

COMPLAINT ACTIVITY REPORT Case # 762210**BBB of Los Angeles and Silicon Valley**

Consumer Info: Curtis, Delilah
 1308 Sawleaf CT
 San Luis Obispo, CA 93401
 - 805 503-0519
 bodysculpture@puckish.org

Business Info: LA Saver
 11301 W Olympic Blvd #460
 Los Angeles, CA 90064-1653
 424 254-8483

Location Involved: (Same as above)

Consumer's Original Complaint :

I received a broken product from LA Saver upon delivery. Now 3 weeks since 1st contact I've had little response & no luck on getting my money back. On 1/8/2020 I ordered a Derma-Light LED Light Therapy Mask online from LA Saver (Order #6274). I received product on 1/23/2020 around 3pm. At 4:09pm on 1/23/2020 I emailed LA Saver notifying them upon opening my package the mask was broken & inquired how to go about get a replacement. I also attached a picture of the broken mask to that email. At 7:49pm on 1/23/2020 I received an automated email stating someone would get back to me. At 10:24pm on 1/31/2020 I emailed LA Saver stating (in short) that, since a week has gone by within no response in resolving my broken mask issue, I am no longer interested in a replacement & would like a full refund. On 2/1/2020 at 2:40pm I finally received a response email from Bob at LA Saver stating "We can ship you a free replacement or provide you a full refund. Please let us know and I can create a new order for you". I responded to Bob on 2/4/2020 at 6:40pm thanking for finally get a response but after receiving such poor customer service I'm not longer interested in getting a replacement & would just like to return the broken product & get my money back. At 10:09pm on 2/4/2020 I received an email from Chris at LA Saver stating "We apologize for the defective item, rest assured that we are working on it and will be addressing the issue in the next few days. We value your business very much and appreciate your cooperation and understanding. Therefore if you still agreed on a replacement (no need to send the defective item back to us) we offer you a 15 % discount on your current order or we can issue a gift card + \$5 extra. If you still don't accept our offer, we will send you a shipping address. You can send the item back. Upon arrival will issue a refund". Now I'm starting to get irritated. On 2/6/2020 at 7:38am I responded aggressively stating I again was no longer interested in a replacement or gift card. I only want to return the broken product & get a full refund. 3:55am on 2/7/2020 Chris responded with they will refund me after they receive the broken product, gave me their address and requested I add a tracking number to my return. I am now ferrous. On 2/11/2020 at 10:01am I responded that 'they need to send me a paid shipping label. Their item was broken when it arrived, they took forever to address the issue & now they want me to pay to send it back to them. Absolutely Not! They have to pay for the returning of their broken product by sending me a pre-paid shipping label'. It is now in the afternoon of 2/13/2020 & I have not received a pre-paid shipping label or even a response. Their website states: "RISK-FREE SHOPPING. Size exchanges are free but if you don't absolutely love your purchase, send it back to us with the provided pre-paid label and we'll issue a full refund. We make sure that every customer is 110% satisfied in every aspect with 24/7/365 FAST SUPPORT!" I'm attaching all my angry emails & can send more info if needed. I am super frustrated and really hoping you can help.

Consumer's Desired Resolution:

I would just like a pre-paid shipping label, with tracking, so I can return the broken product and get a full refund.

BBB Processing

02/13/2020	web	BBB	Case Received by BBB
02/14/2020	VS	BBB	Case Reviewed by BBB
02/14/2020	Otto	EMAIL	Send Acknowledgement to Consumer
02/14/2020	Otto	EMAIL	Notify Business of Dispute
02/27/2020		BBB	MORE INFO RECEIVED FROM THE CONSUMER : Instead of getting a simple paid postage label from LA Saver for their broken product, I get an email from them asking me to rate their service and product. I made a complaint with Better Business Bureau in regards to LA Saver not complying to what their site claims. Which is they will pay the postage for a return of any unhappy product within in 30 days. I request to return their product the day I received it. Did they receive my complain with BBB? Should I call them? What should I do? I'm even more frustrated.
03/02/2020	Otto	BBB	No response to first notice to business
03/02/2020	Otto	EMAIL	Consumer - Have You Heard From the Company
03/02/2020	Otto	EMAIL	Reminder of Dispute to Business
03/13/2020	Otto	BBB	Inform Consumer No Response from Business
03/13/2020	Otto	EMAIL	Inform Consumer - Case Closed UNANSWERED
03/13/2020	Otto	EMAIL	Inform Business - Case Closed UNANSWERED
03/13/2020	Otto	BBB	Case Closed - UNANSWERED