as if fully set forth
2 herein.

3 **TWELFTH CAUSE FOR DISCIPLINE**

4 (Fraud or Dishonest Dealing)

5 51. Respondent is subject to disciplinary action under Code section 9841, subdivision
6 (a)(5), in that Respondent committed an act constituting fraud or dishonest dealing in the repair of
7 Consumer S. D.'s refrigerator. Respondent's technician collected \$1,800 from Consumer S.D. to
8 complete repairs on the refrigerator, and Respondent never completed the repairs. While
9 Consumer S. D. was able to secure a refund of \$1,000 through her credit card, she lost \$800 she
10 paid to Respondent. The allegations contained in paragraph 49, above, is incorporated by
11 reference as if fully set forth herein.

12 **Repair of Consumer M. H.'s Refrigerator (CM 2025 492)**

13 52. Consumer M. H. filed a complaint with the Bureau against Respondent. Consumer
14 M. H. hired Respondent, believing she was hiring the Legitimate Box Appliance because she had
15 hired them in the past to repair her appliances. Respondent's technician inspected Consumer M.
16 H.'s refrigerator and verbally quoted her \$2,500 to replace her condenser. Consumer M. H. only
17 paid him \$125 for the diagnostic fee. One week later, M. H. called Respondent's technician and
18 scheduled him to replace the condenser.

19 53. Respondent's technician removed the condenser from M. H.'s refrigerator and said he
20 needed to retrieve the "new" condenser from his vehicle. He took the old condenser with him.
21 Respondent's technician returned with a box and retrieved the "new" condenser.

22 54. When Respondent's technician finished installing the "new" condenser, Consumer M.
23 H. paid him \$2,354 by personal check. Soon after the technician left, Consumer M. H. observed
24 the same problem with her refrigerator. When Respondent tried to call Respondent to report the
25 issue, she accidentally called the Legitimate Box Appliance and learned that she had mistakenly
26 hired a competitor pretending to be the Legitimate Box Appliance.

1 **TWELFTH CAUSE FOR DISCIPLINE**

2 (Fraud or Dishonest Dealing)

3 57. Respondent is subject to disciplinary action under Code section 9841, subdivision
4 (a)(5), in that Respondent committed an act constituting fraud or dishonest dealing in the repair of
5 Consumer M. H.'s refrigerator. Respondent's estimate and invoice did not indicate that
6 Respondent installed a rebuilt condenser in Consumer M. H.'s refrigerator. This misled
7 Consumer M. H. to believe she was paying for a new condenser. The allegations contained in
8 paragraphs 52-55, above, are incorporated by reference as if fully set forth herein.

9 **DISCIPLINE CONSIDERATIONS**

10 58. To determine the degree of discipline, if any, to be imposed on Respondent,
11 Complainant alleges that on or about February 23, 2023, in a prior action, the Bureau issued
12 Citation Number IC-2023-12 to Respondent and ordered Respondent to pay an administrative
13 fine of \$250. Respondent paid the fine, and this citation is now final and cannot be appealed.

14 59. To determine the degree of discipline, if any, to be imposed on Respondent,
15 Complainant alleges that on or about February 16, 2023, in a prior action, the Bureau issued
16 Citation Number IC-2023-13 to Respondent and ordered Respondent to pay an administrative
17 fine of \$250. Respondent paid the fine, and this citation is now final and cannot be appealed.

18 60. To determine the degree of discipline, if any, to be imposed on Respondent,
19 Complainant alleges that on or about May 1, 2023, in a prior action, the Bureau issued Citation
20 Number IC-2023-37 to Respondent and ordered Respondent to pay an administrative fine of
21 \$250. Respondent has not yet paid the fine, but this citation is now final and cannot be appealed.

22 **PRAYER**

23 WHEREFORE, Complainant requests that a hearing be held on the matters herein alleged,
24 and that following the hearing, the Director of the Department of Consumer Affairs issue a
25 decision:

26 1. Revoking or suspending Appliance Service Dealer Registration Number A-47450,
27 issued to Henry Wasserman, doing business as Appliance Repair Los Angeles;

- 1 2. Revoking or suspending Appliance Service Dealer Registration Number A-48716,
2 issued to Henry Wasserman, doing business as Wilshire-Refrigeration;
3 3. Revoking or suspending Appliance Service Dealer Registration Number A-49841,
4 issued to Henry Wasserman, doing business as Real Box Appliance;
5 4. Ordering Henry Wasserman to pay the Bureau of Household Goods and Services the
6 reasonable costs of the investigation and enforcement of this case, pursuant to Business and
7 Professions Code section 125.3 and if placed on probation, the costs of probation monitoring;
8 and,
9 5. Taking such other and further action as deemed necessary and proper.

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DATED: 12/03/2025

Claire Goldstene

CLAIRE GOLDSTENE
Deputy Bureau Chief and
Acting Bureau Chief
Bureau of Household Goods and Services
Department of Consumer Affairs
State of California
Complainant

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