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## BBB Business Review

### CONSUMER COMPLAINTS

BBB ACCREDITED BUSINESS SINCE  
10/28/2008

### CardCash.com LLC

(800) 364-0488

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### Customer Complaints Summary

300 complaints closed with BBB in last 3 years | 130 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising/Sales Issues	38
Billing/Collection Issues	24
Delivery Issues	88
Guarantee/Warranty Issues	5
Problems with Product/Service	145
<b>Total Closed Complaints</b>	<b>300</b>

### Complaint Breakdown by Resolution

Complaint Resolution Log (300)

BBB Closure Definitions

Complaint resolved with BBB assistance (234 complaints)	
1/6/2015	Guarantee/Warranty Issues
1/3/2015	Problems with Product/Service
1/2/2015	Delivery Issues   <a href="#">Read Complaint Details</a>
<hr/> <p><b>Additional Notes</b> <span style="float: right;">X</span></p> <p><b>Complaint:</b> I agreed on November 27, 2014 to sell several gift cards to CardCash in exchange for an ***** gift card. After three weeks I had not heard from them, so I checked my order status online. It says my order is in "Escalations" and requests my phone number. I was not contacted to tell me my sell order was being held up. I requested immediate contact and have not received contact. I sent them approx. \$260 in gift cards for which I have received nothing.</p> <p><b>Desired Settlement:</b> I want the ***** gift card I was promised.</p> <p><b>Business Response:</b> Hi,</p> <p>Once the cards arrive at our facility we often have additional questions for our customers just to confirm their identity and that the cards were acquired legitimately.</p> <p>That's what happened in this case and we are moving the sale forward.</p>	

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**Consumer Response:** Complaint: \*\*\*\*\*

I am rejecting this response because:

I was called this morning and told there would be additional forms emailed to me momentarily. They have not sent any forms, nor have they sent my gift certificate.

Regards,

\*\*\*\*\*

**Business Response:** Hi,

We've received the necessary information and we paid the customer earlier this week.

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**Consumer Response:** [A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

After a lengthy email exchange and a long wait, I received the \*\*\*\*\* gift certificate I was due. This response is satisfactory to me.

Regards,

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1/2/2015	Problems with Product/Service
1/2/2015	Billing/Collection Issues   Complaint Details Unavailable
12/31/2014	Problems with Product/Service
12/27/2014	Problems with Product/Service
12/27/2014	Delivery Issues
12/24/2014	Delivery Issues
12/19/2014	Guarantee/Warranty Issues

1 2 3 4 5 6 7 8 9 10 ... 24

BBB found business made good faith effort to resolve complaint but customer not satisfied with business response (66 complaints)

[View Complaints Summary by Resolution Pie Chart on CardCash.com LLC](#)

### Industry Comparison |

Prepaid Debit/Credit Cards

