

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



P.O. Box 30736
LANSING, MICHIGAN 48909

DANA NESSEL
ATTORNEY GENERAL

October 6, 2021

King Crawford Enterprises, LLC
DBA Nano Hearing Aids
ATTN: Clark Hill, PLC, Registered Agent
14850 N. Scottsdale Rd., Suite 500
Scottsdale, AZ 85254

Re: Notice of Intended Action

Dear King Crawford Enterprises, LLC:

This letter is to give you notice of intended action in accordance with MCL 445.905(2), and to give you an opportunity to immediately cease and desist from engaging in the unlawful business practices described below. In addition to ceasing this conduct, you are also advised to correct any past misdeeds as soon as possible.

As background, this Office is responsible for enforcement of the Michigan Consumer Protection Act, MCL 445.901 *et seq.* The Better Business Bureau (BBB) has shared dozens of complaints with our Office from over the past two years.

The various complaints consistently raise the following concerns:

- Consumers purchased items for sale, which you fail to ship timely. At times, consumers would request a refund due to the length of time they had been waiting for their purchase to be delivered, and you refused, stating that the consumer had to at least try the hearing aids out for a certain number of days before they could even request a refund.
- Most complaints detail a complete dissatisfaction for the product that the consumer purchased. Many times, consumers were told that they needed to try the product for a certain amount of time to "retrain the brain" in order for the product to work.
- Your website promises consumers a money back guarantee and claims to issue such refunds with "[no] quibbling or quarreling." To the contrary, it seems you put up multiple barriers and require consumers to jump through hoops in order to obtain a refund, some of which are detailed in the enclosed affidavit from a consumer who describes experiences like those reflected in multiple complaints.

(See Exhibit 1.) More often than not, you only issued the refund after the consumer filed a complaint with the BBB.

- You advertise your product as hearing aids. However, per the FDA, “[a]t this time, there are ***no products*** that can claim to address hearing loss that are or can claim to be OTC hearing aids within the meaning of section 520(q) of the FD&C Act as amended by FDARA. Currently, hearing aids continue to be restricted devices, for which sales must follow applicable federal and state requirements.” See <https://www.fda.gov/medical-devices/consumer-products/hearing-aids>. Therefore, you are representing that the goods you are selling are hearing aids, when in fact they are Personal Sound Amplification Products (PSAPS).

The concerns listed do not fully encompass all the complaints that we have reviewed. Through responses to the BBB complaints, you have demonstrated awareness of at least some of these issues. As explained above, this Office believes Nano Hearing Aids is engaging in unfair trade practices that violate the following subsections of MCL 445.903(1):

- (a) Causing a probability of confusion or misunderstanding as to the source, sponsorship, approval, or certification of goods or services.
- (c) Representing that goods or services have sponsorship, approval, characteristics, ingredients, uses, benefits, or quantities that they do not have or that a person has sponsorship, approval, status, affiliation, or connection that he or she does not have.
- (e) Representing that goods or services are of a particular standard, quality, or grade, or that goods are of a particular style or model, if they are of another.
- (q) Representing or implying that the subject of a consumer transaction will be provided promptly, or at a specified time, or within a reasonable time, if the merchant knows or has reason to know it will not be so provided.
- (s) Failing to reveal a material fact, the omission of which tends to mislead or deceive the consumer, and which fact could not reasonably be known by the consumer.

- (u) Failing, in a consumer transaction that is rescinded, canceled, or otherwise terminated in accordance with the terms of an agreement, advertisement, representation, or provision of law, to promptly restore to the person or persons entitled to it a deposit, down payment, or other payment, or in the case of property traded in but not available, the greater of the agreed value or the fair market value of the property, or to cancel within a specified time or an otherwise reasonable time an acquired security interest.
- (bb) Making a representation of fact or statement of fact material to the transaction such that a person reasonably believes the represented or suggested state of affairs to be other than it actually is.
- (cc) Failing to reveal facts that are material to the transaction in light of representations of fact made in a positive manner.

The sheer volume of complaints, coupled with the above-described actions, which frustrate consumers' product expectations and rights to a refund, prompted us to advise you of our concerns and intentions at this time. You should immediately cease and desist these unlawful business practices.

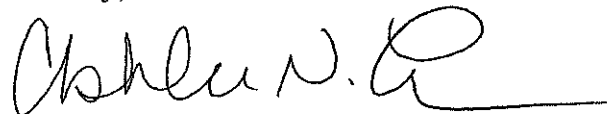
This Office is taking steps to either file a civil lawsuit pursuant to MCL 445.905 or commence a formal investigation under MCL 445.907. Your response to this Notice is expected within ten days and will help us determine which of these paths will be necessary. We are also opened to exploring an assurance of voluntary compliance with you, as anticipated by the MCPA.

We are hopeful that a lawsuit can be avoided through agreement on an assurance of voluntary compliance. Any agreement will require Nano Hearing Aids to address all the above concerns, including a mechanism to ensure appropriate reimbursements are made to all customers affected by the identified unfair trade practices.

We are available to meet with you by telephone or video conference regarding this matter and look forward to your response.

King Crawford Enterprises, LLC
DBA Nano Hearing Aids
Registered Agent: Clark Hill, PLC
Page 4
October 6, 2021

Sincerely,

A handwritten signature in black ink, appearing to read "Ashlee N. Lynn", with a long horizontal flourish extending to the right.

Ashlee Lynn
Assistant Attorney General
Corporate Oversight Division
Michigan Dep't of Attorney General

AL/sjg
Enclosure

EXHIBIT 1

AFFIDAVIT OF [REDACTED]

[REDACTED], being first duly sworn, deposes and says as follows:

1. I currently reside in [REDACTED], Michigan.
2. My dad, [REDACTED], has had declining hearing loss for over 20 years.
3. He has previously purchased and used several different types of hearing aids.
4. My dad heard about Nano Hearing Aids (Nano) from an advertisement and I contacted them via their toll free number.
5. I purchased "hearing aids" from Nano for my dad on June 20, 2019 over the phone in the amount of \$297.00. My dad wanted to purchase these hearing aids because he is always looking for the next best hearing aid.
6. My dad received the hearing aids on or about June 26, 2019.
7. The quality of the hearing aids were subpar at best. He did not feel he could hear well, thought speech was garbled, and thought the sound quality was poor. He also had difficulty with fit. Nano was contacted and extra tubing was sent, unfortunately, that did not solve the issues.
8. My dad wanted to return the hearing aids and I ended up helping him with the return process. I contacted Nano on July 18, 2019 via telephone and was told that return merchandise authorization (RMA) paperwork would be mailed to me by July 22, 2019.
9. I never received it, so I emailed them on August 8, 2019 to request the RMA again. (A copy of this email is included as **Attachment A.**)

10. I received a response from hello@nanohearingaids.com later that day requesting additional information in order to process my refund. I responded immediately and provided the requested information. (A copy of this email is included as **Attachment B.**)

11. On August 12, 2019, I emailed hello@nanohearingaids.com again and asked for them to respond to my refund request. (*Id.*) On August 13, 2019 I received the same automated response that I previously received on August 8, 2019 requesting additional information. (A copy of this email is included as **Attachment C.**) I responded to Nano that day and provided my information yet again. (A copy of this email is included as **Attachment D.**)

12. I did finally receive the RMA on August 13, 2019, and the hearing aids were shipped out exactly how Nano requested and in new condition on August 16, 2019.

13. I verified the tracking information and confirmed that Nano received my return on August 19, 2019.

14. On September 30, 2019, I emailed hello@nanohearingaids.com to inquire as to the status of my refund. (A copy of this email is included as **Attachment E.**) A customer service representative by the name of Claire finally responded to me on October 4, 2019 and stated that my refund had been issued and that my refund could take up to an additional 30 days to process. (A copy of this email is included as **Attachment F.**) I immediately responded that same day and told her I had already waited 35 days for my refund and requested them to issue it

immediately, or else I would be filing a dispute with my credit card and also filing a complaint with the Better Business Bureau. (*Id.*) Claire responded later that day and basically just told me I had to wait, and all refund requests are first come first served. (*Id.*) The email signature of the Nano representatives do not even have a phone number listed with their names so that I could call and get more information directly.

15. On October 8, 2019, I called Nano again and received confirmation that my refund had been processed.

16. On October 12, 2019, I filed my complaint with the BBB, since I still had not received my refund. (A copy of this complaint is included as **Attachment G.**)

17. On October 17, 2019, I received a response from Nano through the BBB, which indicated that my refund was approved on September 30, 2019 and that I would receive my full refund within a week. (*Id.*)

18. On October 29, 2019, I followed up on my BBB complaint, since I still had not received my refund. (*Id.*)

19. On October 31, 2019, I was out trick-or-treating with my kids and I received a call from a number that was “private” or “unlisted”. I answered the phone and the individual on the other end said that they were calling from Nano and that they needed my bank account information and routing number for my bank in order to issue my refund. I told them I did not feel comfortable giving that information over the phone and they kept asking for it. I thought it was odd and

alarming that Nano chose Halloween night to randomly call me and demand my banking information. This phone call felt like a scam to me.

20. I am so happy that it was me that answered the phone and not my dad. I don't know if he would have even thought it was possibly a scam. I believe that is part of what they do, they target the elderly population in hopes that they won't know any better or won't question certain things.

21. On October 31, 2019, Nano responded one last time to my BBB complaint and stated that pursuant to our phone call earlier that night that they would be sending me over direct deposit instructions for my refund. (*Id.*)

22. While I didn't know it at the time, on October 29, 2019, I received an email from Briana at Nano stating there was a "processing refund error in our system." It was for this reason they would honor the refund via Direct Deposit and requested my bank routing number and account number to process the refund via direct deposit. I did not see this email until after the phone call on October 31, 2019. However, they made it very clear if the check got "lost" in the mail, that it would be the banks fault and not Nano's. By the way Nano handled this entire situation, I imagine that a lot of refund checks get "lost" in the mail. (A copy of this complaint is included as **Attachment H.**)

23. As of today, I still have not received my refund from Nano.

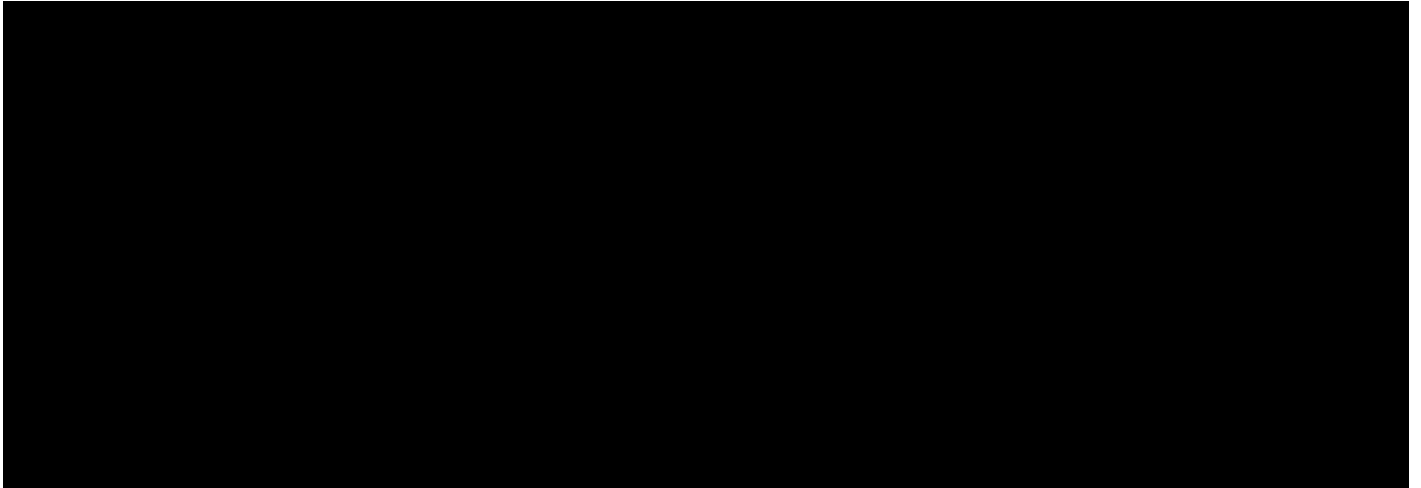
24. It is clear to me that Nano targets the elderly specifically in order to confuse them and scam them out of money.

25. Nano's so-called money back guarantee has not only cost my dad \$297.00, but also our time and energy.

26. It is a shameful practice to prey on the vulnerability of our elderly citizens and Nano should be fined and forced to change their practices.

27. I have personal knowledge of the facts stated in this affidavit and am competent to testify about them if called upon to do so.

FURTHER, AFFIANT SAYTH NOT.



Notarized online using audio-video communication

ATTACHMENT

A

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Nano Hearing Aids - Delivery Notification
Date: Tuesday, June 29, 2021 1:04:28 PM

CAUTION: This is an External email. Please send suspicious emails to abuse@michigan.gov

----- Forwarded message -----

From: [REDACTED] <[REDACTED]>
Date: Thu, Aug 8, 2019 at 2:39 PM
Subject: Re: Nano Hearing Aids - Delivery Notification
To: Nano Hearing Aids <hello@nanohearingaids.com>

Hello,

My father would like to return his hearing aids. He had called and requested an RMA and despite receiving an email stating we would be getting one, I never did. We did receive the new tubing, thank you, but he would still like to return the aids. Please let me know how to do this.

Thank you.

On Sat, Jul 27, 2019 at 6:25 PM Nano Hearing Aids <hello@nanohearingaids.com> wrote:

Nano Hearing Aids

ORDER #148722

Your order has been delivered

If you see an error on this invoice, please contact us, no later than, 30 days of the date of purchase.

 Haven't received your package yet? [Let us know](#)

[View your order](#)

or [Visit our store](#)

Items in this shipment



Thin Tubes for RX2000 × 1

If you have any questions, reply to this email or contact us at hello@nanohearingaids.com

ATTACHMENT B

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: [Request received for #122780] - Re: Nano Hearing Aids - Delivery Notification
Date: Tuesday, June 29, 2021 1:05:27 PM

CAUTION: This is an External email. Please send suspicious emails to abuse@michigan.gov

----- Forwarded message -----

From: [REDACTED] <[REDACTED]>
Date: Mon, Aug 12, 2019 at 10:39 AM
Subject: Re: [Request received for #122780] - Re: Nano Hearing Aids - Delivery Notification
To: Nano Hearing Aids <hello@nanohearingaids.com>

Please respond today. I need to send the aids back to you before I leave for vacation.

On Thu, Aug 8, 2019 at 2:41 PM [REDACTED] <[REDACTED]> wrote:

[REDACTED]
Order #136494
[REDACTED]

On Thu, Aug 8, 2019 at 2:39 PM Nano Hearing Aids <hello@nanohearingaids.com> wrote:

- Please type your reply above this line -

Dear [REDACTED],

Thanks for contacting Nano Hearing Aids. Your request (ticket#122780) has been received and will be reviewed by our support team within the next 48 hours.

In order to streamline your request, please reply back to this email with the following information:

- Full name as it appears in your Nano Order Invoice
- Your order ID number
- Full shipping address
- Telephone number

Please review this useful information that might provide a quick answer to your question:

Shipping:

- If you are looking for Shipping Status, [click here](#) and follow the instructions.

Exchanges & Upgrades:

- If you are within your 60-days trial period, or you have a protection plan and would

like to exchange or upgrade your hearing aids, read this information about [exchanges and upgrades](#).

- If you are looking for the status of your return device, [click here](#) and enter your tracking number. Note: Please wait approximately 15 business days (3 weeks) before checking on your return. Our agents will not have up-to-date information available until our warehouse team has cleaned, inspected, and processed your return.

Replacements:

- If you find that your hearing aid is not working properly, please read our [troubleshooting guide](#) and follow the steps for your model. Make sure the device is switched on!
- If you have tried all of the above and are still experiencing trouble with them, please read this information about replacements.

Refunds:

- Remember that you can always get **one exchange for free** (similar price device) or an upgrade (just paying for the price difference) during your trial period. And if you have the [Nano Protection Plan, now for only \\$9.95 per month](#), you can **get a new device per year!**
- If for any reason you are not happy with your Nano Hearing Aids and would like to return them for a refund within your 60-days trial period, please read our [return policy](#).
- If you would like to know the status of your refund, please note that refunds are processed within approximately 15 business days (3 weeks) of our receipt of your device.

This email is a service from Nano Hearing Aids.

ATTACHMENT C

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: [Request received for #126237] - Please send RMA
Date: Tuesday, June 29, 2021 1:06:30 PM

**CAUTION: This is an External email. Please send suspicious emails to
abuse@michigan.gov**

----- Forwarded message -----

From: [REDACTED]
Date: Tue, Aug 13, 2019 at 10:17 AM
Subject: Re: [Request received for #126237] - Please send RMA
To: Nano Support <returns@nanohearingaids.com>

[REDACTED]
Order #136494
[REDACTED]

On Tue, Aug 13, 2019 at 9:43 AM Nano Support <returns@nanohearingaids.com> wrote:

##- Please type your reply above this line -##

Dear [REDACTED],

Thanks for contacting Nano Hearing Aids. Your request (ticket#126237) has been received and will be reviewed by our support team within the next 48 hours.

In order to streamline your request, please reply back to this email with the following information:

- Full name as it appears in your Nano Order Invoice
- Your order ID number
- Full shipping address
- Telephone number

Please review this useful information that might provide a quick answer to your question:

Shipping:

- If you are looking for Shipping Status, [click here](#) and follow the instructions.

Exchanges & Upgrades:

- If you are within your 60-days trial period, or you have a protection plan and would like to exchange or upgrade your hearing aids, read this information about [exchanges and upgrades](#).
- If you are looking for the status of your return device, [click here](#) and enter your tracking number. Note: Please wait approximately 15 business days (3 weeks) before

checking on your return. Our agents will not have up-to-date information available until our warehouse team has cleaned, inspected, and processed your return.

Replacements:

- If you find that your hearing aid is not working properly, please read our [troubleshooting guide](#) and follow the steps for your model. Make sure the device is switched on!
- If you have tried all of the above and are still experiencing trouble with them, please read this information about replacements.

Refunds:

- Remember that you can always get **one exchange for free** (similar price device) or an upgrade (just paying for the price difference) during your trial period. And if you have the [Nano Protection Plan, now for only \\$9.95 per month](#), you can **get a new device per year!**
- If for any reason you are not happy with your Nano Hearing Aids and would like to return them for a refund within your 60-days trial period, please read our [return policy](#).
- If you would like to know the status of your refund, please note that refunds are processed within approximately 15 business days (3 weeks) of our receipt of your device.

This email is a service from Nano Hearing Aids.

ATTACHMENT D

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Please send RMA
Date: Tuesday, June 29, 2021 1:03:57 PM

**CAUTION: This is an External email. Please send suspicious emails to
abuse@michigan.gov**

----- Forwarded message -----

From: [REDACTED] <[REDACTED]>
Date: Tue, Aug 13, 2019 at 9:42 AM
Subject: Please send RMA
To: <returns@nanohearingaids.com>

To Whom It May Concern,

I have called and emailed trying to obtain an RMA for the below order. I need to return these aids this week before I leave for vacation. I received an email stating I would receive an RMA on July 22 but I have not gotten it. Please send it ASAP.

[REDACTED]
Order [#136494](#)

[REDACTED]
[REDACTED]
[REDACTED]
Regards,

[REDACTED]

ATTACHMENT E

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: [Nano Hearing Aids] #154100 Re: New customer message on September 17, 2019 at 12:52 pm
Date: Tuesday, June 29, 2021 1:04:59 PM

**CAUTION: This is an External email. Please send suspicious emails to
abuse@michigan.gov**

----- Forwarded message -----

From: [REDACTED] <[REDACTED]>
Date: Mon, Sep 30, 2019 at 9:40 AM
Subject: Re: [Nano Hearing Aids] #154100 Re: New customer message on September 17, 2019 at 12:52 pm
To: Nano Hearing Aids <hello@nanohearingaids.com>

Dear Nano Hearing Aids,

It has been 30 business days since you have received the returned hearing aids. Please let me know when I can expect a refund. My RMA number was:22542073.

Regards,
[REDACTED]

On Thu, Sep 19, 2019 at 10:51 AM Nano Hearing Aids <hello@nanohearingaids.com> wrote:

##- Please type your reply above this line -##

Your request has been updated. To add additional comments, reply to this email.

Robert S. (Nano Hearing Aids)

Sep 19, 10:51 AM EDT

Hello [REDACTED],

We show your refund request has been submitted.

If approved, you will receive a refund notification email sent to your order email once your refund is processed.

Please be advised, refund requests can take up to 30 business days to be completed from the date your order was delivered to our warehouse. Your refund amount will be sent back to your original payment.

"RETURN POLICY:

Your satisfaction is guaranteed. If you are not satisfied with your Nano Hearing Aid, you have 60 days from the date you receive your product to return it for a refund. Nano Hearing Aids requires a minimum trial period of 21 days. This minimum trial period is required because medical studies show that your brain requires about three-four weeks to adjust to new hearing aids. Return requests prior to 22 days from date of shipment delivery will incur a ten percent (10%) Early Return Fee. All products MUST include a Return Merchandise Authorization (RMA) number for proper processing. Products returned without an RMA number will incur a twenty percent (20%) No-RMA Fee. We are unable to honor return requests after 60 days from the date you received your product(s). Customer pays for return shipping. Shipping costs are non-refundable. If your original payment method was not able to be refunded, you will be charged a 3% fee and a paper check will be mailed to your home address on file. If you were sent a prepaid label, please note that fee has been deducted as well."

Please let us know if we can help further.

Thank you,

Robert

Nano Hearing Technologies


Sep 17, 3:52 PM EDT

You received a new message from your online store's contact form.

First Name:



Last Name:



Email:



Telephone:



Body:

Hello,

I returned a set of Nano hearing aids to you in August. They were received by you on August 19 according to USPS. My RMA number was:22542073. I have not yet received my refund. Please let me know when this will be processed.

This email is a service from Nano Hearing Aids.

ATTACHMENT F

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: [Nano Hearing Aids] #161454 Re: Re: [Nano Hearing Aids] #154100 Re: New customer message on September 17, 2019 at 12:52 pm
Date: Tuesday, June 29, 2021 1:05:48 PM

CAUTION: This is an External email. Please send suspicious emails to abuse@michigan.gov

----- Forwarded message -----

From: Nano Hearing Aids <hello@nanohearingaids.com>
Date: Fri, Oct 4, 2019 at 9:01 PM
Subject: [Nano Hearing Aids] #161454 Re: Re: [Nano Hearing Aids] #154100 Re: New customer message on September 17, 2019 at 12:52 pm
To: [REDACTED]

##- Please type your reply above this line -##

Your request has been updated. To add additional comments, reply to this email.

Claire (Nano Hearing Aids)

Oct 4, 9:01 PM EDT

Hello [REDACTED]

We apologize for any inconvenience this has caused. If your request has already been submitted, you will need to wait for the Refund Team to reach your request for processing. All refund requests are handled first come first served.

Please let us know if you have further questions.

Thanks,

Claire
Nano Hearing Technologies

[REDACTED]

Oct 4, 3:23 PM EDT

You received the hearing aids 35 business days ago. Please refund my money within 3 business days or I will be filing a chargeback dispute with my credit card and reporting you to the Better Business Bureau.

Claire (Nano Hearing Aids)

Oct 4, 4:30 AM EDT

Hello [REDACTED],

Your refund request has been submitted. You will receive a refund notification, sent to your email we have on file, once your refund is processed.

Please be advised, refund requests can take up to 30 business days to be completed from the date your order was delivered to our warehouse. Your refund amount will be sent back to your original payment unless we find we are unable to do so and then you will receive a call from one of our amazing Refund Specialists that will walk you through our direct deposit option.

"RETURN POLICY:

Your satisfaction is guaranteed. If you are not satisfied with your Nano Hearing Aid, you have 60 days from the date you receive your product to return it for a refund. Nano Hearing Aids requires a minimum trial period of 21 days. This minimum trial period is required because medical studies show that your brain requires about three–four weeks to adjust to new hearing aids. Return requests prior to 22 days from date of shipment delivery will incur a ten percent (10%) Early Return Fee. All products MUST include a Return Merchandise Authorization (RMA) number for proper processing. Products returned without an RMA number will incur a twenty percent (20%) No–RMA Fee. We are unable to honor return requests after 60 days from the date you received your product(s). Customers pay for return shipping. Shipping costs are non–refundable. If you were sent a prepaid label, please note that fee has been deducted as well."

Please let us know if we can help further.

Thank you,

Claire

Nano Hearing Technologies

[REDACTED]
Sep 30, 9:40 AM EDT

This is a follow-up to your previous request [#154100](#) "New customer message on Sep..."

Dear Nano Hearing Aids,

It has been 30 business days since you have received the returned hearing aids. Please let me know when I can expect a refund. My RMA number was:22542073.

Regards,

[REDACTED]

This email is a service from Nano Hearing Aids.

ATTACHMENT

G

Nano Advanced Hearing Technology

Case #: 13900238

**Consumer
Info:**



**Business
Info:**

Nano Advanced Hearing Technology
16427 N Scottsdale Rd Ste 410
Scottsdale, AZ 85254
(877) 654-9071

Date Filed: 10/12/2019 12:44:07 PM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

I purchased Nano hearings for my father on June 20, 2019. I was told we had a 60 day trial period from the day of delivery which was on June 26th. On July 18th, I called for an RMA. I was told one would be sent to my email. I did not receive it. After several phone calls and emails, I finally received my RMA. I sent the aids back to Nano on August 16th. The tracking number indicates Nano received them on August 19th. This is well within the 60 day trial period. I was told it could take up to 30 business days to receive my refund. I have emailed multiple times to be told I still need to wait. I called on 10/8 and was told my refund had not been processed but I would hear from someone within 24-48 hours. I have not. At this point it has been 40 business days since I returned the aids. This is longer than the trial period! I would like a full refund.

Consumer's Desired Resolution:

Refund my money in full.

Complaint Messages

10/17/2019 - Contact Name

Respond to Complaint

H [REDACTED],

Thank you for following up with us on your refund request. Our records show that your refund has been approved only on 9/30, and we have sent a follow up request to the refund team to process your refund immediately. As advised by the agent you talked to on 10/8, your refund amount is \$297. We do apologize for the delay on your refund [REDACTED], as we have a process that also needs to be followed and met before we issue refunds, but we assure you that you will be getting your refund within this week and we will send you an email notification once this is done.

Thank you for your patience and best regards,

Nano Hearing Aids Support Team

10/21/2019 - [REDACTED]

I accept the business's response to resolve this complaint

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID 13900238, and find that this resolution would be satisfactory to me. I will wait for the business to perform this action and, if it does, will consider this complaint resolved.

Regards,

[REDACTED]

10/29/2019 - [REDACTED]

I do not accept the response made by the business to resolve this complaint

Hello,

It has been 7 business days since Nano said my refund would be processed within the week. This has not happened. What is my next step?

Regards,

[REDACTED]

10/31/2019 - Briana Sanchez

Respond to Complaint

Hello [REDACTED],

Our system shows we spoke to you October 29th in regards to your direct deposit refund. On the call we came to the conclusion that we would send you an email with the instructions on how to proceed with the process of your Direct Deposit. We've attached the email we sent out to you on Tuesday, October 29th. Please reply to this email as soon as possible so we can resolve your issue and ensure your customer satisfaction.

Thank you,

Nano Hearing Technologies

Support Team

11/05/2019 - [REDACTED]

I do not accept the response made by the business to resolve this complaint

I am uncomfortable sharing my bank routing number and my bank account number with this company. As Nano has identified it was a "processing refund error" in their system, I would like them to remedy their error by crediting my credit card for the refund.

Regards,

[REDACTED]

ATTACHMENT

H

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Request #170991: How would you rate the support you received?
Date: Friday, July 16, 2021 11:53:27 AM

**CAUTION: This is an External email. Please send suspicious emails to
abuse@michigan.gov**

Hi [REDACTED]

Here is the email from Briana at Nano that identified there was a processing refund error in their system.

----- Forwarded message -----

From: Nano Hearing Aids <hello@nanohearingaids.com>
Date: Wed, Oct 30, 2019 at 7:02 PM
Subject: Request #170991: How would you rate the support you received?
To: [REDACTED]

##- Please type your reply above this line -##

Hello [REDACTED]

We'd love to hear what you think of our customer service. Please take a moment to answer one simple question by clicking either link below:

How would you rate the support you received?

[Good. I'm satisfied](#)

[Bad. I'm unsatisfied](#)

Here's a reminder of what this request was about:

Briana (Nano Hearing Aids)

Oct 29, 6:57 PM EDT

Hello [REDACTED]

We have requested your refund in the amount of \$297.00 to be sent to your bank account as a direct deposit. Our system shows you purchased your unit back in June 20, 2019. We are unable to refund you via the original form of payment due to the 100 day refund policy in our system. We have verified it was a processing refund error in our system, therefore, we will honor your refund via our last and only method:

Direct Deposit.

Direct deposit takes 5–7 business days to reach your account from the day we requested it to be sent. We would need your bank routing and account number to process your refund. After this process has been completed, you will immediately receive an email confirmation of this transaction process.

If for any reason, it does not show in your bank account after the 5–7 business days, please check with your banking institution.

Please reply to this email with the information requested so we can successfully continue with the process of your refund.

Thank you,
Briana
RMA Specialist
Nano Hearing Technologies Support Team

This email is a service from Nano Hearing Aids.