

The following data concerns complaints processed by BBB over the last 36 months:

Complaints Closed As

Closure Type	Last 1 month to 12 months	Last 13 months to 24 months	Last 25 months to 36 months	Total Last 1 month to 36 months	Percentage
Complaints Resolved	0	1	9	10	90.91
Administratively Closed	0	0	1	1	9.09
Total	0	1	10	11	100.00

Complaints Concerning:

Closure Type	Advertising Issues	Selling Practices	Delivery Issues	Repair Issues	Service Issues	Customer Service Issues
Complaints Resolved	0	0	0	3	1	1
Administratively Closed	0	0	0	0	0	0
Total Last 1-36 Months	0	0	0	3	1	1
Total Last 25-36 Months	0	0	0	3	1	1
Total Last 13-24 Months	0	0	0	0	0	0

1 Failure to honor service under the terms of warranties

Closure Type	Guarantee or Warranty Issues	Product Issues	Refund or Exchange Issues	Contract Disputes	Billing or Collection Issues
Complaints Resolved	1	3	1	0	0
Administratively Closed	0	0	1	0	0
Total Last 1-36 Months	1	3	2	0	0
Total Last 25-36 Months	1	2	2	0	0
Total Last 13-24 Months	0	1	0	0	0