

**Excerpts from a recent customer complaint regarding
required fingerprinting in secondhand stores**

From: [Name Redacted]

Sent: Tuesday, June 30, 2015 1:49 PM

To: ouaccorpop

Subject: Negative Experience at OUAC Ann Arbor MI (Washtenaw Ave)

Hello,

I'm writing to gain insight from an experience I had at the Ann Arbor MI [Once Upon a Child] this afternoon. I've been clearing out closets in preparation for the sale of my home over the past several months. I'd been selling/donating children's items to a Children's Orchard franchise until their recent closure this spring. I then discovered [Once Upon a Child] in Novi, MI close to my home, and thought to search for a storefront close to where I work at the University of Michigan, also. I indeed found a convenient location, and began selling to them last week.

Without giving undue detail, many of the items I'm selling/donating are new/unused, because upon the birth of my twins, then singleton two years later, I purchased and often was given clothing that was then stored for a prolonged period while selling a starter home in preparation to move to a new home. I submitted many of these long-stored items last week; anything that OUAC Ann Arbor didn't purchase, I offered they submit to PlanetAid for donation. Today, I brought in more used and unused items, only to be told that I would be fingerprinted because I was selling new merchandise to them in excess of \$25. I was taken aback (I've never been fingerprinted, let alone taken for a criminal) . . .

I called the store manager to explain by phone the humiliation I experienced (she had no doubt witnessed it already in the store); she stated that I wasn't required to accept their terms and could've left with all of my items. I asked her to imagine what that might've looked like..."hmm, she won't accept fingerprinting, she must be a criminal!" . . .

I sit here typing with the residue of the thumb-printing ink still on my fingers.

Sincerely,

[Name Redacted]