

## Better Business Bureau®

Start With Trust | Online Complaint System

### Your Information

**Title:** Mr.

**First Name:** Harrison

**Last Name:** Dandrea

**Country:** UNITED STATES

**Address:** 808 Orange st

**City/Town:** Wilmington

**State/Province/Region:** NC

**ZIP/Postal Code/Postcode:** 28401

**Daytime Phone:** 910-409-0719

**Evening Phone:** 910-409-0719

**Email:** dandrea09@gmail.com

**Age:** 29

**Gender:** Male

### Business Information

**Name:** OwlCam

**Address:** 195 Page Mill Rd #109

**City:** Palo Alto

**State:** CA

**Zip/Postal Code:** 94306

### Complaint Information

**Complaint Type:** Customer Service Issues

**Description of Complaint:** I bought my Owlcam from your vendor Best-buy on January 12th, 2020. I received it on January 13th. 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 chat support on February 4th and no reply's. I then emailed your main support email address along with two other emails on 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 customer support phone number and still its February 12, 2020 and no one my chats have even been looked at, no reply's from either phone or face book messenger from Facebook page.It looks like on your site you are no longer selling the items and pulled them out of customers like me that are wondering whats going on. I have paid over \$300.00 for this dash cam and left without customer support. I am very dissapointed and want a full refund.

**Desired Settlement:** Contact by the Business

**Desired Outcome Description:** I would like to be contacted by the business and want a explanation/apology of whats going on with your company and its lack of customer support. I would also like a refund.

### Additional Complaint Details

**Product/Service Purchased:** Owlcam/ Dash Camera

**Model Number:** P917-DDA-CCVN

**Order #:** BBY01-805685851212a

**Purchase Date:** 1/12/2020

**Date Problem First Occurred:** 1/23/2020

**Purchase Price:** \$374.49

**Disputed Amount:** \$374.49

**Payment Made:** Yes

**Payment Method:** Credit Card

**First Date you complained to the company:** 2/1/2020

**File Uploaded:** 26275023\_BBB.pdf

## HELP

Please review your complaint. If any information is inaccurate, you may return to the step in question and make corrections. All you can do when you go back through the process. To go back to a previous step, click the step you want to go to in the progress bar at the top of the page.

The BBB of Los Angeles and Silicon Valley will handle your complaint.

You may [print this page for your records](#). You will also receive an email confirmation of your complaint.

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## Notice

THE TEXT OF YOUR COMPLAINT MAY BE PUBLICLY POSTED ON THE BBB WEB SITE (BBB reserves the right to not post in accordance with the Fair Credit Reporting Act). NOT INCLUDE ANY PERSONALLY IDENTIFIABLE INFORMATION IN DESCRIBING THE NATURE OF YOUR COMPLAINT. BY SUBMITTING YOUR COMPLAINT, YOU ARE REPRESENTING THAT IT IS A TRUTHFUL ACCOUNT OF YOUR EXPERIENCE WITH THE BUSINESS. BBB MAY EDIT YOUR COMPLAINT TO REMOVE INAPPROPRIATE LANGUAGE.

## Waivers

I authorize the business to communicate with the BBB about my complaint and disclose to BBB any personal information including the following if applicable: (a) information about a transaction or payment, (b) student records, and (c) information about my credit debt. (required)

If all of the above information is correct, click the Submit button below.

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