

Review of [Purplebricks UK](#)

**Mr H S Haynes**  
25 reviews · GB



Updated 10 Jul 2024

### PURPLE BRICKS HAD THEIR OWN WAY

PURPLE BRICKS HAD THEIR OWN WAY, THANKS TO CRAZY BRITISH JUSTICE WHO DISMISSED MY CASE AGAINST THEM. 1. I ORIGINALLY PAID PB £999 TO SELL MY HOME BUT HAD SO MANY PROBLEMS WITH THEM I ASKED FOR MY MONEY BACK IN FULL. 2. I WAS INFORMED I COULD ASK WHATEVER PRICE I WANTED AND THEN INFORMED BY THEIR LOCAL AGENT I MUST LOWER THE PRICE. 3. PB INFORMED ME OF WHAT FORMAT TO USE FOR A VIDEO OF MY PROPERTY THEN TOLD ME IT WAS INCORRECT AS PB WERE HAVING TECHNICAL PROBLEMS. 4. A PERSPECTIVE BUYER PAID FOR A SURVEYOR RECOMMENDED BY PB WHO FAILED TO SHOW UP. 5. NUMEROUS GOOD SELLING POINTS I PUT IN THE ADVERT WERE DELETED. 6. PB INFORMED ME HOW TO DECLINE AN OFFER ON THEIR WEBSITE WHICH WAS NOT AVAILABLE. 7. PB INFORMED ME MY ADD WOULD APPEAR ON RIGHTMOVE WHICH IT DID NOT FOR APPROX 5 MONTHS WHICH PUT PB IN BREACH OF CONTRACT. THEY OFFERED ME £150 COMPENSATION WHICH I NEVER RECEIVED. 8. PB ADVERTISED MONEY BACK GUARANTEE WHICH IS ONLY VALID SUBJECT TO NOT INCREASING THE ASKING PRICE. 9. PB SUGGEST I SELL MY PROPERTY BY AUCTION BUT ONLY IF I LOWER MY PRICE BY £100,000. 10. I PHONED PB FOR 3 CONSECUTIVE DAYS BUT ONLY RECEIVED THE MESSAGE NO ONE AVAILABLE. 11. I THEN REQUESTED A FULL REFUND WHICH WAS IGNORED AND AGAIN IGNORED 3RD TIME I INFORMED PB MY INTENTION OF TAKING THEM TO COURT IF NOT SETTLED WITHIN 48HRS. 12. AN EMAIL FROM PB THEY WILL BE IN TOUCH WITHIN A MAX OF 15 DAYS, 19 DAYS PASSED AND NOTHING FROM THEM. 13. I GAVE PB A DEADLINE AND RECEIVED A REPLY THEY WILL CONTACT ME WITHIN 3 DAYS FOLLOWED BY ANOTHER DUE TO THEIR WORKLOAD THEY WILL DEAL WITH MY COMPLAINT IN A CHRONOLOGICAL ORDER FOLLOWED BY ANOTHER STATING THERE WAS INSUFFICIENT DETAILS REGARDING MY COMPLAINT. AN ADDITIONAL COPY OF THIS WAS SENT TO PB THEN FOR MONTHS I HEARD NOTHING FROM THEM OTHER THAN TO INFORM ME A VIEWING REQUESTS WHICH I IGNORED. PB FAILED TO RESPOND TO THE SUMMONS AND I WAS AWARDED A CCJ AGAINST THEM FOR £1085.85. TO TRY AND GET THIS PAID I AGAIN HAD TO PAY THE COURT FOR AN OFFICIAL FROM PB TO APPEAR IN PERSON IN COURT TO ANSWER QUESTIONS AS TO THE ASSETS OF PB LIMITED THEY THEN USED A LAWYER TO HAVE THIS SET ASIDE CLAIMING THEY HAD NEVER RECEIVED THE 1ST SUMMONS YET IT WAS SENT TO THE ADDRESS OF PB LISTED AT COMPANIES HOUSE I WAS HOWEVER GIVEN THE OPPORTUNITY TO STILL HAVE THEM BROUGHT BEFORE THE COURT WHICH I DID AND THE DATE WAS SET FOR 2PM 6/6/24 THE COURT ALREADY HAD ALL MY EXHIBITS FROM WHEN PB FAILED TO APPEAR IN COURT PLUS MUCH MORE WAS SENT TO THE COURT IN ANSWER TO PBS SOLICITORS WHO IN THEIR DEFENCE STATED 17 TIMES THEY COULD NOT ADMIT OR DENY MY CLAIMS AGAINST THEM AS I AM 81 YRS OLD AND GOING BLIND THROUGH GLAUCOMA I INFORMED THE COURT OF THIS THAT I COULD NOT TRAVEL ALONE AND TO ARRIVE AT THE COURT AT THE ALLOTTED TIME TAXIS AND TRAIN FARES WOULD COST OVER £700 PLUS PAYING MY ASSISTANT WOULD AMOUNT TO £967 BASED ON THE COURTS INFO THERE WAS NO GUARANTEE THAT THE CASE WOULD TAKE PLACE. DESPITE ALL THE DOCUMENTARY PROOF TO SUBSTANTIATE MY CLAIM THERE WAS NO GUARANTEE THE CASE WOULD GO IN MY FAVOUR AND IF IT DID THAT I WOULD BE AWARDED TRAVELING COSTS I WOULD THEREFORE HAVE TO RELY ON THE JUDGES DECISION. AFTER HAVING HEARD NOTHING AS TO THE RESULT OF THE CASE I EMAILED THE COURT BUT RECEIVED NO REPLY UNTIL 3 WEEKS LATER WHEN I WAS INFORMED UPON THE CLAIMANT NOT ATTENDING AND UPON HEARING THE DEFENDANTS AND UPON READING EVIDENCE IN THE COURT FILE IT IS ORDERED THAT THE CLAIM IS DISMISSED. THATS BRITISH JUSTICE FOR YOU. AFTER MY STORY APPEARED ON TRUSTPILOT PB CONTACTED THEM TO ASK WHO I WAS. A FURTHER CHECK INTO PB I FOUND THERE WAS 7 OTHER CCJS AGAINST THEM TOTALLING £36,507. I EVENTUALLY LEARNED WHY PB WERE STALLING FOR TIME THEY ON 20/12/23 WENT INTO MEMBERS VOLUNTARY LIQUIDATION THEM A NAME CHANGE TO PB LIMITED ASSUMED RESPONSIBILITY TO DEAL WITH ALL THE ENTITIES VALID LIABILITIES (INCLUDING MINE) WHEN IT PURCHASED PB, WHICH I WAS INFORMED WAS £1 FOR THE ENTIRETIES BUSINESS ASSETS IN JUNE 2023. IF AFTER READING THIS YOU STILL DECIDE TO GO AHEAD WITH PURPLEBRICKS LTD I WISH YOU THE BEST OF LUCK....\*\*\*UPDATED\*\*\* PURPLE BRICKS FUTURE IMPROVEMENTS DOES NOT RETURN THE MONEY THEY TOOK FROM ME UNDER FALSE PRETENCES

**Date of experience:** 22 September 2023

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**Reply from Purplebricks UK**

8 Jul 2024

Thank you for getting in touch, we're sorry you feel this way. We will be looking into your experience internally to identify areas for future improvement.