

**Parr Cabinet Design/Outlet Centers - Customer Complaints Filed Online
Experienced and Documented by Jack Venrick, Enumclaw, Washington
Wednesday, April 03, 2013**

Case #1

This complaint is against Parr Cabinet Design Center, 6750 South 189th Street, Tukwila, WA 98188, 206-621-7277 experienced by Jack Venrick on March 19, 2013.

The employees at the Tukwila, WA Parr branch are good; however the problem is the Assistant Manager Zack and General Manager Chris Aley. They are running a "pump and dump" shop for home improvement products.

After a couple weeks flow time of my wife and I working with one of the new cabinet design techs picking out new cabinets, counter tops and flooring we were coming close to finalizing the deal.

The flooring was through an inside vendor not part of Parr which pulled out almost overnight. Their employee who we had been working with was forced to also leave and go into business herself as Parr wanted that space to sell windows, I heard. I would guess they too had a falling out with the Parr outlet management. Fortunately she was very responsible and great to work with and helped us to find the right flooring in the end as well as a preferred installer.

As we moved through this process our kitchen was being gutted from water damage and I was also acting as my own general contractor. After doing some checking online regarding Parr Cabinet Outlet credibility, I became concerned. There seemed to be a mixed review from terrible to OK.

I decided to put together a short list of 9 concerns I had about Parr and meet with the Tukwila branch Parr Design Outlet Center store manager Chris Aley.

Here are my questions I emailed the Tukwila, WA Parr Outlet Design Center manager ahead of the meeting via our Design Tech.

1. I am concerned about giving Parr 100% cash up front for our order without any apparent recourse or guarantees.
2. Parr is not installing the cabinets and appears to not be taking any responsibility for one of the most important phases of this project.
3. Does Parr guarantee proper installation of the cabinets?
4. Parr has not come out to my home and kitchen to confirm the design measurements which are critical.
5. What is Parr's return and correction policy for the wrong cabinets or flawed cabinets?
6. Does Parr provide a 100% customer satisfaction on money back?
7. What discounts have you given us for the order of the kitchen and counter top?
8. Is Parr bonded and insured and to what amount? If so I would like a copy of these papers.
9. Our kitchen will be down for at least two months if everything goes right so we want to confirm there will be no problems with the order as much as possible, i.e. we cannot wait to reorder a wrong cabinet.

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I arrived for the meeting to find the Assistant Manger Zack was assigned to handle our meeting because the outlet manager Chris Aley was not there.

These were simple straight forward questions that I expected would be simple "yes" or "no" with a short reason. However the Parr Assistant Manger became increasingly insolent. Here are a couple examples.

I asked if they had a 100% Customer Satisfaction Policy. At first he said what is customer satisfaction? Then he said there were too many problems that could go wrong to offer such a policy. Then I asked him if they were licensed and bonded and he said "none of my business". Then I explained to him that the measurements for our kitchen remodel needed to be confirmed by Parr to assure they were correct and for Parr to take responsibility. The design was based on a combination of my measurements and old bid. He said Parr does not come out to the site. I later found out from the NE Portland Parr that it is typical for a Parr design person to come to the home to do the measurements for a small fee.

Ultimately I walked out as the meeting degenerated, e.g. the Assistant Manager told me Parr was not the company I was looking for or to that effect and "have a good day" several times. The antithesis of the customer is always right.

I asked the assistant manager to have the store manager call me which he did late that afternoon. The outlet manager said most of the questions did not apply to them. Then he said I was hostile. Then he pretty much circled the Parr wagons and denied any responsibility. He said Parr was not bonded or licensed but was insured.

They do excel at the kitchen or room layout of the cabinets and this process can take weeks with you supplying them with all the measurements. Parr considers these room layouts their property and they will not give you these designs even though it is your house and your measurement laid out the way you directed. This is another reason not to use Parr because should anything go wrong during the design, ordering or delivery you they will not give you these layouts.

I will give you better alternatives than using Parr's Venus Fly Trap strategy at the end of this report. These outlet "design" showrooms are luring to the unsuspecting homeowner because they appear to offer exactly what service they need to accomplish their remodel in one easy step. If you step into Parr without doing your homework it may be the last step you can afford.

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Here are other complaint cases I have found on various sites regarding Parr.

Case #2

Parr is not Better Business Bureau accredited at any of their outlet stores in Alaska, Western Washington or Oregon that I can find on the BBB site. Jack Venrick

Case #3 – Hillsboro, Oregon



★☆☆☆☆ *Terrible*

[Lori C.](#) 1 Parr Cabinet Outlet

“Worst experience EVER! I was told the 1 drawer that I ordered on 6-15-12 would take 3-4 weeks. It's 8-21-12 and I was just told they don't know how long until it'll be here. I've had to call multiply times. They NEVER return calls and I'm amazed at how much they can screw up an order for 1 drawer. Will NEVER do business with them again. For ANY price!”

– www.insiderpages.com/b/3720143014/parr-cabinet-outlet-hillsboro

Case #4 – Fife, Washington

“Don't do business with Parr Outlet! I liked our Parr sales person but that is the only positive comment I have about Parr Cabinets in Fife. It has taken months to get the cabinets and fridge. We still don't have all the materials promised us. We had to return 2 cabinets; 1 due to the salesman's mistake (it was an honest mistake and he owned up to it; very forgivable) and the other due to poor craftsmanship. The cabinet with poor craftsmanship was replaced with another type of cabinet, only to discover more sloppy workmanship. Drawers would not sit flush/parallel to the cabinet on both pieces. Ended up fixing it ourselves. (Didn't want to wait another 2 months for a replacement) It's not over yet. Too many problems to describe in this short space so I will bullet: -chip in cabinet when delivered -doors on cabinet not square - still waiting for replacement doors - refridge delivery guy dropped his dolly on our downspout....need to replace -\$1700 refrigerator is not working correctly....scheduled tech to repair -Requested arched cab. doors - got straight cabs. - decided to not pursue replacement due to exhaustion and lengthy time lines -Phone calls were not returned after problems started mounting OK, I do have one other positive comment. The quality of the materials seems to be good; solid plywood and sturdy hardware. The issues seem to be mainly in the craftsmanship and delivery times. Good materials do not make a good product; that is up to those assembling the cabinets. I'm hoping the company will stand behind their products and make it right. Time will tell. My advice,

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should you still chose to use this company.....don't pay in full until all materials have been delivered. It is now Jan. 2011. We still don't have all the items we bought in April of 2010. We are on our 3rd custom cabinet and it still isn't right. The cabinet was delivered with a dent and the shelves can't be adjusted to various levels due to poor craftsmanship. The Cardell rep. didn't deliver when he promised. Never called to reschedule. We had to track him down. Turns out he had our replacement cabinet stored in his garage. Too many problems to even post. But we have 9 months of email trails documenting all issues. This transaction was a nightmare in every way. I strongly advise you to avoid this company."

http://national.citysearch.com/profile/43942628/fife_wa/parr_cabinet_outlet.html

Case #5 – Seattle, Washington

"But of course, there is more bad news. Our contractors put one set of doors on, but the other set didn't fit at all. Every piece was completely the wrong size. And on top of that, the ones that did fit looked nothing like they were supposed to" – So needless to say, not recommended. Find your cabinets somewhere else, and triple check that you're getting what you want!" - <http://www.yelp.com/biz/parr-cabinet-outlet-seattle>

Case #6



★☆☆☆☆ *Poor communications*

Carlos C. 1 Parr Cabinet Outlet – Hillsboro, Oregon

"We have been through all kinds of construction projects, and just had our worst experience ever with Parr Cabinet Outlet. We decided to hire Parr Cabinet Outlet to remodel our kitchen based on the idea that having the same company design the kitchen and install it would eliminate the typical communication problems between the person who determines the cabinet pieces that will go into the kitchen and the person who actually installs them. We were wrong. Our project was riddled with miscommunication and delays from the start. Worse, the sales people at Parr don't really trust their customers, so we never saw a list of the parts that we were purchasing. If we had, maybe we would have noticed the errors in it, which didn't surface until, in the middle of the project, we realized that some parts were missing and some didn't really belong anywhere. We have worked with enough remodeling companies to know we can expect better. Not recommended." -

<http://www.insiderpages.com/b/3720143014/parr-cabinet-outlet-hillsboro>

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Parr Lumber History – This history is worth a glance of the success of this company and how it is organized. - https://en.wikipedia.org/wiki/Parr_Lumber

Parr Company Ownership - http://blog.oregonlive.com/my-hillsboro/2010/10/the_parr_company_celebrates_its_80th_anniversary.html

President of Parr Company: David Hamill

Owners: Michael Parr, Brad Farmer, Nancy Cranston & all grandchildren of founder Dwight Parr Sr.

Headquarters: 5630 Northwest Century Boulevard, Hillsboro, OR 97124,

Phone 503-614-2500, Fax 503-614-0500.

38 outlets in Oregon, Washington, California, Arizona and Utah

My Personal Reflections on the Honorability of Parr Lumber & Their 38 Chain Outlets Stores

1. At the most Parr is a contractor outlet for contractor customers where maybe the contractor takes womb to tomb responsibility for the project and maybe the contractor is licensed and bonded and maybe he has also taken out insurance liability to cover any claims by the owners.
2. Parr takes little to no responsibility for the kitchen measurements, order quality control, installation, and customer satisfaction. It seems some outlets will come out and take measurements for a fee and some do not.
3. Parr is a “pump and dump” fancy show room operation where they demand 100% cash for the order up front and wish you a “good day” well knowing there is a high probability of problems down the road.
4. During this short and hot meeting the Parr assistant manager Zack told me they expect problems and that is why they cannot assure 100% customer satisfaction.
5. Parr is not honorable because this is not clearly stated in their show rooms, web site or agreement I have seen, i.e. these are hidden known in the Parr Corporation left unsaid until the customer finds out the hard way and then it will be too late.
6. Parr is all about turnover and sales not customer satisfaction, this is a classic formula for “Let the Buyer Beware”, i.e. run far from Parr and tell your friends to do the same.
7. I am guessing this negative management style comes from top down in the Parr Lumber Corporation because I see this attitude in more than one outlet store.
8. I speculate Parr makes its revenue by bargaining with the manufacture for a discount in exchange for an expected volume. In other words, Parr makes a deal with the manufacture of the products for a wholesale price then adds its overhead say 10% and its profit say 10% for example.

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9. It is my guess that management in the Parr chain outlets is directed to maintain turnover at any cost to customer satisfaction. I would describe this tactic as a silent pressure at least to the unsuspecting excited customers coming through their show room doors with visions of new kitchens dancing in their heads. I would expect the Parr employees are also given a quota? This is the typical sales “come on” to entice the employee.
10. This sales tactic has a good side and a dark side. In an honorable company the sales teams are instructed to a level of performance in customer satisfaction they are to adhere too. As an example there would a minimum and maximum customer satisfaction defining how far the company will go to (afford) keep the customer happy.
11. Parr is in the dark side of this scale of sales tactics. As long as the customer is happy they will feed them “happy talk”. At the first sign of a problem by the customer which Parr management perceives as an inconvenience, Parr will circle their wagons and protect themselves first before taking action and solving the problem.
12. Once the customer becomes aware that Parr is not on their side, Parr’s attitude changes dramatically. The Parr employees will not return phone calls to solve the problems and Parr management becomes rude and crude going into a state of deny and defy it is their problem.
13. Parr is selling nothing that the individual consumer cannot buy directly or indirectly through others sources who will gladly take more responsibility for total consumer satisfaction of their home improvement project. I believe one of the box stores even take one year responsibility for customer satisfaction.
14. Parr adds no value to your project and in fact more often takes value and adds more cost and frustration because of their low balling customer satisfaction corporate policy.
15. Never use Parr; they are the dark side to Corporate USA. When issues arise with your order or project they will not be there to help you and will turn against you.
16. Instead go to your nearest local friendly and responsible customer cabinet maker for a womb to tomb quality assured job. Or you may find a local quality local Interior Designer who is well known in your community for performance and credibility and use them as your designer as well as choosing the most credible suppliers.
17. The following key words come to mind of my experience and research of other dissatisfied customers with Parr management; indignant, insulting, insolent, arrogant, narrow minded, deny, defy, complete lack of respect for the customer and their concerns, brazen, low class, no responsibility, ruthless, etc.
18. Parr definitely does not have the “Macy Store” attitude.
19. I can find no statement regarding customer satisfaction on their web sites.
20. Another red flag regarding Parr Lumber conglomerate of 38 outlets is to go to their web site if they have one or call and ask for the following information:
 - You want to see the name of all the owners, board of directors and their pictures, phone numbers fax and personal work emails.
 - You want to see the same information for the management of each of the Parr companies by location nationwide, statewide or the region they serve.

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- You also want to see the same information for their employees or at least those who interface with the customers.
 - **Parr has none of this information on their web sites I can find.**
 - You do not want to see a form email on the web site to “communicate” with them. This is a deceptive marketing ploy to appear like they are open to customer feedback. They will tell you this is to filter out Spam. What they are really filtering out is the incoming unhappy customers while cherry picking what they want to respond to as well as insulating themselves from angry customer feedback.
 - **Parr has form email on their web sites**
- 21.** The Parr conglomerate of 38 companies appears to be this way at least on their web sites. The owners, upper management down to the outlet and design centers management are not shown on their web site and there is no direct contact information. I asked the Tukwila WA Parr Design Center Manager for his email and he said he only had personal email. I know the design techs have business emails, so it makes sense that everybody in the office has company emails.
- 22.** Stay far away from Parr show rooms and outlet centers. There are much better choices which will be less expensive, better quality, honorable management and true and honest customer satisfaction guarantee policies.