

COMPLAINT ACTIVITY REPORT Case # 90129924**BBB of Southeast Florida & the Caribbean**

Consumer Info: Ahmed, Asif
 5839 Cedarwood CT
 Maineville, OH 45039
 513 377-0035 513 377-0035
 asifjahmed@gmail.com

Business Info: BotMill
 20283 State Road 7, Ste #400
 Boca Raton, FL 33498

Location Involved: (Same as above)

Consumer's Original Complaint :

On November 21, I purchased a Botmill Glider 3D printer. They advertise (heavily) next day shipping, and it is supposedly a fully-assembled, calibrated printer and includes 2 rolls of print material. Well, I placed the order and even sent them an email as delivery time was a large factor in my purchase. They gave me the run around and I didn't actually receive the package until 9 days later (November 30). The printer came with several things wrong with it (belts loose, parts on wrong, poorly assembled overall) and was missing print material (came with one roll of the wrong material instead of 2 of the correct one). I contacted them but received sparse responses. At this point I just wanted to return it as I already felt bad about the entire transaction. Customer support (in SC - the call center) assured me of an RMA and refund, but that it would take a few days as it is not typically in their policy. After another week, they emailed me as if this had never happened - trying to say that they were forwarding me to tech support and they would help me get things working. Infuriated, I demanded a refund, and then they simply stopped responding to me. I shipped the package back and contacted Visa to report the issue. I am still waiting to get my money back. Everything about this company has proved unacceptable. The person I dealt with mainly at Botmill was Gil Mayron, and the Call Center person was Paul Spoliansky. This is one of the worst experiences I have ever had and I certainly hope other consumers do not have to go through this.

Consumer's Desired Resolution:

Despite the damages incurred to me during this entire transaction, I just want my money back + return shipping fees (\$35) so that I never have to speak to these people again.

BBB Processing

12/15/2011	web	BBB	Case Received by BBB
12/15/2011	DEC	BBB	Case Reviewed by BBB
12/15/2011	Otto	EMAIL	Send Acknowledgement to Consumer
12/15/2011	Otto	EMAIL	Notify Business of Dispute
12/17/2011	WEB	BBB	RECEIVE BUSINESS RESPONSE : Contact Name and Title: Gil Mayron / Manager

Contact Phone: 803-326-4615

Contact Email: gil@botmill.com

This complaint has is not correct.

We have communicated with Asif on a constant basis and have no control over shipping delivery times. Furthermore, we have offered many times to send him any missing material issues he may have. This does not require a refund and our policy is All Sales Final. We are more than happy to work with Asif to make sure he receives support to get his current machines up and running or he receives a replacement machine.

12/20/2011 **LVZ** **EMAIL** Forward Business response to Consumer

12/21/2011 **WEB** **BBB** BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

If you take a look at Botmill's website - <http://www.botmill.com/> - you will see that they advertise "Next day shipping" on all botmill orders. This is not consistent with the above claim that "we have no control over shipping delivery times". I have UPS services that alert me as soon as a shipment is received by UPS. The shipment was not even made until well over a week after my order.

As for the offer of assistance, this was after already offering me a refund and return. I have email proof of this and will gladly furnish it upon request. But I shouldn't have to.

At this juncture I have already filed a complaint with Visa as well, and they advised me to actually ship the package back. I did this last week and it has been signed for and received. The UPS tracking number for the shipment is: 1Z4698620352772458. I have copies of the shipping labels as well. So now Botmill/3D systems has the entire order back in their possession, and they still have my money. If you Google Botmill you see nothing but horrible experiences - I am not the only. I just went on good faith that the recent acquisition by 3D systems had improved quality and service (which they claim it has) but clearly I was mistaken. Again, at this point I just want my money back, plus shipping expenses I incurred to return the package.