

PRODUCT #1
ORDERED

04/07/2020

I ordered a voice translator and was told it would take 4 to 8 weeks to deliver. Upon this notification, I cancelled the order. I then received an item (that I never opened) by refusing its delivery. They are now asking for a tracking number which I don't have. Haven't heard anything from them in over a week. There is no telephone number for them and their business address in Portland, OR appears to be a drop box. I should have checked with BBB before placing an order!

Complaint Type: Delivery Issues
09/09/2019

This company is a farce. I ordered an item from them several weeks ago and every time I check on the status it will tell me that the order is in process. I finally emailed them to ask for a refund because there is no phone number to contact them with and they finally responded and said they could not refund my money because the order had already shipped. Well I went back on line several days later and it still says order is in process. To this day I have never received the product which was order around August 23rd.

Complaint Type: Problems with Product/Service

Status: Unanswered
02/11/2020

PRODUCT #2
ORDERED

I recently purchased an LED mask kit from this company and when it arrived on the weekend we immediately tried it and it does not work. I have sent several email messages to the company to see what can be done to resolve this issue but I have not heard back from them in the last three days.

Complaint Type: Delivery Issues Status: Unanswered

02/18/2020

I have been trying to reach the company concerning the shipment of my order numerous times without avail. The order has been processed, pulled from my bank account, but still says processing. Id like to cancel my order now as I do not trust them. Every time I ask via email for an update, I receive an automated response that it will be looked into by the support team. I never receive a reply.

Eddie T

★☆☆☆☆ (1 star)

02/18/2020

Horrible company do nothing but rip people off get no where with customer service at all just the run around