



Complaints

ScentAir

Air Fragrance

[View Business profile](#)

Need to file a complaint?

BBB is here to help. We'll guide you through the process.

[File a Complaint](#)

Complaint Details

Note that complaint text that is displayed might not represent all complaints filed with BBB. [See details.](#)



Initial Complaint Service or
Complaint Type: Repair Issues
04/22/2024 **Status:** Answered
Scentair had sent our bill to collections. When we seen it I emailed and asked them to call and I paid all the past due invoices over the phone with the business debt card and asked them to cancel. The man on the phone told me that it was all good and I wouldnt get anymore invoices. So I thought it was over. Today I received another invoice. I call and talk to them and there nothing they will do cause I need a letter canceling. Was never told to me ever. They will not make it right.



Business response

04/22/2024

Hello,
I have authorized my teams to cancel your account and credit the two open invoices.

We appreciated your business with ScentAir over the years as a customer.

Thank you,

VP Customer Experience

BBB Rating & Accreditation

B-

THIS BUSINESS IS NOT BBB ACCREDITED

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Years in Business: 30

Customer Reviews are not used in the calculation of BBB Rating

[Reasons for BBB Rating](#)

Contact Information

3810 Shutterfly Rd Ste 900
Charlotte, NC 28217-3071

[Visit Website](#)

[\(704\) 504-2320](#)

Customer Complaints Summary

18 total complaints in the last 3 years.

6 complaints closed in the last 12 months.

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