

Please allow 24-36 hours for an update to post.
The second order, ***** including ten tapes was shipped and delivered on 3/22. You should have 10 discs and 10 files on the thumb drive on that order. The first order in transit was the remaining 40 tapes with thumb drive and discs. We apologize for any concern the "existing damage" stickers or email caused. This is just provided by the technicians as a heads up that even though there were concerns which can be due to age or environmental damage, etc, they were able to achieve a transfer. If anything could not be transferred we would certainly let you know as well and offer a refund or credit for the affected items as well.

As mentioned above, the second order containing 40 tapes shipped out yesterday and will be on its way to you with your discs and additional thumb drive! We wholeheartedly apologize for the delay in your order. While our average advertised processing time is generally around 6-8 weeks unfortunately that is an estimate which has been extended due to the large influx of orders we received before the holidays as well as working with a smaller staff due to illness and covid restrictions. This is not an excuse but simply to provide some context. We understand that the turnaround time was not what you were anticipating, and we have issued a 10% refund on the order. You should have received an email confirmation yesterday when we initially corresponded. Since your second order shipped yesterday, you should see tracking updates within the next 24 hours.

Please do not hesitate to reach out to our customer service team at questions@legacybox.com or by phone at: 800-797-8210 M-F 8AM - 6PM EST | SAT-SUN 10AM - 6PM EST If there is ever anything else we can help you with.

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Want a quote from this business?

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Complaint Type: Problems with Product/Service **Status:** Answered



03/21/2022

Legacy box took over four months to copy my dvd's, some tapes and some slides onto CD disks.I wrote and complained and then was told they were on the way. They arrived and the first CD I put in,was a old badly filmed movie? The second a family selling something, the next old tv shows, the next someone advertising plant goods. The next advertising.This is not what I paid for. A few of the disks were mine, but the quality was so bad that you could not watch them. What I sent them was in good condition, you could watch them without a problem. They badly copied a few minutes of some of my dvd tapes(not the whole tape) and left out the rest of the content. Some are snow and you can't see anything. Some are ad's. I enclosed some pictures showing what I received, most of it is nothing I sent in to be copied. I am 72 and paid a lot of money and waited too long to receive this absolute rip off. These are not professionally copied, but horrible quality. Each film and tape was not fully copied.My order number was *****. I don't trust them to go through this long process again. I will send back all their cd's, but would like a refund.

southtree

Business Response 03/21/2022

Hi ***** , Thank you for taking the time to provide us with your review. I wholeheartedly apologize for any issues with your order and we are more than happy to work with you to have them corrected. I see you reached out to our customer service team on Tuesday evening and one of our Supervisor's responded back to you on Wednesday morning requesting some more information in order to best assist you as your initial email did not include any details. Our team will reach out to you again by phone in hopes of making a connection later today. We look forward to working with you to come to a resolution that is satisfactory for you.

Complaint Type: Guarantee/Warranty Issues **Status:** Resolved 



02/08/2022

January 27, 2022 Adam B*****, Nick M****, Founders Legacybox
***** Dear Messers. B***** and M****: My experience with Legacybox should be in your words "forever." However, my precious memories are not being "enjoyed," I am not being "reconnected," there are no "bonds of love" and no increased "meaning to life." You did not complete my order! My minimum expectation in a written reply to my letter in which you express regret and list possible alternatives in my area. A partial or full refund would show your good faith in advertising that your first concern is your customers and their precious memories. I am not happy! Thank you for your kind attention to this matter. Sincerely,

 southtree

Business Response

02/23/2022

Business Response /* (1000, 5, 2022/02/09) */ Hi ***** , Thank you for taking the time to express your concerns. I wholeheartedly apologize for any confusion regarding your order, ***** with Legacybox. I do not see any correspondence from you either by phone or email to our customer service team, who would have been more than happy to assist you in an efficient and timely manner! I took a look at your order and I see that unfortunately your audio cassette was unable to be repaired. We do not offer any extensive repairs beyond splicing, I apologize if that could have been more clear. to provide some context, whenever an order cannot be processed you have the option of a refund or a credit to send in additional items on a future order, whichever you prefer which is why a refund is not automatically issued. As I mentioned above, our customer service team is available 7 days a week and more than happy to assist you! There are companies that offer repairs that may be of use to you, such as Pacific Video Repair if that is something you are interested in. Our customer service team has issued a refund for your order, in the amount of \$62.72 and you should receive an email notification momentarily. Please reach out to our customer service team at questions@legacybox.com or give us a call at 800-797-8210 if there is ever anything else we can help you with.

Complaint Type: Problems with Product/Service **Status:** Resolved 



01/11/2022


I sent 20 items to be digitized to Kodak Digitizing in October 2021. Four of the 20 items could not be digitized. I was offered a credit on another order or a refund, and I selected the refund. Based on the cost of the work (\$331.19 charged to my American Express card), I calculate that the refund should be approximately \$66. Since then, I have contacted Kodak Digitizing on 27 Dec 2021 and on 1 Jan and 7 Jan 2022. Kodak Digitizing has not responded in any way.

 southtree

Business Response

01/11/2022

Business Response /* (1000, 5, 2022/01/11) */ Hi *****. Thank you for taking the time to provide us with your feedback. I wholeheartedly apologize for any confusion regarding your order or correspondence with our customer service team. I see you reached out to us on 12/21. While we were out of the office at that time, our team responded to your request on 12/24 and we did not hear back from you. You then reached out again on 12/27 and again we did not hear back from you regarding our response. I apologize if you did not receive the correspondence. It looks like your second inquiry was a reply to our ticket so it may be saved as a thread in your email depending on your email settings. It looks like 1 of your 8mm tapes was blank and we were unable to process 3 of your reels. Our team let you know that we could provide a refund or a credit, whichever you preferred. I see you have requested a refund here so I have gone ahead and processed the refund in the amount of \$66.64. You will receive an email notification momentarily as well. If there is anything else we can help you with, please give our team a call at *****. **Consumer Response** /* (2000, 7, 2022/01/11) */ (The consumer indicated he/she ACCEPTED the response from the business.) The response from the company is factually incorrect. I responded to each message and each response is shown on the email dashboard as having been delivered. 24 Dec delivered 9:01 ET 27 Dec delivered 12:26 ET 1 Jan delivered 7:49 ET 7 Jan delivered 8:59 ET 11 Jan delivered 10:32 ET I see that the refund has been "processed", but it has not yet appeared in my ***** account. Assuming that the refund does post, I will consider this issue resolved.

Complaint Type: Guarantee/Warranty Issues **Status:** Resolved 



08/02/2021

On May 21, 2021 I placed an order to SouthTree to have Thirty One VHS tapes converted to DVD's. My initial payment was \$169.54 and then on June 9, 2021 I was charged an additional amount of \$87.39. I received the DVD's and my original VHS tapes on July 24, 2021. I have viewed the DVD's and they are horrible. Out of 31 DVD's only seven of them are viewable and they are missing several tapes that is not on the DVD's. My original tapes are viewable and there is no excuse for the DVD's to be non-viewable. There is a lot of friction, lines, distortion on them and some are just blank. I am not please with this company at all and I paid them a total of \$256.93 believing I would get quality work back. (Not the case here). *****

 southtree

Business Response

09/01/2021

Business Response /* (1000, 5, 2021/08/02) */ Hello, Thank you for taking the time to share your feedback with us. I regret that our digital conversions of your tapes did not meet your expectations. I've reviewed our contact history and see that you have not reached out to our Customer Support team for assistance with the issues you've encountered. We are always happy to help in situations like this! For a little context, our process is to provide a one-to-one digital transfer of each of your items as they play on our equipment. Since we do not offer any editing or enhancement services, any quality issues that exist on the original item will be present in the digital files. This includes, but is not limited to, drop outs, volume irregularities, grainy-ness, over-exposure, or any issues that arise from the way the footage was originally captured. It looks like our technicians noted existing quality loss on six of the tapes you submitted for digitizing. We'd like to make sure that we achieved a quality match, and make things right for you if we didn't. I'll be reaching out to you via email shortly to establish a direct point of contact. I will look forward to connecting with you soon! Sincerely, Khristy W. ***** **Consumer Response** /* (3000, 7, 2021/08/03) */ (The consumer indicated he/she DID NOT accept the response from the business.) I do not accept the response because I have reviewed my original vhs tapes and they are definitely viewable. On the DVD's you cannot

even see a persons face clearly. I really feel that I have been ripped off and would like something done about. I have no problem with returning all their DVD's back to them and have my funds returned. **Business Response** /* (4000, 9, 2021/08/03) */ Hello, Thank you so much for following up. It looks like you've been in contact with one of our Customer Support team members and you'll be working with them to try to determine the cause of the quality issues with your digital files. We appreciate your willingness to work with us through these issues and look forward to coming to a resolution that is both fair and reasonable. **Consumer Response** /* (2000, 17, 2021/08/16) */ The Southtree Company has issued me a full refund. Thank you for assisting me in this matter.

Complaint Type: Problems with Product/Service **Status:** Answered 



07/09/2021

I hired this company to transfer my 8mm films over to a dvd, I was quoted \$19.00 for this service. This company ended up drafting my account for \$36.00. I spoke to a supervisor for the company who stated that they only seen a debit for \$19.00, after speaking with several representatives I was told they would refund the \$36.00 I did not authorize. I have never received the refund as promised.

 southtree

Business Response

07/21/2021

Business Response /* (1000, 5, 2021/07/09) */ Hi **, Thank you for taking the time to provide us with your review. I apologize for any confusion regarding your order. I see you purchased a 2 item E-deal voucher on 5/10/21 for \$34 dollars. The cost would be reflected at time of checkout before entering any card information. The sale you purchased was for the reduced cost of \$17 per item (this was a 2 item deal, which is where I believe the confusion came in). I see you reached our to our customer service team and a refund for your e-deal in the amount of \$34 was refunded to you on 6/26/21 to a ** ending in **. The refund confirmation was again sent on 7/7/21 to the email address listed above. Refunds typically take about 5-10 business days to process back to your original form of payment. Our system shows that your refund was processed as normal, but If you can please provide our customer service team with banking information that shows otherwise, we would be happy to look into this and issue a check refund instead if need be. We look forward to hearing from you at **

Complaint Type: Problems with Product/Service **Status:** Answered 



04/06/2021

I mailed a Legacybox containing my family VHS tapes for them to digitize. I placed bar-coded stickers on the outside of the box and shipped it via **. On 1/20/2021, Weaver at Legacybox signed for the box. I received a phone call from Christy, who told me they had the box and wanted to confirm the account. Kimberly indicated on 3/31/2021 that they did not receive the box, that it was my fault, and that she refunded my account. I spoke with Tiffany on 3/31/2021, who said that she would follow up. I trusted Legacybox with my original family VHS tapes. Although I did not place the correct mailing label on the box, they received my valuables, as proved by the ** tracking signature and Christy's phone call. While Legacybox refunded my money, I am stunned at their negligence and dismissive attitude to something irreplaceable and of significant importance to myself. I want my VHS tapes returned; I request that the BBB leave this complaint open until


Legacybox sends them to me.

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Business Response

06/07/2021

Business Response /* (1000, 5, 2021/04/06) */ Hi **, Thanks for your correspondence on this matter. We take issues like this very seriously and are working intensely to get to the bottom of this situation for you. Our Head of Customer Service has reached out to you with further information on what we know about your box and steps that we are taking to resolve this matter. To summarize here, it seems that complications arose due to the label that was used being a label other than the one we provided, along with the barcode stickers being placed on the outside box, rather than the individual items themselves. That said, we are working both internally and with UPS to tackle this situation. Our Head of Customer Service will remain in contact with you as we receive further updates regarding your order. Thank you so much for your patience as we work to resolve this. **Consumer Response** /* (3000, 13, 2021/04/19) */ A manager at Legacy Box contacted me with no new information. However, Legacy Box continues to deny receiving my VHS tapes even though I provided them with the audio file from my voice mail from Legacy Box on 1/31/2021 stating they received my tapes. The transcript is below. To date, Legacy Box's customer service has been poor and they have not resolved the matter by returning my tapes. Hello my name is Christy I'm a customer care agent out legacy box a we recently received a package containing two VHS tapes and two VHS C tapes and the shipping label on the package has the name of ** a phone number this number ** and the shipping address in ** um we did a little bit more information from you if you could give us a call back the number here is ** and we'll look forward to hearing back from you soon thanks lot... **Business Response** /* (1000, 18, 2021/05/05) */ Hi **, Thank you so much for your patience as we've worked to resolve this for you. While we don't have any further updates on this, we are continuing to work to get to the bottom of the situation. We will certainly reach out to you personally the moment we have an update. **Consumer Response** /* (3000, 20, 2021/05/10) */ (The consumer indicated he/she DID NOT accept the response from the business.) The indisputable fact is Southtree/Legacy Box called me and told me they had received the box I sent containing four video tapes. I sent the voice mail recoding to them. They deny receipt and refuse to respond in a substantive manner. **Business Response** /* (4000, 22, 2021/05/17) */ Hi **, Thanks for your response. At this point, we have been unable to locate your order in our facility. We are continuing to take steps to cover all of our bases and will reach out once we have more information regarding your box. Thank you for your patience in this. **Consumer Response** /* (3000, 25, 2021/05/19) */ What have you done to find my tapes that are in your possession? Your employee called me and said you had them. **Consumer Response** /* (3000, 29, 2021/06/02) */ I re-cap the following facts: I mailed my personal videos to LegacyBox. They called me and said they had them and needed additional information. I have a voicemail recording from a LegacyBox representative as proof. I contacted them, and they said they never received them. They have ignored my repeated requests on my videos' whereabouts. I only assume they mailed my personal and private tapes to someone else. Their customer service is terrible because they continually ignore me, perhaps thinking I will forget. Those tapes were my only copies of my kids as toddlers. Do not trust your private videos to these people! **Business Response** /* (4000, 31, 2021/06/03) */ Hi **, Thanks for your response. Our Customer Service Manager has contacted you via email to outline the steps we've taken thus far with your package. We will reach out with any updates the moment we have them.

Complaint Type: Problems with Product/Service **Status:** Answered 



03/18/2021

I placed an order with LegacyBox on 13Oct2020. Received LegacyBox

branded box to pack items in, too small to fit the "closet" option of 40 items. I called and they said I could use a generic box but to be sure an use the ** shipping label provided. I packed up 37 VHS and 3 MiniDV tapes to convert to digital into the larger generic box and sent out using the ** shipping label provided. Sent the package on 22Dec2020, ** tracking showed received 29Dec2020. There was a 4-6 week time frame to complete the work, waited until 27Jan to reach out and Seth T at customer service told me the order had arrived, been there for 4 weeks and that it was now a 6-8 week window. I returned another email 10Mar2020 where Seth told me its STILL in the facility but its delayed. Escalated to supervisor who told me its missing and pointed to at UPS. I lost my brother to suicide a year prior to this and planned to share the 80+ years of family memories as a surprise to my parents. I NEED that box back ASAP.

 southtree

Business Response

05/05/2021

Business Response /* (1000, 5, 2021/03/18) */ Hi **, Thank you so much for contacting us about this issue. We wholeheartedly apologize that you're experiencing this with **, but we can guarantee you that we are taking all active steps to get to the bottom of this issue. We just reopened your case with UPS on 3/16/2021 and we are currently waiting for an update for more information about your package. This is definitely not something we want our customers to experience when handing off their packages to shipping carriers and we want to make sure that we're doing all that we can to help solve this issue. With that said, a member from our team has sent you a follow-up email today about your case with UPS. As soon as there are any developments on our end, we'll be sure to follow up with you right away. Please do not hesitate to reach back out to us if there is anything else we can help you with. **Consumer Response** /* (3000, 7, 2021/03/19) */ (The consumer indicated he/she DID NOT accept the response from the business.) Its been brought up several times in the last ten days of emails and phone regarding the lost box that someone employed at Southtree signed for receiving the box on the 29th of Dec 2020. It was the box because they scanned the shipping label ON the box. I work in a warehouse and know how the shipments come in and how they are processed. I would love to come to TN and help find it if you would allow it. At the very least it would set my mind at ease to have seen the site for myself. As of now I just have daily nightmares about how it looks in your warehouse and hopes that there are pallets and pallets of boxes that it might be there. My heart explodes with sadness knowing what was on those tapes and knowing that was all my young daughters and nieces would ever know of their uncle. You state that you've "exhausted all efforts" (a canned response to the other 11 boxes that went missing over the last year) - how is it possible that all efforts have been exhausted when the customer service group isn't even on site? Its a plain brown box twice the size of the one you send out with the legacy box logos on it - about 18"x24"x22". The pain and anguish I am suffering with this along with my wife are nearly as equal to that suffered a year and two months ago when we found my brother in his condo. You have a responsibility as a company that focuses on PRESERVING CHERRISHED MEMORIES to own this responsibility. Are there surveillance cams at the "front desk"? Can we see if Micah W unloaded the box? This is if utmost importance and time is NOT on our side.

Business Response /* (4000, 9, 2021/03/19) */ Hi **, Thank you for your response. Firstly, we are sorry for the distress that this situation is causing. We handle items with tons of emotional significance on a day to day basis and a situation like yours is just as unacceptable to us as it is to you. This is why we are working to get to the bottom of this. We'd also be happy to address some of your concerns here. The crux of the issue is that while UPS marked your box as delivered on 12/29/2020, the box never received any internal scans within our own facility. This indicates that despite the "delivered" scan, it was not actually delivered by UPS, which is why we have opened an investigation with them. Given the way UPS scans work between pallets and individual boxes, sometimes wires can get crossed and the incorrect update can be given. That said, although you have been communicating with our Customer Service team, they have been working with Managers and Technicians on-site at our production facility to investigate and look into your situation. Micah W, along

with other members of our leadership team, is working to get to the bottom of this. Despite our internal scans indicating that the box was never delivered to us, we have still made every effort to cover all of our bases on our end, on the off chance that it somehow was delivered to our facility. You are correct that we have a responsibility to preserve cherished memories, and we take that responsibility seriously. This is why we are working with UPS to investigate this case and working internally to leave no corner unturned. The moment our investigation yields a definitive update, we will surely reach out to you with that update. We are working around the clock to reach the same goal as you: the recovery of your irreplaceable memories. **Consumer Response** /* (3000, 17, 2021/04/02) */ This case is not closed and I am not satisfied. While LegacyBox is cooperating and assisting in locating the missing memories of my family, it has taken over 100 emails in the last 3 weeks with them to get upper management and UPS involved. The root of the problem is we were led to believe the box had been safely delivered on dec29th and were told twice in the two months following that ups delivery notification that our vhs tapes were safe at the production facility only learn on March 13 that they cannot locate the box. So thankful for the people of ** through a ** group post I have uncovered more about the inner workings at LegacyBox and ups than I ever cared to know. This has been a grueling last three weeks both emotionally and physically. Waiting on a miracle. I will close this complaint when there is resolution to the matter.

Complaint Type: Billing/Collection Issues **Status:** Answered 



03/18/2021

Order ** not processed. Received LegacyBox as a gift. Sent in videotapes mid February to be converted including more than was included in gift. There was no order or contact form included so I added notes with my contact info including name address phone and email. Order was supposed to be processed as expedited (1 week instead of 6). never heard anything. Contacted company and rep Dorothy finally located my order and said invoice would go out. No invoice received. No updates received.

 southtree

Business Response

03/29/2021

Business Response /* (1000, 5, 2021/03/18) */ Hi **, Thank you for taking the time to provide us with your feedback. I wholeheartedly apologize for any confusion regarding your order. I understand that this was purchased as a gift and it looks like the recipient placed the order with all of their information instead of yours. Our customer service team would be happy to update that information for you at any time if you reach out to us! I apologize we are not able to accommodate notes included in the box of your items as it is sent in to our production facility where items are processed and not to our customer service team. I see that your order information has been updated and a member of our team has sent you the invoice for additional items directly to your email this morning in a reply to your email so you should have no problem receiving it but please let us know if you do not! I do not see that rush processing was purchased for this order, but in the case that you had an upgrade sticker, I have added it to your order. Now that the information has been updated and the invoice has been sent to you, your order will be completed as quickly as possible and you will receive an email update when it has been completed so you will know exactly when to expect it! Please do not hesitate to reach back out to our customer service team if there is anything else we can help you with.

Complaint Type: Guarantee/Warranty Issues **Status:** Answered 



03/02/2021

Terrible service with unwatchable results. I sent them 20 tapes to be converted. I paid \$150 the first payment then they charged me an additional \$48 for additional tapes. When I got my order back 6 whole tapes were not converted and I ended up with about 1 tape out of all those sent that was good enough to watch. Fuzzy lines and no audio on much pf the other videos. I converted some myself but did want to take the time to do them all. I requested a refund and was issued \$45 for the 6 tapes no conversion was done to, but nothing on the rest of the unwatchable tapes. I don't expect a full refund but I think a compensation is in order for so much terrible footage.

 southtree

Business Response

03/17/2021

Business Response /* (1000, 5, 2021/03/02) */ Hi **, We're sorry to hear that you were not happy with the quality of some of the items in your order. Given that they were not converted to your standards, we're happy to issue a refund in the amount of \$75 for the quality issues. You'll receive an email confirming this refund and it should process back to your original payment method in a few business days. Thank you for working with us to resolve this situation.

Complaint Type: Problems with Product/Service **Status:** Resolved 



02/22/2021


AMB Media LLC aka Kodak hasn't delivered its promise to convert my video tapes to digital files. This is unacceptable & I am requesting a full refund. AMB Media LLC aka Kodak has not delivered its promise to convert my video tapes to digital files. This is unacceptable and I am requesting a full refund. On Feb. 8 I purchased the service to convert 40 video tapes for \$516.20 tax and shipping included. They have taken my payment but have not delivered on their promise. Today is Feb. 20 and they have not provided any info on the service I have paid for. My order number is **. I paid using **.

 southtree

Business Response

02/22/2021

Business Response /* (1000, 5, 2021/02/22) */ Hi **, I apologize for any confusion as we always strive to be as clear and upfront as possible regarding your order. I took a look and it looks like you purchased an E-deal. This is essentially an electronic gift card for our website, frequently given as a gift. You would have to redeem this in order for a box to be sent to you. You should have received a separate email with this voucher and redemption instructions. I see that you have already been refunded in full for your E-deal voucher on 2/21 immediately after reaching out to customer service. A confirmation of your refund was emailed to you as well. Please reach back out to our customer service team if there is anything else we can assist you with. **Consumer Response** /* (2000, 7, 2021/02/22) */ (The consumer indicated he/she ACCEPTED the response from the business.) I received my refund. I think the Kodak aka AMB LLC website is not intuitive. When I purchase from online vendors, I get a response within a few days regarding a tracking number. Yours don not and it only generates a convoluted set of instructions for shopping for the same item twice.

Complaint Type: Problems with Product/Service **Status:** Answered 



02/19/2021

They were not able to deliver what was paid for and I'm not receiving a full refund of what was paid. This is in regard to order #**. I paid for 8 additional items at \$15 an item, totaling \$120. When I received the thumb drive for this order I was missing every frame from from barcodes **, **, **, **, **, **. When I emailed Southtree customer service Shelby said she would be putting in a request and another customer care member would get back with me. Kimberly contacted me after a day and said they were only able to recover the frames from barcode 12 and 18. I was refunded \$60 for the four items they were unable to fulfill. I was told I was being sent a thumb drive with items from 12 and 18. When I received the thumb drive it did not contain the items from barcodes ** and **. I was sent a thumb drive with items from the original order with the numbers ** and **. When I let Kimberly know that the correct items were not sent she simply just copied and pasted her reply from her first email to me. I at this point just asked for another refund since I was not able to get the corrected two items. Kimberly responded that I was only going to be refunded \$14.50 for both of these items. This is probably the worst customer service I have dealt with in a long time. The fact that I paid for 8 additional items at \$15 an item and I am only being refunded \$14.50 for two items when they have made multiple mistakes is ridiculous. I was refunded from the additional items I paid for for the first four items, so why is it different for the other two they lost as well?

@southtree

Business Response

03/04/2021

Business Response /* (1000, 5, 2021/02/19) */ Hi **, Thank you for taking the time to provide us with your feedback. We wholeheartedly apologize for any errors regarding your order as we always strive to hit 100% the first time around. I understand that there was some confusion regarding the amount of your refund for the files you did not receive. The extra items you paid for were charged at \$15 each as indicated on the barcode labels. The remainder of your order was purchased at a discounted price, which is why Kimberly was only able to offer the refund of \$14.50. I understand your frustration with the price difference and have issued a refund in the amount of \$30. You should receive an email notification momentarily. Please reach back out to our customer service team if there is anything else that we can help you with.

Complaint Type: Guarantee/Warranty Issues **Status:** Resolved 



02/04/2021

Our video submissions were lost and continue to be unlocated. Concerning request (**) and previous request #** of the loss of our home movies and the incompleteness of transferring them to DVD: Customer Service representatives have been working with me to resolve this issue. We have all communications documented. At this point they have offered a full refund but are not guaranteeing the return of our home movies within a reasonable time. We are formally requesting the refund within 7 business days and the return of our home movies within the next 30 days otherwise filing a lawsuit through the Attorney General's Office. Legacy Box Response: ** After extensive communication back and forth with our production team, they are not able to locate the order within our facility to ship your items back to you. Our facility is quite large, and all documentation and research shows that it is here, however we are unable to locate the order at this

time. We have certainly tried our absolute best to get to the bottom of the location of your order, and we have exhausted all options. The leadership team in our production facility will continue to search for your items. We have been checking-in with them on a weekly basis, and will continue to do so in case there are any recent updates to share. If we do receive any updates from our production team, we will certainly let you know. Because we cannot provide an update on your order, we will go ahead and process a full refund for your order. I understand that a refund isn't the perfect solution. If I had the ability to personally go to our facility to search for your order, I certainly would. I believe that a refund is the best solution we can offer at this time. **. That being said, we are able to refund you for what you paid for our 10-item Legacybox. I understand that you paid for a 10-item box through **, which was greatly discounted. That being said, we want to issue you a check refund for the full cost of a 10-item box (at our current cost).



Business Response

02/16/2021

Business Response /* (1000, 5, 2021/02/04) */ Hi **, I know you have been in touch with our customer service team recently regarding your order that completed last year and I wanted to personally follow up with you here to ensure that you are heard. Our team has been working diligently together to come to a resolution regarding your order. We wholeheartedly apologize for any confusion regarding the whereabouts of your order. After further investigation, we found that your order had been safe in our facility this entire time. That said, we have shipped out your box to you this afternoon. You can track your order on UPS's website using this tracking number: **. Additionally, a full refund has been issued for your order due to the confusion and delay. A check will be mailed out to you as soon as possible. Please do not hesitate to reach back out to our customer service team if there is anything else we can help you with. **Consumer Response** /* (3000, 7, 2021/02/05) */ (The consumer indicated he/she DID NOT accept the response from the business.) Thank you for your quick action. Once I receive the home videos and can verify they are ours and receive the refund, I will update my response. Thankyou. **Consumer Response** /* (2000, 11, 2021/02/16) */ Southtree has fulfilled their obligation in full at this time. Thank you. Please close this file.

Complaint Type: Problems with Product/Service **Status:** Resolved ?



01/13/2021

This company will not refund your money if they cannot digitize your product. I purchased three separate orders from Legacybox over the course of 2020. I purchased the first two orders at the same time and from the two orders 5 items were unable to be digitized. At that time, they offered me a refund or to apply the 5 items to 5 items in a subsequent order. Because I still had items left to digitize, I opted to keep the credits. In November, I gathered all of my items for my last box to digitize. As promised, Legacybox customer service applied the credit to my order. Ultimately, however, 12 items from this previous order were not able to be digitized. Since I completed digitizing, I e-mailed to ask for a refund for those items. After I spent an afternoon emailing back and forth with customer service, they refunded me for 2 items I had paid for separately and then for the shipping and taxes I paid on the order. They then claimed they could do nothing else for me because I had purchased the packages through **. I then called customer service because there is obviously disconnect - they receive money from Groupon for performing this service! And I was not looking for a full refund, simply a prorated refund that reflected the remaining digitizations that I paid for but did not receive. Unfortunately, phone customer service was even more unhelpful - I told them I had paid for


overages in my two earlier orders and since they were able to partially refund me from overages from my current order, perhaps they could refund me from that for the 5 original credits. She indicated it was a "1 time exception" which again, makes no sense because it just means they have the ability to refund but do not want to refund my money. I wish I had read these reviews before I engaged with this business.

 southtree

Business Response

01/20/2021

Business Response /* (1000, 5, 2021/01/13) */ Hi **, Thank you for taking the time to provide us with your feedback. I wholeheartedly apologize for any confusion regarding issuing a refund on a ** transaction. You are correct that Groupon does pay companies for their services, the reason that we are unable to automatically refund those funds to you is because there was no transaction for those funds made directly from you to us. It is not a matter of the funds, we simply do not have a transaction to refund to. One of our supervisors has reached out to you via email with alternative solutions for you. Please let us know if there is anything else we can help you with. **Consumer Response** /* (2000, 7, 2021/01/19) */ (The consumer indicated he/she ACCEPTED the response from the business.) The company is refunding me pursuant to my request.

Complaint Type: Problems with Product/Service **Status:** Answered 



01/11/2021

I sent in tapes to be digitized, put on a disc, and a thumb drive. The videos are terrible and just static. I have reached out to customer service I have reached out on 2 occasions via email with no resolution. The first email was Dec 2020 and the 2nd email was on Jan 2021. I am tired of going round and round with terrible customer service. I didn't get what I paid for. I want a refund. Order#**

 southtree

Business Response

01/26/2021

Business Response /* (1000, 5, 2021/01/11) */ Hi **, Thank you for taking the time to provide us with your feedback. I took a look at your correspondence with customer service and I wholeheartedly apologize for any confusion. Your last correspondence was at 8:12pm on Friday, 1/08/2021. Our team responded to you at 8:16pm on 01/08/2021 and a refund was issued for the files that were not viewable on your order. You should have received a separate email regarding this as well. Just to clarify, there was an issue with 2 out of the 4 items that were sent in on your order and a refund was issued for both of those. We have not heard anything further from you, but if there is anything else we can help you with, please feel free to reach back out.

Complaint Type: Billing/Collection Issues **Status:** Answered 



10/15/2020

In July I sent 2 16 MM Reels with old Drum Corps on them. These old reels have music on them. I wanted and paid to have these old 16 MM Film Reels converted to DVDs. I just got my order today Friday, Oct 9 back and in the box I got only 1 DVD. So I played the DVD and it has no sound and it only had one 16 mm Reel on it. They converted both old 16

MM Film Reels to DVD. So I called them and asked why they had no sound on them? Their response was: It's our policy to NOT include sound on some of the products we produce. I have been having emails from them for months and at anytime did they ever tell me this. I paid them to have this done. I paid to have 2 16 MM old Film Reels converted and they only did one Reel. Product_Or_Service: Old Film Converted to DVD Order_Number: **

 southtree

Business Response

11/12/2020

Business Response /* (1000, 8, 2020/10/30) */ Hi **, Thank you for taking the time to provide us with your feedback. We understand that you are disappointed that we cannot digitize audio on film. However, we try to clarify the fact that we cannot digitize the sound line on film reels, and have an article on our website's help center explaining this policy. We also send a reminder email when your order is checked in. We strive to be as transparent as possible, though your experience has taught us that we could be even more clear. We didn't come to the decision not to transfer the sound line on films without a lot of thought -- it was an intentional choice made by our founders after years of research, trial and error. We've tested every piece of digitizing equipment possible. Sound on film reels is extremely rare -- it's even rarer for the correct camera to have been used to capture the sound film. Further, if the sound is recoverable, it is extremely difficult and time consuming to sync with the video, and isolating the sound actually damages the quality of the video. Then, even if syncing is somehow achieved, it is almost always terrible audio quality that would be very upsetting to our customers. If we did do sound, and your order somehow met all the above the criteria, the quality would still be incredibly poor, and not an acceptable product. Your memories matter to us, which is why we don't offer a service where the process is unreliable, and where we cannot vouch for the quality of the final product. One of our Supervisors has reached out to you via email and issued a full refund on your order. Please reach out to our customer service team if there is anything else we can help you with.

Complaint Type: Billing/Collection Issues **Status:** Resolved 



10/14/2020

I have contacted Legacy Box 2 times for a refund for unprocessed items with no response from them. This refund amounts to \$190. I purchased 3 packages from ** for Legacy Box. I activated the packages through the Legacy box website and sent in my items. This amounted to \$499.96 for 50 Media items. When my items were returned 19 of them were marked "unable to process...contact support". I have emailed Legacy Box support 2 times with no response. I would like a refund because I have no other media items to process. I stated that fact in my emails. This would amount to approximately a loss of \$190 to me and it saddens me that I have to take this route to even try to get them to respond. I would like them to refund my money so that I can try and get another company to digitize my material.

 southtree

Business Response

10/16/2020

Business Response /* (1000, 5, 2020/10/14) */ Hi **, Thank you for reaching out to us. I took a look through past correspondence with our customer support team and it looks like both of your emails were answered promptly asking for more information in order to better assist you. We wholeheartedly apologize if you did not receive them. One of our supervisors will be reaching out to you directly via email momentarily in order to assist you with your concerns. Please

be on the lookout for that email and we look forward to coming to a resolution for you! **Consumer Response** /* (2000, 7, 2020/10/15) */ (The consumer indicated he/she ACCEPTED the response from the business.) The company is issuing a refund for the items they were unable to process.

Complaint Type: Billing/Collection Issues **Status:** Answered ?



10/01/2020

Besides being very expensive their DVD's did not work properly on any of my 3 computers. They sent me an internet link and I got browser unsupported. they were to call Tuesday morning at 8AM and I got an e-mail saying they would miss this call due to a meeting. I've exchanged more than 10 e-mails with them. They were refunding \$10 from a \$98 bill. This is totally unacceptable. Thank you.

southtree

Business Response

10/16/2020

Business Response /* (1000, 5, 2020/10/01) */ Hi **, Thanks for reaching out to us. In our responses, we explained a few different times that the issue was that the DVD (which you paid \$10 for) were the things not working. The digital download was working on our end. We also attempted to see if we needed to troubleshoot anything related to the digital download on your end, but the emails you sent did not provide sufficient details for us to be able to do so. Since it was only the DVD set in question that did not work, that is the only amount that we had refunded. To avoid any further issues or misunderstandings, we are simply going to issue you a full refund. We also sent you new DVDs as a courtesy as well. We hope that this is a satisfactory solution.

Complaint Type: Billing/Collection Issues **Status:** Answered ?



09/17/2020

Legacybox lost our VHS tapes nearly a year ago and has made no effort to locate them. They continuously ignore our requests for updates. On October 19, 2019 we sent three VHS tapes to Legacybox to be converted to digital. These tapes were videos taken of my children while I was deployed to **. They are the only memories I have of them at that age. On October 29, 2019 Legacybox sent an email stating our order was received and bar codes were assigned to ensure they were well tracked. On October 30, 2019 Legacybox sent us an email stating our tapes were being digitized. Legacybox then stopped communicating with us until my wife telephoned them on December 10, 2019 (no response or call back), and sent them an email asking for a status of our tapes on December 12, 2019. On December 13, 2019, ** (Customer Service Representative) spoke to my wife to say there were complications in the investigation (they were lost in the warehouse). On February 03, 2020 I phoned ** and asked about the status of my missing tapes. ** said they were still unable to locate them (despite their efficient bar code system), and agreed to give me weekly updates until they were found. I did not hear back from ** or anyone at Legacybox with any updates, so I sent a strongly worded email to the company on March 09, 2020. On March 11, 2020 ** sent me an email stating one of the company's founders (**) would contact me. On March 17, 2020 Mr. ** and arranged a phone call (I demanded a phone call in my email). During our phone conversation Mr. ** said he would provide weekly updates until my tapes were located. On April 22, 2020 Mr. ** emailed

me to say I was still on his radar. Mr. ** has ignored me in hopes I will give up on the return of my priceless tapes.

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Business Response

11/13/2020

Business Response /* (1000, 5, 2020/09/28) */ Hi **, Thank you for contacting us in regards to this matter. I'm so sorry for the complications with this order. We've worked on this with our team, with ** who shipped this box, and with one of our founders to resolve this situation. We agree with your desired resolution and would be happy to provide a refund for your order. Your purchase was made initially through Groupon and would normally require going through them to receive compensation, however due to the circumstances, we'll expedite that process by submitting the refund directly through us. A refund check will be mailed out tomorrow, 9/29/20. **Consumer Response** /* (3000, 7, 2020/09/29) */ (The consumer indicated he/she DID NOT accept the response from the business.) I have received promise of a refund from Legacybox after one year only after I filed a complaint with the Better Business Bureau. No mention has been made about locating my priceless tapes. They claim to have a redundant tracking system, but refuse to send updates on my lost tapes.

Business Response /* (4000, 9, 2020/10/06) */ Dear BBB, We received a response from Mr. ** on this platform and we desire to work with him on this. However, while trying to work with him and with the BBB through this case mediation, Mr. ** posted a negative review on a 3rd party website, **, impeding our ability to channel communication through the BBB. We're willing to re-engage with Mr. ** through the BBB process if Mr. ** agrees to remove the comment and continue dialog solely in this arena until a resolution can be mutually found. We are unable to continue a good faith discussion and work toward a resolution while receiving communication on multiple fronts.

Consumer Response /* (3000, 12, 2020/10/18) */ (The consumer indicated he/she DID NOT accept the response from the business.) To Whom it May Concern, I will not concede to Legacybox's demand that I remove my negative review on ** in order for them to locate my tapes that have been missing for a year. It is my right (obligation) to post honest reviews on my experience with Legacybox. I hope to prevent another family from having priceless memories lost or destroyed by the lack of professionalism and negligence of Legacybox. The only reason we are having a dialogue now is I posted the message below on this platform. If anything I stated in my review is false, I will certainly remove the post. The fact Legacybox is making the removal of the post a condition for locating my tapes, further illustrates their lack of professionalism and integrity. Throughout the past year, I have been ignored by Legacybox. The only communications I have had with them have been initiated by me or my wife. I was lied to by the customer service representative, and one of their founders (**). Their policy seems to be to ignore the customer until they become agitated and give up. I will not, and I plan to use all resources at my disposal until my tapes are returned, including negative reviews.

Complaint Type: Billing/Collection Issues **Status:** Resolved 



09/03/2020

Sent in several items and got back a fraction, could not even transfer slides to digital without cutting off the tops of the pictures. We sent 4 reels of 8mm film, 5 mini video cassettes and 8 glass slides. We got back 5 (I want to say digitized, but basically copied to a very small format) and 8 glass slide images that were cut off at the top. We did not receive any of the 8mm films converted, which is the advertising highlight of the company. Highly disappointed, complete waste of money. And this was after 12 weeks of waiting. Original date sent: 6/6/2020 Original date received: 6/23/2020 Check in date: 8/15/2020 Transfer of films: 8/26/2020 Transfer of pictures: 8/26/2020 Transfer of videos: 8/27/2020 Received an email 8/27/2020 stating there was

some quality issues with my order, but they were still converting even if it's of poor quality. Shipped back 8/28/2022 Arrived 9/2/2020 I was to receive 2X thumb drives and 1X digital download. We received 1X thumb drive and 1X digital download. I have included the pictures that were not cropped properly.

 southtree

Business Response

09/10/2020

Business Response /* (1000, 5, 2020/09/03) */ Hi **, I am sorry that you experienced this with your order, but we realize the importance of these items and how much they matter to you. We absolutely do not want your experience to be anything but amazing and seamless. We always try to correct any issues that you may have on your order once we have more information on our end. All that said, we always want you to be completely happy with your order. A supervisor will be reaching out to you for more information about a refund on your order. **Consumer Response** /* (2000, 7, 2020/09/03) */ (The consumer indicated he/she ACCEPTED the response from the business.) Refund has been submitted. Issue has been closed.

Complaint Type: Billing/Collection Issues **Status:** Answered 



08/18/2020


Almost no contact on status of order. Ridiculous time to process order, then sent my items back saying they couldn't process. Paid \$34.72 on June 11, 2020. Got the shipping box shortly after. Didn't hear from Southtree again until August 13. Two months! Ridiculous! Then Was asked to pay another \$49.16. Then got my negatives back unprocessed. As a photography major in college, we were taught to keep our negatives in protective sleeves to guard against scratches and dust. I put them in Ziploc bags while still in their sleeves. Apparently Southtree won't process your stuff because it takes a few seconds of extra time to remove them from the sleeves. Clearly a case of them protecting their bottom line versus taking care of the customer. I want a full refund of all monies paid and the return of any of my property in their hands.

 southtree

Business Response

09/04/2020

Business Response /* (1000, 5, 2020/08/18) */ Hi **, We wholeheartedly apologize for any confusion surrounding your order. The reason we are unable to process items in sleeves is to ensure the safety of your memories. It isn't a matter of effort, or we would be more than glad to remove them for you. However, in many situations, the slide or photo will begin to adhere to the sleeve over time and there is a tremendous risk of damaging the very memories it is our mission to preserve for you. Since we were unable to transfer your negatives for you, One of our Supervisors has reached out to you via email to let you know a full refund has been issued. Your original items were delivered back to you 8/17 as well. Please let us know if there is anything else we can help you with! **

Complaint Type: Billing/Collection Issues **Status:** Answered 



08/13/2020

My media was shipped ** on 6/30/2020 and reflect as arrived on

7/2/2020. To date (8/13/2020) the items are not listed as received or in production. After receiving the purchased barcodes to place on my media (8mm reels and VHS tapes) the items were shipped via ** on 6/30/2020 with the provided label and tracking code. The ** website reflects that the box had arrived on 7/2/2020. To date (8/13/2020) the items are not listed on the Legacybox website as received or in production. My irreplaceable media has been in their possession for 6 weeks.

 southtree

Business Response

09/10/2020

Business Response /* (1000, 5, 2020/08/13) */ Hi **, I'm sorry to hear of the concerns with your order. To provide some context, we had a glitch in our system that affected orders that arrived between 6/29 and 7/6 and unfortunately resulted in those orders not receiving the initial update indicating the box arrived to us. This also affected the tracking feature on our website and we are unfortunately not able to retroactively add that update. That said, the issue has been corrected so going forward you will receive updates as the order progresses. At this time, there are no further updates which is why you have not yet received any notifications. I apologize if the initial reply email you received from one of our agents did not provide enough information for you. Most orders right now are completing in about 10 weeks from the time they arrive to us, but I have also added complimentary priority status to your order so our team will get it processed as soon as possible once it is checked in.

Complaint Type: Billing/Collection Issues **Status:** Resolved 



07/29/2020

Placed order and delivery was never made. I placed an order with Legacybox.com on June 16th, 2030. By July 29th my order has not been received or acknowledged in their system. I ordered media transferred from VHS to digital and UPS delivered the original media to them on July 1st. July 20th email from them: Thanks for reaching out! My name is **, and I'm a member of the Customer Support Team. I just checked with our receiving team and at this time, your order did arrive on 7/1 but has not yet been checked into our system. When the tracking number on your package indicates that it has been delivered, the next step is for our team to check it into our system. Receiving can take a few business days and up to two weeks (during peak volume) for our team to check in orders. This time-frame greatly depends on incoming order volume. Once your order is received in our facility, we will send out an email notification immediately to keep you updated! Email updates will also be sent as the order continues through our processing facility. However, for now we have your items safely within our facility and your order is simply making its way through our queue.

 southtree

Business Response

07/30/2020

Business Response /* (1000, 5, 2020/07/29) */ Hi **, Your order is here safe with us! I apologize for any confusion there. Your order arrived to us on 7/01/20. I wholeheartedly apologize, there was a scanning glitch which has since been identified and corrected, which prevented the receiving email to go out. Our customer service team is available 24/7 to always provide a status update, going forward, should you need it! One of our supervisors has reached out to you today via email to discuss your order. We look forward to getting this completed and delivered to your doorstep very soon! **Consumer Response** /* (2000, 7, 2020/07/29) */ (The consumer indicated he/she ACCEPTED the

response from the business.) Company has promised prompt delivery now that the glitch has been identified. Assuming they are true to their word, I consider this resolved.

Complaint Type: Billing/Collection Issues **Status:** Resolved 



07/24/2020

On June 27, 2019, I purchased a 10 PC. Family Legacy Box through **, for \$279.99. I sent the box along with a bunch of family photos and videotapes to Legacy box in ** on July 14, 2019. After 90 days, I received nothing from Legacy box regarding this order. I called 3 times and got stonewalled by LB's customer service. I suspect they lost my box. Product_Or_Service: Family Legacy BOX Order_Number: **

 southtree

Business Response

07/27/2020

Business Response /* (1000, 5, 2020/07/24) */ Hi **, It looks like you purchased your box through a third party, but since that order was unactivated before sending it in, we do not have an order number for the order or any information tied the box. One of our supervisors has reached back out to you via email to confirm your information to get a check mailed out to you. **Consumer Response** /* (2000, 7, 2020/07/24) */ (The consumer indicated he/she ACCEPTED the response from the business.) Based on the promise of refund, my complaint is resolved.

Complaint Type: Billing/Collection Issues **Status:** Resolved 



07/24/2020

I paid for service in advance, Sent my videos in for transfer, was told they would be done by 7-19-20. No communication, the don't respond. I paid for service on May 15. Through **. I was told that it would take a few months and that I would be contacted throughout the process to let me know of their progress. I was contacted one time to say they received my product. And no more updates. Customer service was very communicative and answered questions I had quickly. At the end of June I contacted them and asked if they could hurry a bit because I needed the videos for a birthday gift before the 19 of July. I was told by costumer service that they would put a complimentary rush on my transfer so I would have it for the party I was going to. The end of June was the last time they communicated at all with me. I have been trying for the last 2 weeks to get ahold of them and they do not respond. They have my only videos of my only child. I entrusted this company with this very important task, paid and they will not respond to me. I am very upset and worried. I could understand the state of things with the Covid. But don't understand being blown off. They have not kept there part of our terms. I want to be contacted at once , and informed when I will receive my transferred videos, and my originals returned to me. My contract number is **

 southtree

Business Response

07/27/2020

Business Response /* (1000, 5, 2020/07/24) */ Hi **, We wholeheartedly apologize for the delay with your order. We have put a rush on this and look forward to getting it back to your doorstep as soon as possible! One of our supervisors spoke with you this morning, but please feel free to give us a call if there is anything else we can help you with! Warm Regards **Consumer Response** /* (2000, 7, 2020/07/25) */ (The consumer indicated he/she ACCEPTED the response from the business.)

Complaint Type: Billing/Collection Issues **Status:** Answered 



07/21/2020

Legacybox has had by order since May 4 and scanning has yet to commence. Legacybox has had by order since May 4, 2020 and digitization has not started, it has now past 11 weeks. I was told the SLA was 6 weeks and then was told it was 10 weeks, which makes this order past due in either case. I reached out to customer service (**) who communicated that order would be "prioritized" on July 15. As of this complaint the order hasn't been updated in 11 days and it has been 6 days since the "prioritized" communication with no update/movement.

 southtree

Business Response

08/05/2020

Business Response /* (1000, 5, 2020/07/21) */ Hi **, We sincerely apologize for the delay in your order. One of our supervisors has reached out to you via email with a status update. We look forward to getting this completed and shipped back to you as soon as possible!

Complaint Type: Billing/Collection Issues **Status:** Resolved 



07/08/2020

They want \$ 229.43 in addition to the \$31.49 and \$75.41 that you charged my credit card for on 5/2/2020. I have been waiting since 5/2/2020 for order. Southtree emailed me today wanting \$ 229.43 in addition to the \$31.49 and \$75.41 that they charged my credit card for on 5/2/2020. In May I sent in video tapes to be made digital. I keep getting the run around from them and now they want more money. Order numbers **.

 southtree

Business Response

11/12/2020

Business Response /* (1000, 5, 2020/07/08) */ Hi **, Thank you for reaching out to us to address your concerns! It looks like there was some confusion regarding some additional items sent in with your order. One of our supervisors has reached out to you via email and we looks forward to resolving this for you.

Consumer Response /* (3000, 7, 2020/07/09) */ (The consumer indicated he/she DID NOT accept the response from the business.) When I receive all of my video tapes returned, because of lack of your service and my credit card credited for the 2 charges than I will be satisfied. I am not giving you any more money to proceed with digitizing my videos, because you have done nothing since mid May.

Complaint Type: Billing/Collection Issues **Status:** Resolved 



07/07/2020

Order delayed with no decent explanation AMAZINGLY similar complaint to those posted lately. Ordered a box on 4/24 and received it over two weeks later, even having to call them once to find out how long it takes to ship an empty box from ** to **. Returned my box immediately and they say it go to them 5/11. Today is 7/6 and no idea where my 10 movies are. Website says 4-6 weeks for delivery and cust service line (when you can actually get them) says 6-8 weeks and when I last contacted them they said my items would be expedited with a ship date of today and delivery Wed. Today came and to no one's surprise there was no word from Southtree on my items and cust service was mysteriously not available. I get issues surrounding COVID but these people seem totally incapable of providing any real info on status of orders.. and these are sensitive memories we've entrusted to them. I only wish I would have read latest reviews on BBB before sending my family memories to these bozos. I only hope to get my films and money back to try again with a more reputable company.

 southtree

Business Response

07/15/2020

Business Response /* (1000, 5, 2020/07/07) */ Hi **, Thanks for reaching out to us with this. Firstly, we do want to confirm that your order is safe here in our facility. As you mentioned, we are experiencing some delays due to COVID-19, as we are going above and beyond to provide a safe work environment for our employees. We're the industry leader in this field not only because of our excellent product, but our commitment to our employees as well! Of course, that does lead to longer processing times. We do want to apologize if it feels like you have been uninformed, as that is never our intention. After looking at your order, it looks like your order arrived, was checked in, and is now awaiting processing in our film department. We're sorry if this has not be explained to you as of yet. We did add your order to our priority list, so it should be wrapping up very soon. We're going to confirm with our production manager that the order is processed and shipped out this week, so that you can get your precious memories back in your possession ASAP. We look forward to you receiving your completed product. **Consumer Response** /* (2000, 7, 2020/07/14) */ (The consumer indicated he/she ACCEPTED the response from the business.) After complaining to the BBB, I received a personal customer service rep (**) who re-prioritized my order (again) and got it through the system. Without this added action, I'm not sure where I'd be but I'm glad that the BBB complaint woke someone up over there and that my order was completed and shipped. I received it 5 days after they shipped (not the 2 they promised) but all is intact and the work done was acceptable so I consider the case closed.

Complaint Type: Billing/Collection Issues **Status:** Resolved 



07/07/2020

I placed an order for several things to be digitized on 4/7/20. My order has not even reached the production queue yet. I placed an order costing 480.00 on 4/7/20. At that time they said it would be completed and returned to me in 6-8 weeks. It has been 3 months. I have sent them messages asking where my order is. The first message was sent on June 11. I was told that I was at the 6 week mark (?) and my order would be processed very soon. I sent another message on June 23rd asking why my order was not even in production yet. I was told that my order had been with them for 8 weeks and it should be completing soon. That was 2 weeks ago. When I go to their web site to check my

order status it says the same thing that it has said for months... "Order received". Now I have grave concerns about the safety of my precious irreplaceable items that I have sent them to digitize. These items can't be replaced.

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Business Response

08/03/2020

Business Response /* (1000, 5, 2020/07/07) */ Hi **, Thank you for contacting us about this. Firstly, we want to confirm that your items are safe and secure in our facility! We've been taking great care of them since they arrived to us. That said, our processing time is slightly delayed at the moment, simply due to the circumstances surrounding COVID-19. We are working very hard to not only keep your memories safe, but to also keep our employees safe. Social distancing, a generous sick leave, and other measures that we've implemented have had effects on the processing time. But we are very thankful that customers are being understanding as we face this global pandemic. We did go ahead and add "priority" to your order, which means that it will move to the front of the line and be processed ASAP. We'll continue to send you email updates and tracking information as soon as it ships! We're looking forward to returning all of your awesome memories to you to relive with your friends and family.

Consumer Response /* (3000, 7, 2020/07/07) */ (The consumer indicated he/she DID NOT accept the response from the business.) I do understand that COVID-19 should allow for special circumstances however each time I have contacted the company, I get the same response. "it should be finishing up very soon". I appreciate my order being marked "priority" however I'm not sure this will result in any difference in getting my order done than any of the other messages I have sent asking why it is taking so long. A time frame in which I can expect this to be done would be helpful.

Business Response /* (4000, 9, 2020/07/07) */ Hi **, Our goal is to get the order processed and shipped out this week (next week at the very latest). We've coordinated with our team to make this a reality! We're looking forward to getting things back to you very soon. **Consumer Response** /* (3000, 12, 2020/07/10) */ (The consumer indicated he/she DID NOT accept the response from the business.) I need to keep this complaint open even though I think my complaint will change in nature. I ordered a 40 item trunk with an additional thumb drive. I paid approx. \$500 for these in April. I received an email on 7/9 that one or more of my items had some quality issues. They didn't say which items but the digital downloads I have seen so far have all been pretty low quality. At least one of the videos has no sound. I then received another email saying that they couldn't scan any of my many photos because I had put them in plastic sleeves to protect them. So it appears that out of my 40 item trunk, I will have 34 items coming back to me.... that is if they actually download (Right now 9 have not downloaded and I receive an error when I try to view them). I contacted them yesterday to tell them that one of the videos has no sound and that I was not happy that they wouldn't scan any of my photos. I have not received an answer from them regarding my email but did receive an email from the company saying that my items were shipped back to me. Now that my items are on the way back, I assume that there is no way for them to correct the errors and poor quality. I am very disappointed and at this point I would like a full refund for this order.

Business Response /* (4000, 14, 2020/07/15) */ Hi **, We take these concerns very seriously and would love the opportunity to work with you to come to a resolution. One of our supervisors will be giving you a call today to go over the details of your order with you! **Consumer Response** /* (3000, 17, 2020/07/17) */

The consumer indicated he/she DID NOT accept the response from the business.) No one has called as promised. I did receive my items back and they appear to be all there which is a good thing. I still have some issues with my order and need to discuss at least a partial refund. **Consumer Response** /* (3000, 20, 2020/07/20) */ I have still not received a call from this company. I have been able to go through all the video they digitized. Out of all of the media, they sent 32 items back. (I paid for and sent 40+). Of all of the videos I sent to be digitized, three were not done. I got a repeat of one video. One was only 9 minutes long then static. One had no sound. I need this company to provide me with an email stating that ** has the authority to refund my purchase. **Business Response** /* (4000, 22, 2020/07/21) */ Hi **, One of our supervisors has reached out to you again this morning to have your concerns

addressed. We look forward to your response and coming to a resolution for you! **Consumer Response** /* (3000, 25, 2020/07/21) */ (The consumer indicated he/she DID NOT accept the response from the business.) I was given a refund of \$21.01 and a refund for the thumb drive in the amount of \$86.69. Unfortunately, I paid ** \$429.99 for the Legacybox trunk. I have reached out to ** and they stated that the needed permission from Legacybox to provide me with a refund. If Legacybox would give this authority to provide a refund to me for the trunk, I would be very satisfied. **Business Response** /* (4000, 27, 2020/07/22) */ Hi **, One of our supervisors reached out to you yesterday via email to let you know that we would be happy to accommodate your ** refund as well to save you the trouble! We are just awaiting your response. We look forward to your response to our email to sort this out for you! **Consumer Response** /* (3000, 30, 2020/07/26) */ (The consumer indicated he/she DID NOT accept the response from the business.) I was given a refund of \$21.01 and a refund for the thumb drive in the amount of \$86.69. Unfortunately, I paid ** \$429.99 for the Legacybox trunk. I have reached out to ** and they stated that the needed permission from Legacybox to provide me with a refund. If Legacybox would give this authority to provide a refund to me for the trunk, I would be very satisfied. **Business Response** /* (4000, 32, 2020/07/31) */ Hi **, I do apologize for any confusion, but one of our Supervisors reached out to you on July 22nd to let you know that instead of waiting for **, we have actually mailed you a check for the \$429 that you paid to ** to eliminate any hassle on your end! You should be receiving that within the next few days! **Consumer Response** /* (2000, 36, 2020/08/02) */ We received a refund check from Legacybox. We are very satisfied. Thanks for resolving this for us.

Complaint Type: Billing/Collection Issues **Status:** Resolved 



07/06/2020

They overcharged me, then canceled the order when that was supposedly corrected. They told me today that they had canceled the order (7 weeks later). The order that they overcharged and then cancelled is **. All of the charging and removal of charges was/is confusing. They told me that the order would go through in mid May. Today they emailed and said that the order was canceled. That is not what customer service told me they would do. I called today and spoke a supervisor (Walter) and he said well they would try to stop sending the order back but wanted me to pay again. I asked that he stop sending the order back and do what they told me that they would do. He said that he would do his best but it was out of his control. Their customer service is some of the worst that I have seen.

 southtree

Business Response 07/07/2020

Business Response /* (1000, 5, 2020/07/06) */ Hi **, Thanks for reaching out to us with this. Luckily, ** that you spoke with forwarded this and we immediately took care of it! Your order will continue to process like normal and we'll do it at no extra charge to you. I hope this is a satisfactory solution! We look forward to processing your order and returning it to you ASAP. **Consumer Response:** Would like to withdraw this complaint. Legacy Box has dealt with my issue and very professional fashion. Thank you

Complaint Type: Billing/Collection Issues **Status:** Resolved 



07/06/2020

They overcharged me, then canceled the order when that was

supposedly corrected. They told me today that they had canceled the order (7 weeks later). The order that they overcharged and then cancelled is **. All of the charging and removal of charges was/is confusing. They told me that the order would go through in mid May. Today they emailed and said that the order was canceled. That is not what customer service told me they would do. I called today and spoke a supervisor (Walter) and he said well they would try to stop sending the order back but wanted me to pay again. I asked that he stop sending the order back and do what they told me that they would do. He said that he would do his best but it was out of his control. Their customer service is some of the worst that I have seen.

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Business Response

07/07/2020

Business Response /* (1000, 5, 2020/07/06) */ Hi **, Thanks for reaching out to us with this. Luckily, ** that you spoke with forwarded this and we immediately took care of it! Your order will continue to process like normal and we'll do it at no extra charge to you. I hope this is a satisfactory solution! We look forward to processing your order and returning it to you ASAP. Consumer Reponse: Would like to withdraw this complaint. Legacy Box has dealt with my issue and very professional fashion. Thank you

Complaint Type: Billing/Collection Issues **Status:** Answered ?



06/29/2020

Legacybox returned my film reels with the film torn and bent. The digitized film files that I received were incomplete and missing footage. I placed my Legacybox order (Order # **) last year (August 2019). After locating all of the items that I wanted to send in to be processed, I packed and sent the box back in April 2020 and awaited the final product along with my originals. On June 24, 2020, I received a notification that digital files were available for viewing on **. Upon viewing the digital files, I found that the films were incomplete and missing footage. Also, most of the digitized versions of the VHS tapes that I had sent in were very static and missing audio. I had the same films transferred to DVD's (very low-quality transfers) back in 2013-14, so I knew about what to expect with the footage. I immediately contacted Legacybox customer service to report the issue. I spoke to two different agents, ** and *. *Both customer service agents offered to have the films that were missing footage reprocessed, and also reprocess the VHS tapes to fix the static and audio issues. She assured me that no problems were noted within the order. At that time, I had not yet received the actual box with originals. I just assumed that the films were cut short due to a processing error. I received the box with originals on June 26, 2020, via **. Upon opening the box, I looked at the film reels and noticed that they had been altered from what I had sent in. The film on two of the reels was torn and bent. On another reel, the film had been cut. The mystery on some of the missing footage had been solved. I immediately contacted Legacybox customer service (again) and explained the film situation to ** (one of the same customer service agents that I had spoken to before). I emailed her photos of the film so that she could see where it had been ruined. ** was sympathetic to my situation and assured me that she would move this up in priority and have a supervisor/manager contact me within a few hours. A supervisor/manager did not contact me. I called back into Legacybox customer service around 6 pm. on June 26, 2020, and an agent put me on hold while she tried to reach ** to ask about the supervisor/manager not contacting me.** has the agent tell me that someone would contact me by Monday. Becoming impatient with the urgent situation, I emailed Legacybox customer service Saturday (June 27, 2020) morning. I again


explained what had happened and stated the following: "I am disappointed and upset with the results of my order with Legacybox. I thought that I could trust your company to handle these films with care so that I could do something nice for my family to remember my grandfather. My mother was 18 when her father died at the age of 79. I was never afforded the opportunity to meet my grandfather because I was not born until after he passed. These films were our way of keeping him alive and with us." At 5 pm on Saturday, June 27, 2020, **, a supervisor with Legacybox, contacted me and explained to me that "In order to convert your film reels, the film lead does have to be removed but we do not ever remove or cut footage from your film reels." ** offered NO explanation for the bent, torn and cut film, or the missing footage, but again offered to have the films reprocessed and that "A senior technician would be in charge of the return to ensure proper conversion." Does this mean that proper conversion does not occur under a regular technician? ** also offered to "issue a partial refund for the items that were not properly converted." But what about my forever lost memories in the destroyed film? Why would I ever trust Legacybox to convert my films again after the initial mishap? I replied to **'s email with (again) photos of the damage to my films and am now awaiting further correspondence from **.

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Business Response

06/30/2020

Business Response /* (1000, 5, 2020/06/30) */ Hi **, Thank you for reaching out to us. We're sorry to hear that your film appeared to be torn or bent. Our Customer Service Manager has already reached out to you with an offer of a full refund for the frustration caused by this experience. Feel free to follow up with him at your earliest convenience@ **Consumer Response** /* (3000, 7, 2020/07/01) */ (The consumer indicated he/she DID NOT accept the response from the business.) You state that your "Customer Service Manager", **, reached out with "an offer of a full refund." The refund receipt that was emailed to me was only for \$64.05. My order total was \$282.81. Of course, ** never addressed additional damages because he blamed ** for one of the films being damaged; however, I proved ** wrong by showing him that the film was stored back in its canister before ever leaving Legacybox. Why can't Legacybox accept some blame for what happened to my films? Every time I received an email from **, he played the blame game. It is time for Legacybox to step forward, acknowledge what happened to my film was careless, and offer damages. These are memories that I can NEVER get back now, and Legacybox continues to place blame elsewhere instead of taking responsibility. **Business Response** /* (4000, 9, 2020/07/07) */ Hi **, We are continuing to take this situation seriously and do what we can to get to the bottom of this. Our Customer Service Manager will continue to reach out to you with any update he has! Thank you for your patience and understanding in all of this. **Consumer Response** /* (3000, 16, 2020/07/27) */ This case IS NOT resolved.

Complaint Type: Billing/Collection Issues **Status:** Answered 



06/22/2020

I paid for and shipped 11 tapes in for conversion. Nothing returned. Company says shipped but no delivery made. Customer service is not helpful. In mid April I paid for and shipped 11 tapes for conversion. I received numerous updates on process and early June I was told items were shipped back to me. Nothing has been received. I have checked with ** and ** who told me to go back to legacy box for help. I have called their customer service numerous times only to be told a supervisor will call me back to start process of getting a new copy made. No return calls have been received. I was also put in contact with "VIP customer service" agent who has emailed me several times asking


for same information I have already provided to company repeatedly. I am out 30 years of video memories and my money paid to have it converted.

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Business Response

11/12/2020

Business Response /* (1000, 8, 2020/07/07) */ Hi **, Thanks for reaching out to us with this. It appears that your package was not delivered by ** and we have been working on your behalf with ** to get to the bottom of this. Unfortunately, once the package is in the hands of the shipper, we are slightly restricted as far as the direct action that we can take, since it is no longer in our possession. We did provide a digital download and a new thumb drive for the tapes that could be converted. Unfortunately, it looks like 3 of the 11 tapes were able to be converted, while the others were marked as unable to convert. It looks like we have refunded you the amount that you paid directly to use, but that you used a ** to make the purchase bulk of the purchase. We will contact ** on your behalf to get that ** amount refunded due to the extenuating circumstances. We will continue to work with ** to get to the bottom of the state of your originals. You do have all that we have in regards to the digital files, so we're happy we were able to get that for you. We'll continue to be in touch with future updates. **Consumer Response** /* (3000, 10, 2020/07/07) */ (The consumer indicated he/she DID NOT accept the response from the business.) Legacybox was entrusted with many years of my family memories. They lost them and have lied repeatedly about the status. They claim the videos I sent were blank or in poor condition and they could only convert 2 of the 11 tapes I sent I watched each and every tape prior to sending them to Legacybox. The tapes, while old, were viewable via my VHS player. If Legacybox were able to return my originals I could have the tapes converted by a more reputable company. Instead Legacybox said my tapes were unworkable and did not return my originals. **Business Response** /* (4000, 12, 2020/07/07) */ Hi **, Thank you for your response. We understand that entrusting a company with such precious memories is a tall task and we don't take that lightly. While the items were not lost in possession, but in the possession of the shipper, we hate that this occurred during involvement with our company. We do want to clarify a few things. It was 3 tapes that we were able to convert and that are present on the download link and the thumb drive. The rest, however, were indeed marked as unable to convert by our team. Additionally, the tapes were shipped from our facility and the process was moving forward like normal, until the shipping issue occurred with the shippers. We'll continue to work on your behalf with those companies, as this did occur during our process. But your order was safe and secure while it was in our possession and we were honored to have had the opportunity to work with your items. We'll continue to look into this and send you any updates once the shippers provide one. **Consumer Response** /* (3000, 15, 2020/07/08) */ (The consumer indicated he/she DID NOT accept the response from the business.) It is easy to claim unconvertible when the originals are missing. As evidenced by others I have spoken to or read about lost tapes and failure to convert is common. There is also a tv report indicating on going problems acknowledged by employees. My failure was not doing due diligence on Legacybox prior to trusting your company. I suspect a class action lawsuit will eventually be brought. I work in customer service and have learned blaming a third party for a problem (UPS in this case) is a desperate measure to shift blame. You have multiple complaints of this type of problem. If Legacybox was so honored and concerned about my memories why haven't they moved to a more secure shipping process. ** doesn't seem to be the best choice.

Complaint Type: Billing/Collection Issues **Status:** Answered 



06/08/2020

I mailed my legacy box .I paid in full. I keep trying to get get a hold of a human being. No go. Its been 3 months. Order # ** 22 tapes were sent

and no word or update beyond that they received them. It has been approximately 3 plus months to since they received my precious memories. They said it would take 3 to 6 weeks. I have been very patient with this company. Especially because of the covid 19. If I could at least talk to a human being, I would feel better. Their customer service is a endless roundy round of nonsense. Please help

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Business Response

06/25/2020

Business Response /* (1000, 5, 2020/06/08) */ Hi **, Thank you for contacting us! Our customer service manager just reached out to you to let you know that we'll be adding free rush processing to your order, due to the frustration that the processing time and inability to get a hold of us so far. To recap, your order was purchased on 4/24, arrived on to us on 5/12, and has been safe in our facility since! While things are a bit delayed due to COVID-19, we will ensure that your order is processed and sent back to you as soon as possible. Thank you so much for your patience and understanding. We look forward to digitizing your memories for you! **Consumer Response** /* (3000, 7, 2020/06/08) */ (The consumer indicated he/she DID NOT accept the response from the business.) I did get a response from Legacy box this morning. That is a step in the right direction. They said they would expedite my order for no charge. A promise made should be a promise kept. I will be in touch to let you know if they follow through the their promise made to my satisfaction. Sincerely ** **Business Response** /* (4000, 9, 2020/06/09) */ Hi **, We're happy we were able to provide a solution and a step in the right direction! We look forward to processing your order as quickly as possible and getting your memories back to you soon so that you can relive them alongside your family. Let our team know if you need anything else along the way!

Complaint Type: Billing/Collection Issues **Status:** Resolved 



06/03/2020

I sent my videos to Legacy Box to transfer them to a thumb drive. I received an email a couple of days ago saying that they do not transfer the sound My order numbers are ** and **, paid for on ** on 3/4/2020 in the amount of \$1,229.17 to place my films on to a thumb drive. I received an email saying that they did not transfer the sound on the videos. This is not what I had thought I had paid for. I contacted their customer service department and they said that they are not set up to copy the sound to the videos and that once I got the videos back I would have to take pictures of the tapes that had sound and they would issue me a refund for those videos. If this had been mentioned on their website, I would never have sent my videos to them to begin with. I have also paid an additional \$137.80 on 4/28/2020 for additional cost. At least 50% of my videos would have sound if not more. This is something that should have been made clear in their advertising.

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Business Response

06/17/2020

Business Response /* (1000, 5, 2020/06/12) */ Hi **, Thanks for reaching out to us. We'd be happy to assist you with this matter. While we aim to be as transparent about our processes and policies as possible, I'm sorry if our policy regarding this specific matter was not as apparent as it could have been. We do have a few different sections of our website where it is clarified that sound on film is not something we're able to transfer. We'll definitely look into doing what we can to make it more accessible on our site though! That said, we would be happy to refund you for the items which had sound that we were unable to

convert. This option was given to you in your phone call with us and it's still something that we'd be happy to honor. While we normally require that a customer send a photo of the sound line just for confirmation that this was the case, we'll go ahead and take you at your word, due to the confusion. We'll have a customer service representative reach out to you for confirmation of how many films ended up having the sound line on it. Thank you for your patience and understanding in this. We'll reach out soon! **Consumer Response** /* (2000, 7, 2020/06/15) */ (The consumer indicated he/she ACCEPTED the response from the business.) Legacy Box apologized for the confusion on the sound not being transferred to my thumb drive and refunded most of the money paid. They also agreed to make it more clear on their website and advertising that they did not transfer sound.

Complaint Type: Billing/Collection Issues **Status:** Answered 



05/06/2020

I am livid. It took months to get my product back. Over 1/3 of the product returned was not mine. They LOST MY PRECIOUS MEMORIES. I am livid. They lost my tapes. They sent me product that belongs to someone else. They took months. I kept getting emails that told me nothing regarding the reality, and the reality was that they are sloooooooooowwwwww. It took months!!!! But, losing tapes? At one point I just demanded that they return my items.They did not. This company has many complaints around problems just like mine.I will be speaking to an attorney to find out what my options are. Given what I have seen that they returned, no one, NO ONE IN THEIR RIGHT MIND WOULD RETURN THE GARBAGE THAT THEY SEND ME. Horrific quality! AND 1/3 OF WHAT THEY SENT DOES NOT BELONG TO ME. IF I DO NOT GET A REAL ANSWER AS TO WHAT HAPPENED TO MY VIDEOS, AND HAVE THEM RETURNED TO ME, I SHALL SEEK RECOURSE. THIS COMPANY IS THE WORST!!!! AND I AM REALLY REALLY ANGRY!!!!

 southtree

Business Response

05/22/2020

Business Response /* (1000, 5, 2020/05/06) */ Hi **, Thanks for reaching out to us. One of our supervisors, **, has been working with you on this issue. I wanted to clarify one very important thing. At this point, there is no confirmation that the tapes that you received are not yours or that we have lost anything. In fact, the opposite is most likely, as the tapes that you received have your order number, **, on them. We have asked for you to check the tapes to confirm if they are in fact not yours, but we have not received confirmation that you have done so yet. Given the fact that the tapes you have are tagged with your order number, we are under the impression that you have your own tapes. Our order tracking system is extremely efficient and is created to prevent such a mix up. Until you can confirm that you have viewed the tapes in your possession, we will continue to assume that the tapes are yours. ** sent you an email and is awaiting your response.

Complaint Type: Billing/Collection Issues **Status:** Answered 



05/05/2020

Southtree, DBA Legacy Box received personal contents on Dec, 2017 and lost 30 video tapes from my family. No resolution as of 5/5/20. Original order date of 11/29/2017 for a total of \$303.93 to convert 30, 8mm reels, into dvds by LegacyBox of **. LegacyBox admitted to receiving the order and the ** shipping number showed they received

the box, but lost it in their facility. I contacted them a number of times where they admitted to having the box, yet the package or order never advanced or changed on status. No resolution for helping me find my contents and they have yet to try and track the package down on their end, in THEIR facility. These video reels are some of the most important family keep sake items as they showed family trips, birthdays, family gatherings and daily life. I have included all documentation from LegacyBox employees.

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Business Response

05/05/2020

Business Response /* (1000, 5, 2020/05/05) */ Hi **, Thank you for reaching out to us. We have reviewed all email interactions related to this case. It seems there is some conflicting information about whether the package was delivered to our facility. While some agents have indicated that it was delivered to us, our internal tracking system never logged it as arriving to our facility. It's hard to tell what ** indicated, as the tracking link is no longer valid. It looks like agents in the past had worked with ** to try to get to the bottom of this, but we were not able to come to a resolution that led to the items' recovery. It seems to have been a discrepancy with **'s tracking saying it was delivered, but that actually not being the case, since our internal tracking did not confirm it. We do know that your items are not currently here in our facility, as we have tracking protocols in place to make sure that every item in our plant is accounted for. It appears on our end that the package was never here in our facility. I'm very sorry that these items were not able to be recovered. I have gone ahead and issued a full refund, and I apologize that hadn't been done sooner. We will let you know if anything related to your order does show up, as we always try to remain hopeful that shipping issue cases like this can be resolved. **Consumer Response** /* (3000, 7, 2020/05/12) */ (The consumer indicated he/she DID NOT accept the response from the business.) There has been no refund issued after one week. I do find fault in LegacyBox and their employees who admitted to receiving my personal items, only to loose them. It is clear from the other customers who have also had issues with LegacyBox that they are a reckless company with no regard for others personal property. **Business Response** /* (4000, 9, 2020/05/13) */ Hi **, Thank you for your response. I checked on your order and while a refund was submitted after your last message, it looks like the refund was not processed properly. I'm sorry about that! It looks like the transaction may be too old to directly refund back to your original form of payment. In that case, we would be happy to mail you a check instead. Again, sorry for the delay on that. We'll have someone from our Customer Service team reach out to you to confirm details on where to mail the check! Looking forward to hearing from you soon. **Consumer Response** /* (3000, 17, 2020/06/09) */ After waiting over three weeks for a refund to be sent out via mail Legacybox still has not compensated me for services not rendered and personal property that they lost. I have contacted the company again to ask for a refund and have not heard back from them.

Complaint Type: Billing/Collection Issues **Status:** Answered 



02/12/2020

Half my film reels were lost. Received HORRIBLE customer service trying to remedy. Need help to receive response & amends from unresponsive Legacybox. There was error upon error with my account. The trouble began when I bit their bait & included extra videos with the extra discounted stamps they provided in the kit they sent me. This resulted in them holding my finished product, me not knowing they were holding it for payment. I could see on the tracking website page that payment was due. I knew I needed to pay for the extra videos I sent. I expected to be billed. Or at least told how much I owe. I clicked everywhere I could think of to find out how to pay. I finally found a

phone number, called and found out they were holding my order for that payment. I paid immediately with the gal on the phone. But because they held my order unbeknownst to me, we missed the Christmas deadline despite paying extra for expedited shipment. My order arrived after 13 days of shipping on Jan 2nd. When my order was finally returned to me, half of my original film reels were missing. Only 10 of my 19 film reels were returned to me. At my complaint, they sent me a partial refund for the extra I paid for quick delivery. And they sent new DVDs labeled correctly. But I have received nothing but a run around from the company in response to asking them where my missing film reels are. They keep quoting what an amazing tracking system they have for my media, and yet they are still unable to tell me where my missing film reels are. I have spent so much time and energy trying to receive an answer about my film reels. I finally asked for a supervisor and was assured by **, the customer service manager that they would keep me informed regarding their search for my films. And yet I have waited more than a month for any info and none has been forthcoming. The complete lack of info and response has caused much stress for my family. What should have been such a happy reliving of our precious family memories has become one of the worst, stress filled experiences we can remember. Legacybox needs to give me honest info from their tracking system. They need to tell me where they lost my film reels. And they need to make amends. The huge amount of money we paid is not commensurate with the product or service we have received. They have not fulfilled their end of our agreement where they promised to return our precious original media. They need to make amends. Instead it feels as though if they are unresponsive for long enough, they are hoping I will go away quietly and they won't have to answer for their loss of my film reels. Can you please help me get a response and amends from the Legacybox company? I wouldn't want anyone else to have to suffer what our family has experienced at the hands of Legacybox. My order # was **. Thank you so much.

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Business Response

03/09/2020

Business Response /* (1000, 5, 2020/02/21) */ Hi **, Thank you for sharing your experience. It's our goal as a business to receive our customers' items, digitize them, and send everything back along with the newly digitized media. Anything that stands in the way of that is something that we care deeply about. Our team has been working to look further into this and get to the bottom of this. We will continue to do so and our Customer Service Manager has already reached out to you with some further communication. We understand the gravity of a situation like that and will continue to do everything we can in regards to this situation. Thank you for your continued patience. **Consumer**

Response /* (3000, 7, 2020/02/23) */ (The consumer indicated he/she DID NOT accept the response from the business.) For nearly two months now, when I have been able to obtain any information from LegacyBox, they have continually told me they will meet with their team and then give me information as to the whereabouts of my missing film reels. Then that information never comes. So this is the same newsless run around message I have been receiving from them and no followup action ever occurs on their part. I want my missing film reels returned. If they cannot do that, they need to tell me where their tracking system lost my reels, or why it failed to track them. And they need to send me a large refund for all of the fall de rall I have had to endure at their hands. Nothing short of this will suffice at this point. Don't tell me what you're going to do... DO something! Find my film reels. Give me news with some actual substance about why you lost them. End this farce. **Business**

Response /* (4000, 9, 2020/02/24) */ Hi **, Thank you for your response. Our Customer Service Manager has reached out to you with some action steps that we have taken regarding this case. We are intent on doing everything we can to resolve this issue. We look forward to working with you and keeping you in the loop as we continue to look into this situation. **Consumer Response** /* (3000, 12, 2020/02/24) */ The consumer indicated he/she DID NOT accept the response from the business.) It appears they have done all they know to do but still have not found my missing film reels. I have asked for information from

their tracking system to know what they DO know about my film reels. We will see if they can send me any known facts about my loss. They have promised once again to keep me in the loop, but that didn't work last time. We shall see. I wonder how long they will keep me waiting as they continue to "look" although they admit they are at the end of their rope and don't know where my missing film reels are. I believe they need to make amends for my loss financially. I made a HUGE investment and did not expect this much of a traumatic fiasco in return. **Consumer Response 03/09/2020 They are unable to find my film reels that they lost. After many difficult emails and phone calls, they did however refund my money. But I am doubtful they will ever find the film reels of mine that they lost. I guess we call it resolved, even though I do it have all of the film reels I sent them in return. Thank you SO MUCH for your help in getting this far.**

Complaint Type: Billing/Collection Issues **Status:** Answered 



01/13/2020

Southtree has not delivered on stated timeline. Facetious customer service or unresponsive. Service not discounted as advertised. No updates for 1 mo. Ordered service December 1. Advertised timeline was 2-4 weeks. It is mid-January and, despite multiple emails, one successful phone call, and an order status page, no update has been provided since the 11th of December. Additionally, Southtree's site states that you receive a % discount, but that % is only applied to part of the order. Thus, the percentage advertised is inflated and misleading. I spent over \$435 for the service in the interest of making nostalgic memories available to my family for Christmas. All I have done is disappoint everyone because Southtree promised one thing and will someday deliver another.

@southtree

Business Response

02/03/2020

Business Response /* (1000, 5, 2020/01/13) */ Hi **, Thanks for reaching out to us with your concerns. It is never our intention to be misleading or confusing in our presentation! The discount that you mentioned does apply to the processing charge, but is not applicable toward the output charge (DVD, thumb drive, digital download). Our records show that this was the subject matter of an email interaction on 12/02/2019. We are always available for support, as our offices are open 8am-12am M-F and 9am-4pm Sa-Su EST. We only have record of the 1 email exchange referenced above, so I apologize if your other emails may not have come through. In regards to the processing time, we currently are in our peak processing time, due to increased volume during the holidays. On our website, we do express that the 2-4 weeks is an estimated processing time, as media conversion is more of an art than a science. That said, the good news is that your order is shipping today! Just a little over 4 weeks after being checked into our system. We're excited to get your digital media to you so that you can relive your precious memories. Your order tracking page should be updated appropriately as well. As a gesture of goodwill, we went ahead extended a 25% refund to your entire purchase. Our apologies for any delays and for any miscommunication in the process. We hope that the final product will bring your family a lot of joy and nostalgia!

Complaint Type: Billing/Collection Issues **Status:** Resolved 



11/15/2019

Placed an order for duplication services and received some electronic



files with mostly blank static. Wanted to get some money returned. I recently placed an order with Legacy Box #** and wanted to express some disappointment with the product. We wish we had known that you would charge the same for a full 4-6 hours of video as for a cassette with only 10 minutes of footage. We received several "Tapes" which consisted of hours of static for which we paid the full price. I also spent some time filling out titles for each tape which corresponded to a bar code. It was our understanding that the titles would be placed on discs we would receive. There were no titles nor discs, only the flash drive which was an extra charge to the original package. The flash drive had no titles on it either. We certainly did not feel like we received the value we expected from the huge price we paid for these dubs! This was a large investment for our family, and we hope you will be willing to try to fulfill our expectations. We would expect to be able to receive video dubs or photo scans to replace the empty footage, and the expected discs, labeled.

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Business Response

11/15/2019

Business Response /* (1000, 5, 2019/11/15) */ Hi **, Thanks for reaching out to us. It looks like you have been in contact with our customer service in order to come to a resolution. Our standard policy is to charge by the number of tapes sent in regardless of length and this is notated on our website. I'm sorry if this information was not more readily available for you before sending in your tapes. Additionally, DVDs do have to be purchased in order to receive them; it looks like you initially opted in for the thumb drive option. Disc titling only applies to the DVDs, however the titles on thumb drive do correspond to the barcode numbers on the tapes and can be edited post-processing as well. Though our normal policy would dictate that we fulfilled our services as promised, we were happy to be able to provide a 50% refund of the voucher purchased for this particular misunderstanding. This refund has already been processed to your original form of payment and should show up on your account in the next 3-5 business days. Please let us know if we can assist you in any other way. **Consumer Response** /* (2000, 7, 2019/11/15) */ (The consumer indicated he/she ACCEPTED the response from the business.) I accept the repayment, I have checked and don't see the refund as of 12:00 PM Friday so I'll keep checking. I want to note that I tried numerous time prior to sending in the media for digitization to get answers from the company on just these types of questions but they did not send information that was needed. Had we known how they worked we would have send other material or canceled the order all together. As it is this was simply a waste of my time and money and I feel this company has not lived up to the standard they claim to provide. They simply offer a substandard service and very very substandard support for this poor product.

Complaint Type: Billing/Collection Issues **Status:** Resolved 

07/23/2019



REFUND REQUESTED FOR LACK OF DISCLOSURE ON DIGITIZING PRACTICES TO CUSTOMER AFTER NUMEROUS CALLS TO CONFIRM. NO RETURNED CALLS AFTER 5 ATTEMPTS. MY MOTHER PASSED AWAY AND I DISMANTLED 50 YEARS OF PHOTOS ALBUMS ACCORDING TO DIRECTIONS GIVEN VIA PHONE CALL TO ENSURE CORRECT DISASSEMBLE IN ORDER TO REASSEMBLE FAMILY MEMORIES. MY PHOTOS WERE NUMBERED ACCORDING TO INSTRUCTIONS AND BAGS AS PER INSTRUCTIONS ONLY TO BE RETURNED TO ME COMPLETELY DISORDERED AND DIGITIZED ACCORDING TO WHATEVER THEY DO, NOT ACCORDING TO WHAT THEY TOLD ME THEY WOULD DO. NOW I HAVE ALMOST 1500 PHOTOS ALL OUT OF ORDER AND CONTEXTS FROM OUR FAMILY ALBUMS AND IMPOSSIBLE TO REASSEMBLE. MY ENTIRE FAMILY

SUFFERING AT THIS LOSS...I CALLED A NUMBER OF TIMES AND HAVE NOT RECEIVED A CALL FROM THE OWNER WHICH I REQUESTED NOR A REFUND WHICH I DEMANDED. THEY HAVE GIVEN ME THE COMPLETE RUN AROUND SAYING I WOULD BE CONTACTED BUT NO CONTACT WAS MADE. HORRIBLE BUSINESS PRACTICE!!! I TRUST MY FAMILY MEMORIES TO THIS COMPANY ONLY TO BE TOLD WHEN I COMPLAINED AFTER RECEIVING THE PACKAGE BACK DIGITIZED THE POLICIES WERE LISTED ON THE HELP SECTION OF THEIR WEB SITE WHICH, WHO GOES TO THIS UNLESS THEY NEED HELP? I CALLED TO MAKE SURE WHAT THE WEB SITE SAID AS OF THE DATE I SUBMITTED AROUND 3/23/2019 AND MANY TIMES BEFORE SO I DIDN'T NEED "HELP"

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Business Response

08/19/2019

Initial Business Response /* (1000, 8, 2019/08/07) */ Hi **, Thank you for reaching out to us with this. We understand that these types of memories are precious and invaluable, especially when they involve the presence of a loved one that has passed away. Our goal is to receive your memories, digitize them, and return them to you in a way that is customizable, editable, and able to be relived. As you mentioned, on our website, there are mentions of the fact that we are unable to guarantee photo chronology, such as on our photo formats page, along with an article in our help center. We're sorry if this policy wasn't made as clear as it could have been prior to your sending your order. Many customers use this as a valuable resource to make sure they are completely familiar with the product they are going to purchase and the company that they are entrusting their precious memories to. Though our founders normally are not able to reach out to customers, our co-founder reached out via telephone to you initially. He then emailed to set up a call, but did not hear back for 5 weeks. When you reached back out to our customer service line, we tried our best to further assist you, however we are normally unable to refund for something that is a part of our standard process. Due to all of the frustration and unsuccessful attempts to get in contact, we will make a one time exception and issue a refund for this order. We provided the service we promise provide: returning your items to you in a way that is customizable, editable, and able to be relived. However, we do understand that lack of order or chronology can be disorienting and frustrating. You should receive an email confirming the refund amount. If you have any other questions, please reach out to customer support for further assistance. **Initial Consumer Rebuttal** /* (3000, 10, 2019/08/09) */ (The consumer indicated he/she DID NOT accept the response from the business.) I have not received an email and refund confirmation as posted. **Final Consumer Response** /* (2000, 13, 2019/08/19) */ I WILL ACCEPT A FULL REFUND AS THEY HAVE PROPOSED HOWEVER THEY DID NOT FOLLOW THROUGH AND SEND ME AN EMAIL CONFIRMING THEIR OFFER.

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