

Complaint filed by:

LECHONNE WRIGHT [\(More\)](#)

Complaint filed against:

Hollywood Hair Bar [\(More\)](#)

Complaint status:

Activity

Date	Activity	Description
10/08/2020	Case ADMINISTRATIVELY CLOSED	
10/08/2020	Inform Business - Case ADMINISTRATIVELY CLOSED	
10/08/2020	Inform Consumer Case Closed Answered	
10/08/2020	Bureau Judged Case AJR	
10/07/2020	Consumer rejects business' final offer	(The consumer indicated he/she DID NOT accept the response from the business.) I want my money back. I do not want their product. The company has my complete and correct address which is associated with my original order which they have because they provided the tracking and have sent me emails in which my address was in so they have it. This is stalling tactic as they have been doing for over a year. I will repeat, I do NOT want your product. I WANT MY MONEY back. Period!
10/06/2020	Send Business' Rebuttal Response to Consumer	
10/01/2020	Received Business' Rebuttal Response	We truly understand your concern and inconvenience caused. We are a 100% legitimate business company and once you help us with the complete shipping address we will provide you with a tracking number within 24-48 hours I'm going to do my very best to help and provide you with satisfactory solution. We would request the customer to contact us on "heylove@hollywoodhairbar.com" with complete and correct shipping address. Thank you!
09/30/2020	Forward Consumer Rebuttal to Business	
09/24/2020	BBB Reviews Consumer Rebuttal to Business Response	(The consumer indicated he/she DID NOT accept the response from the business.) This business contacted me saying I needed to update to resolved on my BBB complaint and show it was satisfied PRIOR to them either returning my money (which I prefer) or re-shipping the package. I am not satisfied as I do not have my \$85 dollars nor did I get the product. The seller stipulation that they would send me the product "at no additional cost to me" is unacceptable. They still have my original money which included product and shipping cost and now they want me to just "TRUST" that they will ship me the product. I want my money back as I do not believe or have faith that this company is operating in good faith and will send a real "legitimate" product. I already paid for this product. I just want my money back. A mailed check or since they have the tracking number they can use that to return my payment with the same method I paid. Either way, I prefer my money back and until I receive my money back in full I WILL NOT BE SATISFIED nor accept the empty response from the business. Absolutely not. Give me back my money THEN I will be satisfied.
09/24/2020	Forward Business response to Consumer	
09/24/2020	Receive Business Response	We had indeed shipped the package on January 08, 2020, under the tracking number "9400111298370435500297". There was a delay in processing as we were in between switching the fulfillment centers. We had notified our customers by sending a bulk email. In this case, we are speculating that the package might have been lost or misplaced by the carrier while it was in transit. We would like to resolve the customer's issue by providing her a reshipment at no additional cost. We would request the customer to contact us on "heylove@hollywoodhairbar.com" with a complete shipping address. Thank you!

09/24/2020	Receive Business Response	<p>customers by sending a bulk email.</p> <p>In this case, we are speculating that the package might have been lost or misplaced by the carrier while it was in transit. We would like to resolve the customer's issue by providing her a reshipment at no additional cost. We would request the customer to contact us on "heylove@hollywoodhairbar.com" with a complete shipping address.</p> <p>Thank you!</p>
09/24/2020 02/21/2020 02/21/2020 02/21/2020 02/21/2020	ReOpen the Complaint Case Closed - UNANSWERED Inform Business - Case Closed UNANSWERED Inform Consumer - Case Closed UNANSWERED Inform Consumer No Response from Business	
02/10/2020	<i>(This is only visible to you)</i> More info received from the consumer	Issue is not resolved. This business has blocked me on all social media platforms. They responded 2 plus weeks ago to one Instagram (pre block) to say that my product was in the mail and should arrive the next week. It's been another 3 weeks. No product.
02/10/2020 02/10/2020 02/10/2020 01/24/2020 01/24/2020 01/24/2020 01/20/2020	Reminder of Dispute to Business Consumer - Have You Heard From the Company No response to first notice to business Notify Business of Dispute Send Acknowledgement to Consumer Case Reviewed by BBB Case Received by BBB	
(Less)		
Case Description:		
<p>Ordered over a month ago, have not received product. Refuse to respond to me.</p> <p>I purchased online via Paypal the "Hair ReGrowth Serum Extra Strength 4 oz." product for \$84.99 (with shipping) on Dec 18, 2019. My order number is #28694. I received an email with my tracking number (9400111298370435500297) soon after. Their email associated with this tracking is "stylist2thetarsinc@gmail.com". This is the email address I have sent numerous emails too. I waited two weeks and tried to contact the company for an updated shipping via that email address with no reply. I reached out on Instagram and Facebook after week three (3) to get an updated tracking or information on my order, no response. I have asked for update on both Instagram and Facebook. They have since blocked me on those platforms so that I cannot contact them. The time and effort they took to block me (and others that I have reached out to - they could have looked up my order and responded to me, but they have chosen the hostile passive aggressive approach of blocking. I have tried calling the number associated with their business (323.839.9063) another number associated with this business is 424.901.3629. The hone numbers are just voicemails geared towards and excuse about lateness of shipping due to the holidays which is now (at this reporting) no longer remotely close to the holidays. They have two addresses associated with the business as well - 5279 W. Pico Blvd Los Angeles Ca. 90019 and 5013 San Vicente Blvd Los Angeles, Ca. 90019-2955. I have no recourse to get my product (or answers to my inquires) from them but to file a BBB complaint. They do not/have not operated in good faith. As of Jan 20th, 2020 - I have still not received my product or my money back.</p>		
Extra Detailed Info		
Date of last interaction with business: 01/17/2020		
(Less)		
BBB Designated Category:		
Delivery Issues		
Case opened date:		
01/24/2020		
Case closed date:		
10/08/2020		
Desired Resolution:		
I want my product within the next 2 days or a refund. It should not take 8 weeks to ship to San Diego from LA. (Less)		