

Teri S

☆☆☆☆☆ (1 star)

01/04/2021

Staulino doesn't deserve a single star. I placed two orders on November 11th. One order was missing two items and the next order was missing items also. I have contacted them several times in the last month and have only gotten an automatic email response. I did get one email stating that all my items were delivered . I am now in the process of charging back my credit card.

1/25/2021

Staulino | Reviews | Better Business Bureau® Profile

I agree with all the other reviews! Terrible company. I only wish I had read these reviews before placing an order. I did not receive a confirmation & emailed them. Was told it would take awhile to get from warehouse. They offered me a discount if I wanted to wait or I could get a full refund. As I needed the item for an upcoming trip soon, I chose to cancel the order & get a refund. Wendy, whom I had been emailing with, said she would sent the request to the warehouse. I have sent several emails since with no response. I called my credit card company yesterday to dispute the charge! Two days ago I received an email saying the order had been shipped & would take 1-4 weeks! That is so ridiculous! This company should not be allowed to do business!!

Complaint Type: Problems with Product/Service

Status: Unanswered

09/09/2020

PRODUCT #1
ORDERED

I ordered and received a multi-language translator. There were no instructions in the package that arrived. I emailed the company, so they texted me a copy of the instructions on how to load an app. There was supposed to be a QR code somewhere in the packaging that the app would scan to link the device to my computer, but there was no code sent. I have texted the company numerous times, explaining this, but to date have not received the QR code. Without it, the device is useless. Today makes 31 days since I sent my first email.

Complaint Type: Problems with Product/Service

Status: Unanswered

Complaint Type: Problems with Product/Service Status: Unanswered

06/05/2020

PRODUCT #1
ORDERED

I ordered a Translay Instant Voice Translator Pocket Device from Staulino in February, 2020. I received a package from Staulino March 5, 2020 that was to have contained the device I ordered. In transit, the package had been ripped open and was empty. I emailed Staulino March 6, 2020 and informed customer support of the problem. I emailed photos of the damaged package showing Post Office acknowledgement that package had been damaged in transit to them, requesting a complete refund and was informed their customer support team would investigate. After March 6 email, I sent numerous other emails that were acknowledged, but no other response. I tried to call Staulino for the last 2 mo., but got recording saying their phone response system was being "optimized" and only way to contact them was via email It has been 3 1/2 mo. since I ordered the translator and have had no resolution to my problem.