



**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

Product Issues

**Complaint Type:** 10/05/2021  
**Status:** Unanswered  
Horrible Experience. No Follow through, did not do as they promised, never installed product and charged for several months. We have been trying to get a refund for months with no success. Stay far away from this company. Very poorly run & the sales rep is absolutely no help. Don't walk RUN...



### Business response

10/12/2021

We hope that you are having a good day.

On behalf of the Customer Experience team, we apologize for less than positive experience you have had with ScentAir. I am available to discuss your account and the services you have been provided by ScentAir. It is my hope that we are able to come to an understanding so we may continue servicing your business.

Would you please let me know when would be the best time for me to reach out to you for us to discuss your account with

## BBB Rating & Accreditation

# B-

**THIS BUSINESS IS NOT BBB ACCREDITED**

[Search for Accredited Businesses in this category](#)

**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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