



File a Complaint

Feedback from consumers is vital to BBB. We appreciate your willingness to report this information to us. We look forward to helping you and the business work toward a resolution.

Your complaint details:

First name: Ranjan

Last name: KC

Email: carepii2023@gmail.com

Phone: 703-383-4826

Street address:

State: VA

City: Manassas

Zip: 20109

Country: USA

Description of complaint:

Dear BBB, I am writing to inquire about the status of the refund for our payment made to Native Web Studios for the Carepii Global project, including the additional \$699 paid through PayPal for Social Media Marketing (SMM) services. As per your email on December 19, 2023, the company has decided to process a full chargeback of \$5593 to us. This amount includes the cost of the project itself, apart from the SMM services that were not delivered. Their Sr Project Manager Elena said that the case study and project scope document will be submitted to the finance department, and that the refund is expected to be issued before the end of the month. However, given the significant delay in receiving the refund, I asked her when do we expect to

Native Web Studios

12 Greenway Plz
Houston, TX 77046
 4099168180246202278

If you have any questions or concerns, please contact the BBB assigned to your complaint:

BBB of Greater Houston and South Texas

1333 West Loop South, Suite 1200
Houston, TX 77027
 [\(713\) 868-9500](mailto:(713) 868-9500)
 [\(713\) 868-9500](tel:(713) 868-9500)

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receive the funds. Furthermore, we would like to clarify the status of the \$699 SMM payment made through PayPal. Therefore, we kindly requested her that she provide us with a detailed update on the following: -The expected timeframe for the full refund of \$5593, including the project cost and an extra Social Media Marketing (SMM) services. -The next steps for processing the dispute for the \$699 SMM payment made through PayPal. We said that if we do not receive a satisfactory response within this week, we will be forced to consider further action, which may include filing a formal complaint with the Better Business Bureau or seeking legal counsel. Could you please help us in this urgent matter? Sincerely Ranjan KC Co-Founder Carepii Global

Desired settlement:

No further contact by the business

Money paid to business:**Does your complaint involve a health issue?:**

No

- I have read and agree to the Complaint Submission Terms.
- I authorize the business to communicate with BBB about my complaint and disclose to BBB any personal information related to the complaint including the following if applicable: (a) information about a transaction or payment, (b) student records, and (c) information about an alleged debt
- I consent to the collection, use, and disclosure of my personal information in accordance with the BBB Privacy Policy, which I have read and understand.

Signature: _____

Date: _____

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