

<http://www.ripoffreport.com/reports/0/305/RipOff0305624.htm>

## Report: Better Business Bureau

Category: [BBB Better Business Bureau](#)

### Better Business Bureau BBB Closes Complaints as Invalid if you Complain About a Member Business Arlington Virginia

[Read how Ripoff Report saves consumers millions.](#)

**Rebuttal Box**  
**Respond to this report!**

Are you an owner, employee or ex-employee with either negative or positive information about the company or individual, or can you provide "insider information" on this company?

**Victim of this person/company?**

Are you also a victim of the same company or individual? Want Justice? File a Rip-off Report, help other consumers to be educated and don't let them get away with it!

#### Better Business Bureau

[Phone:](#)  
Fax:

4200 Wilson Blvd, Suite 800 Arlington  
Arlington, Virginia, 22203  
U.S.A.

**Submitted: 2/2/2008 8:41:22 PM**  
Modified: 2/2/2008 8:41:00 PM



**Zippedeewoodah**  
Chandler, Arizona

I recently filed a complaint against [Logitech](#) with the BBB. The problem was that a mouse I purchased broke. When I contacted Logitech they refused to repair it. They finally relented, but said they did not sell that same mouse anymore (even though every retailer online sold them at the time) and sent me a 'similar' model. The replacement was a cheap piece of junk. After mediation through BBB, they then agreed to refund my money provided I returned the mouse, which I did. However, after 2 months still no refund and they have ignored all further communications.

I filed a second complaint with BBB and this is the response I received from Elsie Thomas 'dispute resolution specialist' :

'We regret to inform you that the BBB cannot process your complaint. The case has been reviewed by one of our Dispute Resolution Specialists and was found to be too difficult to read. We cannot forward your complaint to the business if we are unsure of your complaint'

Here is my exact complaint:

'On 11-20-2007 I filed complaint # 57108658 with the BBB regarding this company's refusal to honor their warranty. After a lengthy mediation, the company agreed to refund payment for the product if I returned it. Over a month ago I returned the mouse via UPS tracking 1Z5YV1270351603528. Although the company received the product back at my [expense](#), they have refused to refund my payment.'

As anyone can plainly see I merely stated I sent back an item and never received my refund. BBB is a pathetic joke.

Zippedeodah  
Chandler, Arizona  
U.S.A.

STOP! ..before you think about using the Better Business Bureau (BBB)... CLICK HERE to see how other consumers were victimized by the BBB's false or misleading information. Don't be fooled! It has been reported, when there are thousands of complaints and other investigations underway by authorities, the BBB has no choice but to finally give an UNSatisfactory rating to a BBB member business that is paying the BBB big membership fees every year. When a business is reported that is NOT a BBB member, BBB files WILL more likely show an UNSatisfactory rating, then reportedly shake down that company to become a member of the BBB. One positive thing about the BBB is, either way, if a business has an unsatisfactory rating with the BBB, you can be sure, the business is bad. But what about all those BBB member businesses that had complaints filed against them? Consumers never get to hear about them. What about the BBB advertising to the public? Is this a false and misleading perception they are giving about "consumer confidence" when dealing with a business? Click here to understand more of what consumers and business alike are saying about the BBB. You decide. ..Remember. The BBB membership is not earned, it's paid for!