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**BEFORE THE
DEPARTMENT OF CONSUMER AFFAIRS
FOR THE BUREAU OF HOUSEHOLD GOODS AND SERVICES
STATE OF CALIFORNIA**

In the Matter of the Accusation Against:

Case No. A1 2024-407

HENRY WASSERMAN

DEFAULT DECISION AND ORDER

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

[Gov. Code, §11520]

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

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

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

and

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

**Appliance Service Dealer Registration
No. A-49841,**

Respondent.

1 4. On or about April 19, 2023, the Bureau issued Appliance Service Dealer Registration
2 Number A-49841 to Respondent, doing business as Real Box Appliance. This Appliance Service
3 Dealer Registration was expired from April 30, 2024, to January 6, 2025. Other than this period
4 when the Registration was expired, this Appliance Service Dealer Registration was in full force
5 and effect at all times relevant to the charges brought herein and expired on April 30, 2025, and
6 has not been renewed. This lapse in licensure, however, pursuant to Business and Professions
7 Code section 118(b), does not deprive the Bureau of its authority to institute or continue this
8 disciplinary proceeding.

9 5. On or about December 11, 2025, Respondent was served by Certified and First Class
10 Mail copies of the Accusation No. A1 2024-407, Statement to Respondent, Notice of Defense,
11 Request for Discovery and Discovery Statutes (Government Code sections 11507.5, 11507.6, and
12 11507.7) at Respondent's address of record which, pursuant to Business and Professions Code
13 section 136, is required to be reported and maintained with the Bureau. Respondent's address of
14 record was and is: 5727 Etiwanda Ave. #5, Tarzana, CA 91356.

15 6. Respondent was also served by Certified and First Class Mail copies of the
16 Accusation No. A1 2024-407, Statement to Respondent, Notice of Defense, Request for
17 Discovery and Discovery Statutes (Government Code sections 11507.5, 11507.6, and 11507.7) at
18 9440 Santa Monica Blvd., Ste. 301, Beverly Hills, CA 90201.

19 7. Service of the Accusation was effective as a matter of law under the provisions of
20 Government Code section 11505(c) and/or Business and Professions Code section 124.

21 8. Government Code section 11506(c) states, in pertinent part:

22 (c) The respondent shall be entitled to a hearing on the merits if the respondent
23 files a notice of defense . . . and the notice shall be deemed a specific denial of all
24 parts of the accusation . . . not expressly admitted. Failure to file a notice of defense
25 . . . shall constitute a waiver of respondent's right to a hearing, but the agency in its
26 discretion may nevertheless grant a hearing.

27 9. The Bureau takes official notice of its records and the fact that Respondent failed to
28 file a Notice of Defense within 15 days after service upon them of the Accusation, and therefore
waived his right to a hearing on the merits of Accusation No. A1 2024-407.

1 10. California Government Code section 11520(a) states, in pertinent part:

2 (a) If the respondent either fails to file a notice of defense . . . or to appear at
3 the hearing, the agency may take action based upon the respondent's express
4 admissions or upon other evidence and affidavits may be used as evidence without
any notice to respondent

5 11. Pursuant to its authority under Government Code section 11520, the Director finds
6 Respondent is in default. The Director will take action without further hearing and, based on the
7 relevant evidence contained in the Default Decision Investigatory Evidence Packet in this matter,
8 finds that the charges and allegations in Accusation No. A1 2024-407, are separately and
9 severally, found to be true and correct by clear and convincing evidence.

10 **DETERMINATION OF ISSUES**

11 1. Based on the foregoing findings of fact, Respondent dba Appliance Repair Los
12 Angeles, Wilshire-Refrigeration, and Real Box Appliance has subjected his Appliance Service
13 Dealer Registrations No. A-47450, A-48716, and A-49841, respectively, to discipline.

14 2. The agency has jurisdiction to adjudicate this case by default.

15 3. The Director of the Department of Consumer Affairs is authorized to revoke
16 Respondent's Appliance Service Dealer Registration based upon the following violations alleged
17 in the Accusation which are supported by the evidence contained in the Default Decision
18 Investigatory Evidence Packet in this case:

19 a. Business and Professions Code section 9841, subdivision (a)(5): Respondent violated
20 California Code of Regulations, title 16, section 2716, because Respondent used the
21 names "Wilshire-Refrigeration" and "Real Box Appliance," which are confusingly
22 similar to other licensed repair entities and are likely to mislead or deceive customers,
23 prospective customers, or the consuming public.

24 b. Business and Professions Code section 9841, subdivision (a)(5): Respondent violated
25 Business and Professions Code section 9842 and California Code of Regulations, title
26 16, sections 2720 and 2725 (Invoice Violations): Several invoices Respondent
27 provided to consumers did not include Respondent's address or license number. The
28 invoice listed Respondent's business name as "Box-Appliance," which is not

(HENRY WASSERMAN DBA APPLIANCE REPAIR LOS ANGELES,
WILSHIRE-REFRIGERATION, & REAL BOX APPLIANCE)
DEFAULT DECISION & ORDER Case No. A1 2024-407

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Respondent's licensed name, and which mislead or deceived customers, prospective customers, or the consuming public.

- c. Business and Professions Code section 9841, subdivision (a)(5): Respondent violated California Code of Regulations, title 16, section 2716 (Name Style—Service Dealer's Registration), in that Respondent used the name "Box-Appliance," which is confusingly similar to another licensed repair entity (the Legitimate Box Appliance).
- d. Business and Professions Code section 9841, subdivision (a)(5): Respondent violated Business and Professions Code section 9844 and California Code of Regulations, title 16, sections 2720 and 2722 (Estimate Violations), in that Respondent failed to provide several consumers with a written estimates prior to commencing repairs on the consumers' appliances.
- e. Business and Professions Code section 9841, subdivision (a)(5): Respondent committed acts constituting fraud or dishonest dealing in the repair of several consumers' appliances.

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ORDER

IT IS SO ORDERED that Appliance Service Dealer Registration No. A-47450, issued to Respondent Henry Wasserman, doing business as Appliance Repair Los Angeles, is revoked.

IT IS SO ORDERED that Appliance Service Dealer Registration No. A-48716, issued to Respondent Henry Wasserman, doing business as Wilshire-Refrigeration, is revoked.

IT IS SO ORDERED that Appliance Service Dealer Registration No. A-49841, issued to Respondent Henry Wasserman, doing business as Real Box Appliance, is revoked.

Pursuant to Government Code section 11520, subdivision (c), Respondent may serve a written motion requesting that the Decision be vacated and stating the grounds relied on within seven (7) days after service of the Decision on Respondent. The agency in its discretion may vacate the Decision and grant a hearing on a showing of good cause, as defined in the statute.

This Decision shall become effective on May 11, 2026.

It is so ORDERED April 13, 2026



FOR THE DIRECTOR OF THE DEPARTMENT
OF CONSUMER AFFAIRS
BUREAU OF HOUSEHOLD GOODS AND
SERVICES

Default Decision and Order - LIC.docx
DOJ Matter ID:LA2025601341

Attachment:
Exhibit A: Accusation