

October 31, 2009

Ms. Anni Lisse
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To whom it may concern:

Last November 2009, I was involved in a situation with a client of mine wherein I had done all the foot and preparatory work to have his home renovated and stylized. As a designer, I listened to the client's needs, desires and visions and appropriately made changes in his space to accommodate and have his life function more comfortably.

Thru weeks of sourcing several lines/styles of furniture, lighting, plumbing fixtures, hardware cabinetry, selecting a paint palette as well as numerous detailed custom AutoCADD drawings for several cabinets, kitchen pantry and a 3 piece media entertainment centre plus having four contractors quote on the job the client refused to sign a contract or give me a retainer to continue with the project. During this process a contract was given to him and he was well aware of the designer fees and the work involved. With his refusal on both accounts I withdrew from the project citing his non commitment to the project. I sent him an invoice for the numerous hours and all the tedious work involved on his project.

Soon after, I received a letter from the client stating he refused to pay the invoice and mentioned my work was of no value to him. I think the quote 'my work was of no value to him' made the hairs on my neck stand up as I felt I had given this client 100% of my time and thought I was building a client/designer relationship based on honesty, high quality work and client satisfaction.

I knew my client was wrong and decided although I had no contract signed by the client, I needed help to pursue my client in court and someone who could also see my side of the situation.

After several searches on the web, I came across Jordan Farkas' web site Mr. Small Claims. Mr. Small Claims was exactly what I needed, someone to represent me as well as understand my dilemma.

When I contacted Jordan, I was overwhelmed by his enthusiasm, directness and energy in taking my case. Jordan not only understood my situation but encouraged me to pursue all options. Jordan instilled confidence in me and my case and that was exactly what I needed at that time.

Being a legal secretary in a previous lifetime and with Jordan's guidance, I drew up the Plaintiff's claim. Jordan's assurance and consistently keeping me in the 'legal' loop made me aware of each court document and procedure as they arose.

With his paralegal, Laurie, by my side on court date, I felt we were well armed with Laurie as my pillar of strength.

The judgement went in our favour. It was absolutely great to have both Jordan and his team in my corner. I believe I could have not gone alone or without their help and won my case.

I will always recommend Mr. Small Claims to anyone who needs advice and legal counsel and know should the occasion arise again, I know where to turn with confidence. Mr. Small Claims thank you thank you and thank you.

Warm regards,

Anni Lisse
Lisse Interiors.