

# TALES FROM THE BBB



There are a million sad stories in the files of the Houston chapter of the Better Business Bureau. Well, maybe not a million, but there are quite a few. And here is one of them: WristbandsNOW, headquartered out in the 11000 block of Westheimer, who wouldn't return our calls.

	<b>What Was Supposed to Happen</b>	<b>What Allegedly Happened</b>	<b>Comment</b>
<b>The Sad Golfers</b>	A Tennessee high school golf team paid \$417 for wristbands "for a charitable cause"	They never got them, and "numerous voice-mails have been placed in regard to this matter on the company's toll-free numbers. None have been returned."	They want a refund: "School bookkeeping procedures must be met," they say – which, when you think about it, is hardly that menacing a threat. Unless you work for the school district.
<b>The Bad Speller</b>	A Missouri guy ordered wristbands that were supposed to say "Decriminalize It"	The wristbands instead said "Dicriminalize It"	From the BBB complaint: "My issue was that the tital[sic] that I wanted printed on my wristband was mis spelled[sic], I spoke with Nicholas and evrything[double sic] was very cordual[sic] and that everything was dome[sic] via computer..." We can't imagine what it was he wants decriminalized.
<b>The Semi-Satisfied Woman</b>	A Massachusetts woman paid extra to have her wristbands FedExed	After not getting them, she called and they were eventually sent via UPS	"I wonder if they would have refunded the shipping charge if I hadn't mentioned the Attorney General in my final e-mail," she writes. We're guessing no.
<b>The Persistant Failure</b>	An Alabama woman ordered her wristbands delivered overnight	They were not delivered overnight. "I have sent them at least 5 emails, and have called several times and left voicemails but noone will answer the phone or return my call," she writes	Did it work? "I want my bracelets and I want to be refunded the \$80 for overnight shipping!" she told the BBB. Our advice: Mention the attorney general.