

ANOTHER VICTIM OF PARK WEST GALLERY, PARK WEST AT SEA AND NORWEGIAN CRUISE LINE ART AUCTION FRAUDULENT MISREPRESENTATION AND DECEPTIVE TRADE PRACTICES

SANDY JEAKINS



(This is one of a series of many case studies of reported fraudulent misrepresentation and deceptive trade practices at art auctions conducted at sea on cruise ships and the refusal to provide customer services support for their customers. Fine Art Registry® has received request for help from over 200 Park West clients to date.)

Passenger

Sandy Jeakins of Louisa, Virginia.

Cruise line and ship and details of the cruise

Norwegian Star Norwegian Cruise Lines, Alaska,
August 2008.

Park West Auctioneer

Annsophie ?????

What was bought?

Two Marcus Glenn prints, total \$3,050.

Details of the Purchase

I bought 2 Marcus Glenn's 2 days ago (the last Friday of the cruise). I also bought the frame upsell.

I attended the auction, was told how much to "bid", I "bid" that much and someone came by to make an appointment for later (5PM).



At the meeting Annsophie closed the deal and upsold the framing. She also "gave" me another Marcus Glenn print and upsold the framing on that. As I write this I can't imagine how I was so willing to go along with this.

They said that Marcus Glenn was one of the hottest artists out there and that he was "just about to break wide open on the American scene."

They pounded home the fact that you "would never see prices like this anywhere off the ship."

I had my chance to get out of it when my credit card application was declined. I've had some identity theft problems and GE asked to speak to me to verify my identity. Oddly enough, I couldn't pick any one of the five addresses they asked me about.

But instead of grabbing my chance, I allowed them to put it on my credit card. Instead of taking my credit card, they charged it to my room (same difference, right?).

Well, the card I was using has a \$17,000 credit limit. When I left a week ago, it had a balance of \$10,000. My room bill was around \$2,000 and the "artwork" was \$3,000.

On the day of departure, I was stopped at disembarkation. They kept my passport and told me I had to settle a bill. So I went back to the credit desk. They presented me with another \$415 bill and said that the charge was declined. Even today, looking at my statement online, I can't figure out why.

Nonetheless, I saw it as another opportunity, (and message from the ether) that this was not a good purchase. So I asked them to take the artwork off my bill. After screwing around for about 15 minutes, they put me on the phone with the auctioneer. She said the paperwork was gone and she could not rollback the sale. She actually suggested that I pay one credit card off with another. When I laughed at her, she told me to contact Park West in Florida and cancel the sale.

The ship would not let me leave until I settled my bill. I was risking missing my flight, so I gave them another card. That was yesterday.

I intend to call my card company tomorrow. This is third-party billing. I happen to know that this is a serious no-no with MasterCard and VISA and I don't understand how Park West is getting away with it.

I'm also pretty upset about the extortion by the cruise line.

As mentioned by some of your other complainants, it is cost-prohibitive to go online to research them. When I did get my hands on the internet, I was chagrined to find my thousand-dollar painting offered on eBay at \$269 (that's not even the starting bid, that's the "Buy Now" price!

Were you able to do due diligence on board before buying? Did you try? Was there any problem with that?

Internet time is \$.75 per minute. I would have spent the money but I thought it would be a waste since Norwegian was endorsing these folks. I have a long history with Norwegian and it never crossed my mind that Norwegian wouldn't stand behind any problems I might have.

How did you pay for the art? Have you paid off the credit cards?

They charged it to my room. It was billed on my MasterCard through NCL – they don't even do their own credit card billing.

Have you received the art? Any problem with the shipping or delivery?

On October 1 they attempted delivery of the free print. I refused delivery. They have since tried to deliver the two other paintings and I refused delivery.

What led you to suspect that there might be something wrong?

It was just a gut feeling, that little voice. What I will never understand is why I overrode it in the first place. The next morning, when I went to disembark, my credit card was declined for \$250. It was an omen. That card had plenty of room. But that little voice was not under the champagne influence and it was now screaming at me. I asked them to take the artwork off and Annsophie gave me this lame excuse that the paperwork was already in. Impossible. She also told me to call Park West on Monday and cancel it. Those were her exact words. I put up another credit card in order not to miss my plane. If I had it to do over again, I would never have left the ship. Of course, Park West would not cancel on Monday.

What research have you done in the pieces you bought? What did you find?

I found one piece on eBay for \$269.

What dealings have you had with Park West customer services or executives since then? Have you asked for a refund? Have you asked for documentation of the provenance (history of origin and ownership) of your pieces? If you have dealt with Park West customer services or others, how were you treated? How did they handle your complaint?

I had three conversations with Laura Maki at Park West. She offered, at Park West's expense, to have my items appraised by Caroline Ashleigh. I told her that I knew they were going to try to shove these paintings down my throat. After some time passed, I sent Laura a copy of a letter I had composed and addressed to each of the board members at NCL. She called me and said she was really surprised, that she thought everything was fine. I told her it wasn't fine, that I didn't want the paintings. She called again later to tell me that she had worked very hard and had gotten me their "40-40-40" deal, and that I could get all of my money back, less their buyer's fee. The total was \$300-ish. I told her no thank you, that I thought I would just send the letters instead.

Following is some of the correspondence between Sandy and Park West and the credit card company, as well as her letter to Norwegian Cruise Line asking for help.

Dear Park West,

I am today home from my Alaska cruise, on which I purchased 2 Marcus Glenn paintings.

I have serious buyer's remorse from my experience of purchasing these paintings.

Clearly, on Ripoff Report, you state that you will not be responsible for buyer's remorse. That is an understandable position.

You have charged me for two paintings that I do not own. I will not own them for 8 – 10 weeks. There was a problem with the purchase from the beginning, a clear sign to me that it

was a mistake. A little alcoholic lubrication caused me to override my instincts as you say, in the atmosphere of a cruising vacation. Nonetheless, I chose not to investigate you at \$.75 per minute on the onboard computers, and so I did not see the Ripoff Reports until I got home. You can imagine my chagrin when, at my first opportunity, I get on the web at home and find my \$1,000 painting listed for sale for \$269.

My passport was withheld upon exiting the ship until I paid my bill. I spoke to the auctioneer not even 24 hours after the purchase, asking her to relinquish the sale and let me go. She would not, but suggested I call Park West on Monday morning to cancel.

So, I cannot hang these paintings in my home. Each time I look at them I will be reminded of my experience with Park West.

I intend to call my credit card company first thing tomorrow and ask them about two things 1) the 3rd-party billing that goes on between NCL and Park West, and 2) the validity of charging my account for a painting that has not left your gallery and will not for at least 8 weeks.

I know that you intend to shove this purchase down my throat. My only hope will be that when I sell it on eBay for \$150, it will help to deflate the value of your artist's work. I know the response that will be posted when I file a complaint on Ripoff Report, and, like me, other cruisers will not see it until it is too late.

If you were as good as you claim to be, you would not have to employ "tactics" to complete your sales.

Sandy

From: Sandy Jeakins
Sent: Mon 8/25/2008 9:58 AM
To: Mary Gordon
Cc: editor@ripoffreport.com
Subject: FW: Complaint

As further documentation, I am herein informing you that I have called my credit card company and prepared the following dispute:

1. This painting has not been delivered and I will not accept delivery.
2. Park West does not deliver the actual painting that I "bid" on.
3. Park West's auctions are not actually auctions, they are made to "mimic" auctions
4. It is common knowledge and posted on the web by reputable art dealers that in some instances Park West manufactures its own lithographs and has employees sign them for the artists
5. Part of the charges are for an independent appraisal, not a Park West "best guess", but that an independent appraisal will not be delivered with the painting
6. I have found Park West's business dealings to be "shady" at best and the authenticity of what I thought I was purchasing is seriously in question.
7. According to the authorizations on my credit card, Norwegian Gem is third-party billing for Park West galleries. Third-party billing is strictly prohibited by MasterCard and VISA, the sole exception being a negotiated agreement between MasterCard and VISA and PayPal. I also did not sail on the Norwegian Gem.

I have also prepared a letter to the C.E.O. and each member of the board of directors of Norwegian Cruise Lines pointing to pages and pages of complaints about Park West.

I await a response from you in writing.

Sandy Jeakins

From: Sandy Jeakins

Sent: Sunday, August 24, 2008 1:33 PM

To: 'mgordon@parkwestgallery.com'

Cc: 'editor@ripoffreport.com'

Subject: Complaint

You know, I have
one more thing
to say. If

your posting on Ripoff Report is actually true, that you have only 1 in 50,000 complaints, why don't you let those complaints off the hook and spare the bad feelings? I will post these paintings on eBay along with a complete (and FACTUAL) account of what took place. That's a fair amount of bad publicity. I will also warn any friends that I have who will be cruising, and make sure they know the name "Park West".

Because of my extremely bad experience of having my passport held, and the possibility of missing my flight home over this issue, that ends my long and previously very happy relationship with NCL (that extends over 25 years of cruising with them). I know that you are on other cruise ships, but it was NCL, not you, that blackmailed me.

I am able to withstand a \$3,000 black eye and learn from it. But you have to understand that that is my feeling toward you, Park West. You gave me a \$3,000 black eye.

Sandy

Begin forwarded message:

From: "Sandy Jeakins" <sandy@sandyjeakins.com>

Date: October 8, 2008 8:34:35 AM PDT

To: "'Laura Maki'" <LMaki@parkwestgallery.com>

Subject: Chargeback

Hi Laura,

Attached is a copy of my chargeback request.

I'm a little worn out from all of this so the next few letters will have to wait until later in the week, but I will forward copies. They will go to the Bureau of Tourism and the Attorney General in Washington State regarding the fact that my passport was seized and I was unable to disembark from the ship until I paid in full for some artwork that I have never seen and that will not be delivered for at least six weeks. If your stuff is so good, why not just have a standard 30-day money back guarantee like the reputable merchants. It would save so many of us soooo much time.

Have a nice day,

Sandy

Letter to Bank of America

Bank of America
Disputes Department
800 558-4801
RE: Account # [account number omitted]

To Whom It May Concern:

Enclosed you will find a copy of my statement from a cruise that I took to Alaska on Norwegian Cruise lines. Please reference this item on my September statement:

[account information omitted]

In my Norwegian Cruise Line statement you will find a charge for \$3,050.99 listed as "Art Auction."

Norwegian Cruise Line does not run an art auction.

Because of the contractual agreement between PayPal and Mastercard International and PayPal and VISA, many of your Customer Service Representatives have come to think that third-party-billing is perfectly OK.

Indeed, it is not. Third-party-billing is fraud is and against both the Mastercard and VISA regulations. Any merchant who charges for another merchant is subject to having their merchant account revoked.

One of the reasons for this regulation is that any merchant who charges for another merchant cannot possibly defend a chargeback that they know nothing about. There is a fraudulent layer of insulation for the party receiving the monies. It is actually money-laundering. That is the case with this charge. When I call to dispute the charge with Norwegian Cruise Lines, they tell me that they know nothing about the art transaction and they refer me to another company, for whom they billed, one located in Florida.

I am requesting that my complaint be handled by one of your managers who is fluent and knowledgeable in Mastercard regulations, particularly third-party-billing.

I did not contract for Norwegian Cruise lines for artwork. Please remove these charges and please assist me in filing a fraud complaint with Mastercard International.

Sincerely Yours,
Sandy Jeakins

Letter to Norwegian Cruise Line:

Mr. Colin Veitch
President and Chief Executive Officer
Norwegian Cruise Line
7665 Nw 19th Street
Miami, FL 33126-1201

Mr. Andy Stuart
Executive Vice President Of Marketing,
Sales And Passenger
Norwegian Cruise Line
7665 Nw 19th Street
Miami, FL 33126-1201

Mr. Tan Sri Lim Kok Thay
The Genting Group
24th Floor, Wisma Genting,
Jalan Sultan Ismail,
50250 Kuala Lumpur

Mr. Marc J. Rowan
Apollo Investment Corporation
9 West 57th Street
New York, NY 10019

Mr. Steve Martinez
Apollo Investment Corporation
9 West 57th Street
New York, NY 10019

Mr. Adam M. Aron
Chairman and C.E.O.
World Leisure Partners
203 Wellness/Recreation Center
University of Northern Iowa
Cedar Falls Iowa 50614-0241

Mr. Walter L. Revell
Revell International Investments, Inc.

Gentlemen:

I am just a cruise passenger. Before you dismiss this letter to your Administrative Assistants, please hear me out. I am writing to you, not to the people trained to handle passenger issues, because I am trying to find a genuine ear and I promise to be as succinct as possible, I know your time is extremely valuable.

How can you be in bed with Park West? What are you thinking?

I fell for it last week in Alaska. When I was finally able to access the internet at a reasonable price I found out what frauds they are. I also found out that many of my fellow victims are not stupid. How can that be?

It's because you have the Norwegian name on it. We trust (or trusted) YOU.

So here's the scoop. I signed on the dotted line on Friday afternoon. I did not get copies of what I signed. They charged it to my room. For whatever reason, on Saturday morning, my NORWEGIAN BRANDED credit card (that I've had for 13 years) was declined. I was not over the limit and, at this moment, I'm still not clear on what is going down. However, on disembarkation the next morning your folks held my passport and told me to report to the Credit Desk, which I did. I told them to take the "artwork" off. They refused and told me I could not leave the ship until I had cleared the bill. Fearful of missing my plane, I gave them another card.

I hopped on the internet this morning and found out what a scam operation Park West is. How can you lend your name to them? I found out that they sign their own copies and productions. I found out that their "auctions" are not auctions at all, it's all a façade, that they use *sham bidding*, *puffing*, and *shills*. I found pages and pages of complaints. I found it referred to as "Piracy At Sea." Unlike every other raffle on the ship, the winning number was never verified or shown to anyone, and now I believe that to be falsified as well. I found out that Park West is in violation of the Commerce Codes. And, most importantly, I found out that the painting I "won" is not the painting I will receive, that it is not produced by the artist, but by printers owned by Park West, and the signature is done by Park West employees. That alone should be grounds to rescind the transaction. I'll quote the U.S. District Attorney from Illinois, Patrick J. Fitzgerald: "Buyers of limited edition fine art prints, like all other buyers, are entitled to get what they pay for..."

I truly cannot get over the fact that you let these people run a scam operation on your ship.

You may say I was unwise in the way I handled this transaction and, believe me, I learned a valuable lesson. I did not pay for an hour of internet time to do due diligence. This letter should indicate to you that I do know *how* to do it, *if* I'm provided access. I felt that I knew Norwegian well enough to know that

I was being told the truth and wasn't going to get burned.

So here's the deal. I've cruised with you a few times. I have your co-branded credit card. I WILL NOT pay for fraudulent artwork nor will I take delivery. I have great credit, I can afford the hit. And I will take it all the way to court if I have to. I am politely asking for you to resolve this matter quietly, as a favor. Park West did not charge my card, YOU did. Park West did not extort me on disembarkation, YOU did.

I simply want the transaction rescinded, in which case I continue to cruise Norwegian, and thank you greatly for your help with this. If not, I cruise other lines and publicize what happened, including the fact that it happened on your line. I realize Park West is on other ships, but it wasn't Park West who threatened not to return my passport.

If you have not done so, I urge you to take a few moments to research Park West on the internet. Start with FineArtRegistry.com. And please, do something before your reputation is tainted as badly as theirs.

Thank you for your time.

Sincerely Yours,

Sandy Jeakins

And at the end of December 2008, Sandy wrote a follow-up letter to the same recipients, letting them know of the Complaint filed in Michigan by various frustrated Park West customers which also included Royal Caribbean Cruises Ltd. as defendants and advising them not to go the same route.

December 30, 2008

Mr. Colin Veitch
President and Chief Executive Officer
Norwegian Cruise Line
7665 Nw 19th Street
Miami, FL 33126-1201

Mr. Andy Stuart
Executive Vice President Of Marketing,
Sales And Passenger
Norwegian Cruise Line
7665 Nw 19th Street
Miami, FL 33126-1201

Mr. Tan Sri Lim Kok Thay
The Genting Group
24th Floor, Wisma Genting,
Jalan Sultan Ismail,
50250 Kuala Lumpur

Mr. Marc J. Rowan
Apollo Investment Corporation
9 West 57th Street
New York, NY 10019

Mr. Steve Martinez
Apollo Investment Corporation
9 West 57th Street
New York, NY 10019

Mr. Adam M. Aron
Chairman and C.E.O.
World Leisure Partners
203 Wellness/Recreation Center
University of Northern Iowa
Cedar Falls Iowa 50614-0241

Hello Again Gentlemen:

HEADS UP!

I do not run a major cruise line, but if I did, I think I would most appreciate the “heads up” I am giving you today. I would think it would be advantageous to have the lead time that I am giving you to distance my company from the vendor on my cruise line who is allegedly selling Dali forgeries.

If I did run a major cruise line, I would suspect that customers will be coming out of the woodwork over this and I would expect my company’s line to be named in one or more of the lawsuits that are sure to follow this one.

If I did run a major cruise line, I think I would be preparing a statement to Park West telling them how my company cannot afford to be pulled into the most inevitable maelstrom of slanderous publicity that is about to follow this scandal. And then I would suspend their operation on my company’s line until they are exonerated.

If I ran a major cruise line, I think I would be getting my ass in gear to be certain that I am seen as the cruise line that was appalled and surprised and completely unaware of the fraud being perpetrated on my line. I would want to mitigate my company’s culpability.

certainly would not want to be known as the company who held a passenger’s passport until they paid in full for some worthless artwork.

I might even file suit against Park West on behalf of my own company and set up a “Park West Hotline” to assist customers with their grievances. I would want to get out in front of this and begin my damage control efforts TO-DAY!

Ok, look, serious now. The smartest of you, hopefully, will wake up from your coma with this injected of this dose of reality. Surely you can see where this is headed. I want you to strong-arm Park West and get my money back for me. All of it. Now. (\$3,500 will cover the purchase and the interest). And don’t tell me you don’t have the leverage to do it. I’m after Park West and I’m looking for my 15 minutes of fame. I hope to be able to tell the world about the extortion upon my disembarkation. **You held my passport until I paid in full for worthless artwork from a fraudulent vendor.** That’s where you crossed the line with my situation. But – BUT – I am sincerely hoping that that was just a momentary lapse in judgment or violation of procedure by a deck hand – anything so that I can enjoy cruising with you again. Seriously, I’m upset about losing my brand loyalty to Norwegian and I so want you to be above this sort of thing. But maybe I’m the one in a coma, we’ll see. I would seriously like to be able to tell the world that, unlike the others, MY cruise line stepped up as soon as they found out and helped me to settle with Park West (and even threw in some cruise money as an apology).

I’m sending a copy of this letter to the attorneys of record so that, from this moment forward, Norwegian will not be able to say that they had no knowledge. However you handle your relationship with Park West, from this moment on, is on the record.

Sincerely,

Sandy Jeakins

What led you to contact Fine Art Registry®? How do you feel you have been treated by Fine Art Registry?

My internet research led me to them. I feel that FAR is a professional organization with a genuine interest in protecting real art.

Who else have you contacted about your purchases? What did they tell you?

I tried three times to open a chargeback with my credit card company to no avail. One of the reps even told me to take delivery and then dispute based on the fact that it wasn't what I was expecting. But I spoke to a more senior representative who told me that using examples is perfectly ok. For instance, if they showed me a painting of a red apple and told me the artist would paint another red apple for me, then if I got a painting of a red apple that would meet the criteria. If, however, I got a painting of a blue apple, that would be disputable.

I asked if I could chargeback based on the fact that I had to pay in full before delivery. He said that a merchant can charge the full price at any time during the sale, before, in the middle or after. I have sent the letters to the board members at Norwegian Cruise Lines, but that was recent. There has not been enough time for any response.

What are your plans with regard to this situation?

Worst case – I will not take delivery, I will pay off my credit card except for that purchase and its interest and close the account. I will, at that time, let my credit card company know that I have not taken delivery and that I will not pay the remaining charges. I've had that credit card for many, many years AND it's a Norwegian Branded credit card. I'm hoping they will finally help me then, but if not I'll take the credit hit.

Any advice you have to other people in your situation? To would-be buyers of art at on-board art auctions?

I have much advice – see my pamphlet. Most of all, there is absolutely no reason that I can see to make that purchase on the ship. Get off the ship, do research, think it over.

Listen. They sell lots of things onboard the ship. Need a sweatshirt? OF COURSE, this is Alaska and maybe you didn't pack appropriately. How about some jewelry? Questionable – but still a nice surprise for the little lady at the Captain's dinner. But Artwork??? Are you kidding?

Selling artwork on a cruise makes about as much sense as selling cars. Think about this. You wander into a certain section of the ship and there are three lovely Nissans up for auction. There's a Sentra, an Altima, and a Maxima. So you ask when they'll be auctioned off. The auctioneer asks which one you're interested in. You say, "the Altima." So he gets out his little black book and says, "I can let you have it for \$19,900." You say, "well when is it going to be auctioned?" He says, "well we don't auction anything without a guaranteed bid." So, for whatever crazy reason, you decide to bid. The auction starts and they bring out your Altima. The auctioneer starts the bidding at \$12,000. UP goes your card, of course. The auctioneer points to herself and says "\$13,000 for the house, do I hear \$14,000?" And so it goes until the auctioneer gets to the price you're supposed to pay and then you raise your card at "19,900." And – BIG SHOCK – you win!

Then they set up a meeting later on for you to sign the paperwork. And for whatever reason, still drinking their champagne I guess, you sign.

So you are disembarking some 12 hours later and your credit card is declined. At the credit desk they want their \$19,900. Can you say you don't want the car, that you've sobered up? Oh noooo. They want your \$19,900 in exchange for your passport. So you pay the \$19,900 and wait eight weeks for your car.

So my best advice is to email me and I will send you a laminated version of my pamphlet that you can carry in your pocket. That way you'll have it when you wander by the art auction on your way from bingo to the casino and you're in a STUPID frame of mind!

[See the text of Sandy's pamphlet on the next page.]

Park West

If you're going to do it, you should know fully what you're getting into.

What You Should Know

1. Very few pieces are marked "T/O", meaning "Take Off the ship." Unless you purchase one of these, you will not receive the piece you are bidding on; you will receive something "like it" roughly six to eight weeks later. **Ask them**
2. The auction is not a real auction. It's simply a show they put on when someone is interested in a picture. Someone will tell you the price you have to pay. Then they bring the piece out and do "auctiony things" and you bid the price they told you to. **Ask them.**
3. Nothing in the auction is binding. If you don't sign at the appointment following the auction, you are off the hook. **Ask them.**
4. If you commit to a piece that is not a "T/O", you will pay in full for a piece you will never have seen before and you will pay in full before you are allowed to leave your cruise. You will not be able to "take it back" before you leave the ship, even. **Ask them.**
5. You will commit to your purchase by signing on the line at a meeting after the auction. Once you have signed, you will have no option to get all of your money back. Their "40-40-40" plan will allow you to get your money back "...less the buyer's premium and excluding any shipping costs if applicable" within 40 days of the "purchase date. Note here that the "buyer's premium" will be substantial (in my case over \$300 on a \$3,050 purchase) and that your purchased piece will not be delivered within that 40-day time frame. You must request their 40-40-40 refund before you receive your purchase. In other words, you sign – you pay. Period. **Ask them.**
6. You absolutely CANNOT change your mind once you sign, even an hour later. All sales are truly final. If you tell them you don't want it, they will send it anyway. If you don't take delivery, they will send lawyers after you. **Ask them.**
7. They will not resell your piece for you, should you decide to sell it later.

This alone should tell you that they're not an auction house. And if they're not an auction house, how can they charge a buyer's premium? **Ask them.**

8. The sales of Park West, are extremely profitable for your cruise line and that is their incentive to keep them onboard. **Well now, you can't really ask them, can you?.**

9. Simply put, Park West uses a 1950's type business model with an auction theme – like some sort of kindergarten play.

Questions to Ask Yourself

1. Why does Park West need such an elaborate scheme to protect themselves from people changing their minds in the eight weeks before their "artwork" comes? According to their sales pitch, customers should be salivating for their delivery.
2. Where else do you pay in full, in advance, for something that you have never seen and won't see for eight weeks?
3. Where else do lawyers come after you if you don't accept what is sent to you?
4. Where else are you served alcohol during the sales pitch?
5. Why is "art" sold on a cruise ship? What else is sold on a cruise ship that is completely irrelevant to the cruise? Why not cars?

My Advice

1. Pay for very expensive computer time in order to use the ship's computers and Google "Park West Galleries."
2. Get off the ship first. Research Park West online when you get home. Search other sources for the piece you are interested in. You can purchase any of their work after you leave the ship. **Ask them.**

3. They raffle off some dollar amount towards artwork (on my cruise it was \$500). Make sure the auctioneer does not have a ticket in his/her hand when it goes into the bucket. If you are in the raffle and don't win, after the auctioneer has called the winning number, ask to see the ticket. Make sure the number is the same number the auctioneer called.

Fine Art Registry will follow Sandy Jeakins' progress in her attempt to right the rip-off by Park West auctioneer and the subsequent refusal on the part of Park West and, to this date, Norwegian Cruise Line, to right the reported fraudulent misrepresentation on the part of their salesperson. Their story will also be made known to local and national media who are investigating Park West and their sales and customer service practices.

Read other cases studies of Park West Cruise Auction fraud [here](#).