

## Brittni Fain

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**From:** Brittni Fain  
**Sent:** Monday, October 9, 2023 11:37 AM  
**To:** sam carter  
**Cc:** info@logoorb.com; austin sarkozy  
**Subject:** Refund Status

**Importance:** High

Sam,

I need to be put in touch with the finance department. Your team said they processed my refund on August 8<sup>th</sup>, and it would take 18 to 19 days for the \$1291.00 to be processed and hit my bank account. After that, I followed up with you, and you told me refunds take 14-17 business days. I don't think I need to tell you or anyone that I need my refund processed immediately, as it's now been **2 months and one day, 62 days, and 43 business days.**

**WHERE IS MY REFUND IT'S BEEN 43 BUSINESS DAYS** since I last spoke to the finance department. You have been extremely unprofessional, ignoring me and all my methods of communication since Friday, September 8<sup>th</sup> via text which was two months ago, when you told me you would personally refund me with your own funds, which never happened nor did I ever hear from you. I haven't heard from the finance department who I have called and texted.

***I have messaged you multiple times every week since September 8<sup>th</sup>, and you have not responded to me once since then, when we have ongoing work, and you need to send out the stationary I paid for, and we need to finish my website.***

I have contacted multiple times Logo Orb chat on the website to contact you, and you have not responded. This is serious, this is business Sam, I need my refund, I need my stationary sent to me, and I need to know when you are available to work on finalizing my website as soon as possible this is completely unacceptable and unprofessional. I have contacted the BBB, and your company has ignored them as well to try to resolve getting my refund of \$1291.00 originally requested 24 hours after engaging for services, and canceling them JULY 9<sup>th</sup>, 2023, its October 10<sup>th</sup>, why are you the finance department and your entire company ignoring me completely?

My best to you,  
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Brittni Fain, EA

Tax & Wealth Strategist | Equitable Partner



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