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r/AskMarketing • 30 min. ago
UpperBookkeeper2229

TLK Fusion in Santa Clarita

I was warned about TLK Fusion — and I should have listened. I paid them for almost a year and did not see any results.

My experience working with TLK Fusion was very disappointing and ultimately financially damaging to my small business.

Over the course of our 12-month engagement, I was constantly requesting clarity about what work was being performed, including timelines and documentation of outreach to retailers. Only after I withheld payment and discussed cancellation did TLK Fusion retrospectively provide a generalized "list of work" covering four months of activity — a list that had never been shared during our engagement and contained no dates, no evidence of activity, and no noted outcomes.

When I asked questions about inconsistencies — including the same retailers appearing on monthly updates — I did not receive clear or constructive responses. In one exchange, I was told, "Do you think I need your $2,000 retainer to pay my Rolls-Royce payment?" and "I'm sure you're not struggling to put food on the table." I found those comments inappropriate in a professional client relationship.

Communication became increasingly limited over time, yet monthly billing continued and I was consistently reminded to pay on schedule. I also attended a scheduled in-person meeting after being told Ken would stop by to say hello; I drove two hours for this meeting, but he did not appear.

I was told the contract was based on "best efforts." However, from my perspective this did not come with sufficient transparency about what those efforts actually were. When I later asked for documentation of work perfomed, I was told they were not legally required to provide written records. Based on my experience, I did not see verifiable results that I could clearly attribute to TLK Fusion's work.

In July, I was advised that stopping payments could cause me to "lose out" on opportunities with retailers such as Nordstrom and Macy's, which influenced my decision to continue paying. Six months later, I still did not see any results, and I ultimately secured a Nordstrom opportunity on my own through my own outreach.

When I requested a refund for fees paid after July — a period in which I felt there was little meaningful communication — TLK Fusion declined. After I indicated that I intended to share my experience publicly, their attorney contacted me and warned that doing so would be "unwise" and that they were prepared to litigate. I am now choosing to share my experience so other small business owners can make informed decisions.

I am posting this so other entrepreneurs can consider my experience when evaluating whether TLK Fusion is the right fit for their needs. Based on how I was treated, I now better understand why other clients might hesitate to speak openly about their experiences.

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Leather-Pair7218 • 27m ago
Yikes, that Rolls-Royce comment alone would've had me running for the hills. Classic red flag when someone gets defensive about their lifestyle instead of addressing your concerns about the work
1

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