

Better Business Bureau® (<https://www.bbb.org/en/us>)

## Complaint Submitted

Your complaint has been submitted and assigned the ID **14160940**. For your reference, a copy of your complaint appears below. You will receive an email with further information once your complaint is processed by the BBB.

The complaint is being handled by the dispute center listed below. Please contact them with any questions.

BBB of Detroit & Eastern Michigan (Southfield, MI)  
20300 W 12 Mile Rd Suite 202  
Southfield , MI 48076-6409  
info@easternmichiganbbb.org (<mailto:info@easternmichiganbbb.org>)  
Web: <https://www.bbb.org/detroit> (<https://www.bbb.org/detroit>)

### Consumer Information

**Date Filed:** 2/15/2020  
**Sal:** Mr.  
**First Name:** Harrison  
**Middle Name:** W  
**Last Name:** Dandrea  
**Suffix:**  
**Address:** 808 orange st  
Wilmington North Carolina 28401  
UNITED STATES  
**Daytime Phone:** 9104090719  
**Evening Phone:** 9104090719  
**Fax:**  
**Email:** dandrea09@gmail.com (email)  
(<mailto:dandrea09@gmail.com>)

### Business Information

**Business ID:** 0004001219  
**Name:** Best Buy Company, Inc.  
**Address:** 7601 Penn Avenue S,  
Bldg. D6  
**City:** Richfield  
**State/County:** MN  
**Zip/Postal Code:** 55423  
**Business Phone Number:** (800) 369-5050  
**URL:**

### Complaint Detail / Problem

**Complaint Type:** Product Issues

**Problem:** I bought my Owcam from your vendor Best-buy on January 12th, 2020. I received it on January 14th, 2020 Ever since it has draining my battery and i initially called on February 1st and left a voicemail and no one called back. I then used the owcam contacted chat support on February 4th and no reply's. I then emailed your main support email address along with two other email address Facebook because I am not the only one that customer service has not responded to and they are just not available at all. I have left 4 other customer support phone number and still its February 12, 2020 and no one my chats have even been looked at, no

reply's from emails, no phone or face book messenger from Facebook page.It looks like on your site you are no longer selling the items and pulled them off amazon. lot of customers like me that are wondering whats going on. I have paid over \$300.00 for this dash cam and left without customer service phones go straight to voicemail. I am very dissapointed and want a full refund. I contacted Bestbuy 2 times and they wont help me with a refund or to get customer service. They are selling this product knowingly this company is apparently bankrupt and is not offering customer support or removing it from their website. This product is a \$374.49 fraud product

## Desired Resolution / Outcome

**Desired Resolution:** Refund

**Desired Outcome:** I would like a full refund of \$374.49

## Message to BBB

I bought my Owcam from your vendor Best-buy on January 12th, 2020. I received it on January 14th, 2020 Ever since it has draining my battery and i initially called on February 1st and left a voicemail and no one called back. I then used the owcam contacted chat support on February 4th and no reply's. I then emailed your main support email address along with two other email address Facebook because I am not the only one that customer service has not responded to and they are just not available at all. I have left 4 other customer support phone number and still its February 12, 2020 and no one my chats have even been looked at, no reply's from emails, no phone or face book messenger from Facebook page.It looks like on your site you are no longer selling the items and pulled them off amazon. lot of customers like me that are wondering whats going on. I have paid over \$300.00 for this dash cam and left without customer service phones go straight to voicemail. I am very dissapointed and want a full refund. I contacted Bestbuy 2 times and they wont help me with a refund or to get customer service. They are selling this product knowingly this company is apparently bankrupt and is not offering customer support or removing it from their website. This product is a \$374.00 fraudulent non working product.

## Complaint Background

Not all of these questions are required. Please provide as much information as you have.

1.Product/Service Purchased: OwlCam  
 2.Model Number: P917-DDA-CCVN  
 3.Contract, Account, or Policy #: BBY01-805685851212a  
 4.Order #: BBY01-805685851212a  
 5.Purchase Date: 1/12/2020  
 6.Date Problem First Occurred: 1/29/2020

Dates you complained to the company/organization

7. First Date: 1/29/2020  
 8. Second Date: 2/4/2020  
 9. Third Date: 2/12/2020  
 10.Payment Made: In Full  
 11.Payment Method: Credit Card

Name of Sales Person

13.First Name: Online  
 15.Last Name:  
 17.Purchase Price: \$374.49

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