### IN THE COURT OF COMMON PLEAS OF ALLEGHENY COUNTY, PENNSYLVANIA

COMMONWEALTH OF PENNSYLVANIA
By ATTORNEY GENERAL MICHELLE A.
HENRY,

Plaintiff,

v.

DIGITAL DREAM LABS, INC., and HAROLD JACOB HANCHAR, Individually and as CEO of Digital Dream Labs, Inc.,

Defendants.

CIVI	$\Pi_{L}$ $D$	IVI	ISI	ΩN

Code 020 – Equity

Case No.

### **COMPLAINT**

### **Filed on Behalf of Plaintiff:**

COMMONWEALTH OF PENNSYLVANIA BY ATTORNEY GENERAL MICHELLE A. HENRY

### **Counsel of Record for this Party:**

Jaimie L. George (PA ID No. 309368) Deputy Attorney General

Office of Attorney General 1251 Waterfront Place, Mezzanine Level Pittsburgh, PA 15222

Phone: 724-858-4664

Email: jgeorge@attorneygeneral.gov

### IN THE COURT OF COMMON PLEAS OF ALLEGHENY COUNTY, PENNSYLVANIA

COMMONWEALTH OF PENNSYLVANIA
By ATTORNEY GENERAL MICHELLE A.
HENRY,

**CIVIL DIVISION** 

Code 020 - Equity

No. \_\_\_\_\_

Plaintiff,

v.

**COMPLAINT** 

DIGITAL DREAM LABS, INC., and HAROLD JACOB HANCHAR, Individually and as CEO of Digital Dream Labs, Inc.,

Defendants.

### **NOTICE TO DEFEND**

YOU HAVE BEEN SUED IN COURT. If you wish to defend against the claims set forth in the following pages, you must take action within TWENTY (20) DAYS after this complaint and notice are served, by entering a written appearance personally or by attorney and filing in writing with the court your defenses or objections to the claims set forth against you. You are warned that if you fail to do so, the case may proceed without you and a judgment may be entered against you by the court without further notice for any money claimed in the complaint or for any other claim or relief requested by the plaintiff. You may lose money or property or other rights important to you.

YOU SHOULD TAKE THIS PAPER TO YOUR LAWYER AT ONCE. IF YOU DO NOT HAVE A LAWYER, GO TO OR TELEPHONE THE OFFICE SET FORTH BELOW. THIS OFFICE CAN PROVIDE YOU WITH INFORMATION ABOUT HIRING A LAWYER.

IF YOU CANNOT AFFORD TO HIRE A LAYWER, THIS OFFICE MAY BE ABLE TO PROVIDE YOU WITH INFORMATION ABOUT AGENCIES THAT MAY OFFER LEGAL SERVICES TO ELIGIBLE PERSONS AT A REDUCED FEE OR NO FEE.

# LAWYER REFERRAL SERVICE The Allegheny County Bar Association 400 Koppers Building 436 Seventh Avenue Pittsburgh, Pennsylvania 15219 Phone: (412) 261-5555

https://www.getapittsburghlawyer.com

### IN THE COURT OF COMMON PLEAS OF ALLEGHENY COUNTY, PENNSYLVANIA

By ATTORNEY GENERAL MICHELLE A	
HENRY,	Code 020 – Equity
Plaintiff,	Case No
v.	
DIGITAL DREAM LABS, INC., and HAROLD IACOR HANCHAR Individually	y and

Defendants.

as CEO of Digital Dream Labs, Inc.,

### **COMPLAINT**

AND NOW, comes the Commonwealth of Pennsylvania, by Attorney General Michelle A. Henry ("Commonwealth" or "Plaintiff"), and brings this action pursuant to the Pennsylvania *Unfair Trade Practices and Consumer Protection Law*, 73 P.S. § 201-1, *et seq*. ("Consumer Protection Law"), to restrain by permanent injunction unfair methods of competition and unfair or deceptive acts or practices in the conduct of any trade or commerce declared unlawful by Section 201-3 of the Consumer Protection Law. The Consumer Protection Law authorizes the Attorney General to bring an action in the name of the Commonwealth of Pennsylvania to restrain by temporary and/or permanent injunction unfair methods of competition or unfair or deceptive acts or practices in the conduct of any trade or commerce declared unlawful by Section 201-3 of the Consumer Protection Law.

The Commonwealth has reason to believe that Digital Dream Labs, Inc. ("Corporate Defendant") and Harold Jacob Hanchar, Individually and as CEO of Digital Dream Labs, Inc. ("Individual Defendant" and when referred to collectively with Corporate Defendant, "Defendants"), have used and/or are about to use methods, acts or practices declared unlawful by

Section 201-3 of the Consumer Protection Law; and that citizens of the Commonwealth are suffering and will continue to suffer harm unless the acts and practices complained of are enjoined. The Commonwealth believes that the public interest is served by seeking before this Honorable Court injunctive relief to restrain Defendants' unlawful methods, acts and practices set forth herein. The Commonwealth further requests restitution, civil penalties, costs and other appropriate equitable relief to redress the harm inflicted upon our Commonwealth's citizenry through Defendants' violations of the Consumer Protection Law.

In support of this action, the Commonwealth respectfully represents the following:

### **JURISDICTION**

1. This Court has original jurisdiction over this action pursuant to Section 931 of the Judicial Code, 42 Pa.C.S. § 931(a).

### **VENUE**

2. Venue lies with this Court pursuant to Pa. R.C.P. 1006(a)(2) and (3).

### THE PARTIES

- 3. Plaintiff is the Commonwealth of Pennsylvania, by Attorney General Michelle A. Henry, with offices located at 1251 Waterfront Place, Mezzanine Level, Pittsburgh, Pennsylvania 15222 and at 15th Floor, Strawberry Square, Harrisburg, Pennsylvania 17120.
- 4. Corporate Defendant is a foreign business corporation registered with the Pennsylvania Department of State, Bureau of Corporations and Charitable Organizations: Corporations Section, with a business address of 86022 Broad Street, Pittsburgh, Pennsylvania 15206
- 5. Individual Defendant in the Chief Executive Officer ("CEO")/President of Corporate Defendant and resides at 22 Wedgewood Lane, Pittsburgh, Pennsylvania 15215.

### **FACTS**

### **Background**

- 6. This case involves a massive nationwide scheme where consumers were promised and paid for robots that they never received or got refunds for. Instead, Defendants have interminably delayed orders and frustrated consumer options for relief.
- 7. At all times relevant and material hereto, Defendants have engaged in trade and commerce within the Commonwealth of Pennsylvania by advertising, marketing, offering for sale and selling edtech tools and small robots, including but not limited to the Vector 2.0, Cozmo 2.0 and Butter Robot. The Defendants also offer cloud computing services to support these devices.
- 8. At all times relevant and material hereto, Individual Defendant has been the CEO/President, sole board member and majority shareholder of Corporate Defendant.
- 9. At all times material and relevant hereto, Individual Defendant authorized, approved, endorsed, formulated, directed, controlled, and/or participated in the conduct of the Corporate Defendant.
- 10. In certain instances, Individual Defendant communicated directly with consumers regarding the status of their orders and/or the resolution of consumer complaints regarding outstanding orders.
- 11. Individual Defendant has also personally appeared in State of Robotics Webinars and other video updates on the state of the Vector 2.0, Cozmo 2.0 and Butter Robots. These videos were uploaded to Corporate Defendant's YouTube account and Facebook page.
- 12. At all times relevant and material hereto, the unfair methods, act and practices complained of herein have been willfully used by the Defendants.

### **Overview of Defendants' Online Business**

- 13. Defendants promote and sell their products to consumers via the Internet.
- 14. Defendants maintain accounts on several social media platforms including Facebook, Instagram, X and YouTube, which they use to promote their products.
- 15. Defendants operate multiple websites, including but not limited to:

  <a href="https://digitaldreamlabs.com">https://digitaldreamlabs.com</a> ("DDL website"); <a href="https://thebutterrobot.com">https://thebutterrobot.com</a> ("Butter website")

  and most recently, <a href="https://ddlbots.com">https://ddlbots.com</a> ("DDLbots website") where consumers worldwide can purchase Defendants' products.
- 16. In order to place an order via Defendants' websites, consumers must prepay the entire purchase, including any applicable taxes, fees and shipping costs.
- 17. Although Defendants periodically claimed that the products would be available for purchase for a limited time, they did not disclose any limitation in the quantity available.
- 18. Defendants have a "refund policy," which only applies to returns. See https://ddlbots.com/policies/refund-policy.
  - 19. Defendants currently do not permit consumers to alter or cancel unfulfilled orders.
- 20. Specifically, the FAQ section of the DDLbots website states as follows: "Can I cancel my order? We completely get it, we change our minds too! While we wish [sic] could, once an order is placed, we are unable to alter or cancel it at this time. We hope to have a cancellation window one day in the future." https://ddlbots.com/pages/contact

4

<sup>&</sup>lt;sup>1</sup> Defendants' websites are scrolling and oftentimes contain videos and other media, making it difficult to capture the relevant information in a printout. Therefore, instead of attaching a printout of the webpage(s) as an Exhibit, the relevant links have been provided.

### Vector 2.0

- 21. Vector 2.0 is a companion robot, which Defendants have marketed as an upgraded version of the Vector robot originally created by Anki.<sup>2</sup>
  - 22. In November 2020, Defendants began accepting orders for Vector 2.0.
- 23. Between November 20, 2020 and January 29, 2024, Defendants accepted approximately 7,800 preorders for Vector 2.0 via the DDL and DDLbots websites.
  - 24. The base cost for each Vector 2.0 was between \$277.00 and \$655.00.
- 25. As of the date of this filing, Defendants' Vector 2.0 sales total nearly \$2,800,000.00.
- 26. When Defendants first began accepting orders for Vector 2.0 on the DDL website, they advertised the expected delivery date as being as early as May 15, 2021. See https://web.archive.org/web/20201126234549/https://www.digitaldreamlabs.com/products/vector-pre-order
- 27. Almost immediately, Defendants had to postpone the anticipated delivery date for Vector 2.0, due to their inability to fulfill any of the orders.
- 28. The anticipated delivery was delayed without explanation on a nearly monthly basis moving from May 15<sup>th</sup> to June 15th to July 15<sup>th</sup> and then August 15<sup>th</sup>, 2021.
- 29. Defendants closed orders for Vector 2.0 on June 12, 2021 with no update as to the expected delivery date for the prior orders.
- 30. In late November 2021, Defendants began allowing consumers to order Vector 2.0 once again from the DDL website.

<sup>&</sup>lt;sup>2</sup> Anki is a robotics and artificial intelligence startup that Defendants acquired in December 2019 after it went bankrupt.

31. By January 2022, Defendants required consumers to click an acknowledgment prior to purchase, which stated that Vector was on backorder and that deliveries would begin in early 2022.

https://web.archive.org/web/20220120080258/https://www.digitaldreamlabs.com/products/vector-robot

32. By June 2022, Defendants had postponed the delivery date once again, this time to the third quarter of 2022.

https://web.archive.org/web/20220620002240/https://www.digitaldreamlabs.com/products/vector-robot

- 33. Defendants provided little to no justification for the delays and also failed to explain how they would be able to meet the revised deadlines.
- 34. By September 2022, the DDL website represented that Defendants were now shipping orders received on or before June 12, 2021, and that deliveries of all other orders would commence in the fourth quarter of 2022.

https://web.archive.org/web/20220924111107/https://www.digitaldreamlabs.com/products/vector-robot

- 35. In the spring and summer 2023, Defendants represented on the DDL website that Vector 2.0 was in stock and shipping within 1 business day. See e.g.
- https://web.archive.org/web/20230603113451/https://www.digitaldreamlabs.com/products/vector-robot
- 36. By September 2023, Defendants were representing that the Vector 2.0 was out of stock.

https://web.archive.org/web/20230915234728/https://www.digitaldreamlabs.com/products/vector-robot

- 37. On or about January 1, 2024, Defendants switched from the DDL website to the DDLbots website, which contained no new information regarding Vector 2.0.
- 38. Thus, since the fall of 2023, Defendants have not provided production updates or anticipated delivery dates for outstanding Vector 2.0 orders via their websites.
- 39. Historically, Defendants' websites did not provide consumers with information on how they could cancel their unfulfilled Vector 2.0 orders and seek a full refund.
- 40. As detailed above in paragraphs 19-20, the DDLbots website now claims that consumers cannot cancel or alter their Vector 2.0 orders.
- 41. As of the date of this filing, numerous consumers have not yet received a Vector 2.0 despite prepaying the entire purchase price.
- 42. As of the date of this filing, numerous consumers have not yet received a refund despite their efforts to cancel their unfulfilled Vector 2.0 order.
- 43. Numerous consumers have provided Defendants with written requests for a refund, and have received only an unresponsive automated message in response.
- 44. For example, when consumers first seek a refund, Defendants oftentimes send an automated response that attempts to dissuade the consumer by noting the pricing discounts associated with the preorder, and then implies the order will not be cancelled until the consumer reasserts their intention to move forward with the cancellation. A true and correct copy of a representative sampling of Defendants' responses to consumer cancellation requests relative to Vector 2.0, with personal identifiers redacted, are attached as Exhibit A.

- 45. When consumers follow-up with Defendants regarding their refund request, they are either ignored or receive another automated response. Typically, the automated response apologizes for the delay in processing the refund and blames the delay on the sheer volume of refund requests being handled by the Defendants. See Exhibit A.
- 46. Some consumers are sent an automated message discouraging them from making additional inquiries into the refund, as doing so may further delay the process. See Exhibit A.
- 47. As a result, many consumers have not received a refund, nor do they have any information as to when the refund will be forthcoming, despite their multiple attempts to contact the Defendants and demand a refund.

#### Cozmo 2.0

- 48. Cozmo 2.0 is an educational robot, which Defendants have marketed as an upgraded version of the Cozmo robot originally created by Anki.
- 49. Between November 20, 2020 and December 28, 2022, Defendants accepted approximately 2,500 orders for Cozmo 2.0.
  - 50. The base cost for each Cozmo 2.0 was between \$197.00 and \$455.00.
  - 51. As of the date of this filing, the Cozmo 2.0 sales total almost \$710,000.00.
- 52. When Defendants first began accepting orders for Cozmo 2.0 on November 20, 2020, the DDL website advertised that delivery should be expected as early as May 15, 2021. https://web.archive.org/web/20201127001401/https://www.digitaldreamlabs.com/products/cozm o-pre-order
- 53. Within months, Defendants began pushing back the expected delivery date for Cozmo 2.0 due to their inability to fulfill any of the orders.

- 54. On an almost monthly basis and without explanation, Defendants delayed the expected delivery date from as early as May 15, 2021 to June 15, 2021 to July 15, 2021 to August 15, 2021.
- 55. By June 13, 2021, Defendants had stopped accepting orders for Cozmo 2.0 on the DDL website, and instead, offered individuals the opportunity to be placed on a waitlist. No anticipated delivery date for Cozmo 2.0 appeared on the DDL website at that time. https://web.archive.org/web/20210826172037/https://www.digitaldreamlabs.com/products/cozmo-pre-order
- 56. On or about November 2021, Defendants reopened orders for Cozmo 2.0 on the DDL website with no anticipated delivery date.
- 57. In December 2021, Defendants updated the DDL website and began requiring consumers to check a box stating "I understand that Cozmo 2.0 is currently on backorder with deliveries estimated to begin in early 2022," in order to complete their order. No explanation was provided for the purported backorder.

https://web.archive.org/web/20211226112531/https://www.digitaldreamlabs.com/products/cozmo-robot

- 58. By July 2022, delivery of Cozmo 2.0 was postponed again with delivery being advertised as starting in the third quarter of 2022.
- https://web.archive.org/web/20220715102251/https://www.digitaldreamlabs.com/products/cozmo-robot
- 59. The final update on the production of Cozmo 2.0 via the DDL website occurred on November 2, 2022. At that time, Defendants acknowledged they were still working on the

software and no estimated delivery date was provided.

https://support.digitaldreamlabs.com/article/515-state-of-manufacturing-cozmo-2-0

- 60. Historically, Defendants' websites did not provide consumers with information on how to cancel their unfulfilled Cozmo 2.0 orders and seek a full refund.
- 61. As detailed above in paragraphs 19-20 the DDLbots website now states that consumers cannot cancel or alter their Cozmo 2.0 orders.
- 62. As of the date of this filing, no consumers have received a Cozmo 2.0 despite prepaying the entire purchase price.
- 63. As of the date of this filing, Defendants remain unable to fulfill any of the Cozmo 2.0 orders, despite the passage of several years.
- 64. As of the date of this filing, numerous consumers have not yet received a refund despite their efforts to cancel their unfulfilled Cozmo 2.0 order.
- 65. With respect to Cozmo 2.0 orders, numerous consumers have provided Defendants with written requests for a refund, and have received only an unresponsive automated message in response.
- 66. When consumers first seek a refund, Defendants usually attempt to dissuade the consumer by noting the pricing discounts associated with the preorder, and then implying that the order will not be cancelled until the consumers reassert their intention to move forward with the cancellation. A true and correct copy of a representative sampling of Defendants' responses to consumer cancellation requests relative to Cozmo 2.0, with personal identifiers redacted, are attached as Exhibit B.
- 67. When consumers follow-up with Defendants regarding their refund request, they are either ignored or receive another automated response apologizing for the delay. Typically,

the delay is blamed on the sheer volume of refund requests being handled by the Defendants. See Exhibit B.

- 68. Some consumers are sent an automated message discouraging them from making additional inquiries into the refund, as doing so may further delay the process.
- 69. As a result, many consumers have not received a refund, nor do they have any information as to when the refund will be forthcoming, despite their multiple attempts to contact the Defendants and demand a refund for their unfulfilled Cozmo 2.0 preorder.

### "Butter Robot"

- 70. The "Butter Robot" is a toy robot based upon a character from the *Rick and Morty* cartoon.
- 71. Defendants created the Butter website for the sole purpose of marketing the Butter Robot and accepting orders.
- 72. Between November 14, 2020 and August 3, 2021, Defendants accepted approximately 3,800 orders for the Butter Robot.
  - 73. Each Butter Robot sold for between \$147.00 and \$197.00 plus taxes and shipping.
- 74. As of the date of this filing, the Butter Robot sales total approximately \$625,000.00.
- 75. When Defendants first began accepting orders for the Butter Robot in November 2020, the Butter website stated that delivery was anticipated as early as May 15, 2021. http://web.archive.org/web/20201127184807/https://www.thebutterrobot.com/
- 76. When the May 15, 2021 delivery deadline arrived, Defendants were unable to fulfill the orders.

77. Around this time, Defendants placed a notification bar at the bottom of the Butter website stating that a "variety of challenges" had delayed shipment of the Butter Robot.

Defendants further stated that they would provide customers who had already ordered the Butter Robot with regular emails on manufacturing progress and shipping dates.

http://web.archive.org/web/20210607162046/https://www.thebutterrobot.com/

- 78. Defendants did not follow through on this promise, and failed to provide consumers with emails updating them on the manufacturing progress and shipping dates.
- 79. Instead, Defendants placed "state of manufacturing" updates on the DDL website regarding the Butter Robot. See <a href="https://support.digitaldreamlabs.com/article/513-state-of-manufacturing-butter-robot">https://support.digitaldreamlabs.com/article/513-state-of-manufacturing-butter-robot</a>
- 80. No information relative to shipping/delivery dates appear in the state of manufacturing updates.
- 81. The last state of manufacturing update is from August 29, 2022. At that time, the Butter Robot was still in the prototype stage and required approval from licensing partners. The related app for the robot was also still under development.
- 82. Several consumers actively sought out additional updates on the status of the Butter Robot.
- 83. Initially, Defendants represented the delays were due to supply chain issues and delays in the manufacturing process. A true and correct copy of a representative sampling of Defendants' communications with consumers relative to the Butter Robot, with personal identifiers redacted, are attached as Exhibit C.
- 84. Since August 2022, consumers have not received any updates relative to the manufacturing process or shipping dates for the Butter Robot.

- 85. Upon information and belief, the Butter website became inactive in early 2024.
- 86. Historically, Defendants provided consumers with very little information about how they could cancel their unfulfilled Butter Robot order and obtain a full refund.
  - 87. For example, the Butter website makes no mention of cancelling an order.
- 88. Defendants' email communications with consumers are similarly unhelpful and vaguely stated that "[i]f you need to change your order, including cancelling it, we can help handle that for you if you request it," but fail to provide any information on how to request a cancellation. See Exhibit C.
- 89. As detailed in paragraphs 19-20, the DDLbots website now states that consumers cannot cancel their Butter Robot order.
- 90. As of the date of this filing, no consumers have received a Butter Robot despite prepaying the entire purchase price.
- 91. As of the date of this filing, Defendants remain unable to fulfill any of the Butter Robot orders, despite the passage of several years.
- 92. As of the date of this filing, numerous consumers have not yet received a refund despite their efforts to cancel their unfulfilled Butter Robot preorder.
- 93. For example, several consumers have provided Defendants with written statements clearly cancelling their Butter Robot order and requesting a refund.
- 94. In response, one consumer received an automated email from Defendants, which completely ignored the cancellation and refund request, and instead thanked the consumer for their patience and acknowledged that Defendants did not have a specific shipping date. See Exhibit C.

- 95. On other occasions, Defendants have attempted to dissuade consumers from cancelling their order, by noting the pricing discounts associated with the preorder, and implying that the order will not be cancelled until consumers reassert their intention to move forward with the cancellation. See Exhibit C.
- 96. In most instances, the consumers continued to express their desire to cancel the order and be refunded, which the Defendants did not honor.
- 97. As a result, many consumers have not received a refund, nor do they have any information as to when the refund will be forthcoming, despite their multiple attempts to contact the Defendants and demand a refund for their unfulfilled Butter Robot order.

### **Consumer Complaints**

- 98. The Office of Attorney General, Bureau of Consumer Protection, has received numerous consumer complaints relative to the Defendants' failure to provide ordered merchandise, or in the alternative, issue a full refund, in a timely manner.
- 99. The Commonwealth has reason to believe there are additional consumers who have not submitted complaints to the Bureau and who have also been harmed due to the methods, acts, and practices of Defendants, which include, but are not limited to, those alleged herein.
- 100. For example, the Commonwealth is aware that the Better Business Bureau has received hundreds of complaints against the Defendants from consumers residing nationwide.
- 101. The Commonwealth believes that the public interest is served by seeking before this Honorable Court a permanent injunction to restrain the methods, acts and practices of the Defendants, as herein complained of and as herein set forth. Further, the Commonwealth

requests restitution, civil penalties, costs and other appropriate equitable relief as redress for violations of the Consumer Protection Law.

### COUNT I – FAILURE TO COMPLY WITH THE CONSUMER PROTECTION LAW

(Failure to Provide Prepaid Merchandise in a Timely Manner)

- 102. The preceding paragraphs are incorporated herein as though fully set forth below.
- 103. As detailed above, Defendants solicited orders for the sale of merchandise on their websites - specifically the Butter Robot, Cozmo 2.0 and Vector 2.0.
- 104. Defendants entered into contracts with thousands of consumers for these robots, accepted payments, and failed to ship the purchased product in a timely manner.
  - 105. Defendants did not advertise any limitation on the quantity of robots available.
- 106. As alleged in paragraphs 41, 62-63 and 90-91, Defendants have failed to provide numerous consumers with the pre-purchased Vector 2.0, Cozmo 2.0 and Butter Robots in a timely manner.
- 107. Many of these consumers placed their orders years ago, and yet, still have not received their order.
- 108. Moreover, Defendants no longer have a delivery date for the robots posted on their websites.
- 109. The aforesaid acts and practices constitute unfair methods of competition and/or unfair or deceptive acts or practices as prohibited by Section 201-3 of the Consumer Protection Law, as defined by Section 201-2 of said Law, including without limitation:
  - a. Representing that goods or services have sponsorship, approval,
     characteristics, ingredients, uses, benefits or quantities that they do not have

- or that a person has a sponsorship, approval, status, affiliation, or connection that he does not have, in violation of Section 201-2(4)(v);
- Advertising goods or services with intent not to sell them as advertised, in violation of Section 201-2(4)(ix);
- c. Advertising goods or services with intent not to supply reasonably expectable public demand, unless the advertisement discloses a limitation of quantity; in violation of Section 201-2(4)(x); and
- d. Engaging in any other fraudulent or deceptive conduct which creates a likelihood of confusion or of misunderstanding, in violation of Section 201-2(4)(xxi).
- 73 P.S. § 201-3 and § 201-2(4)(v), (ix), (x) and (xxi).
- 110. The above-described conduct has been willful and is unlawful under Section 201-3 of the Consumer Protection Law, 73 P.S. § 201-3.
- 111. The Commonwealth believes that citizens of the Commonwealth are suffering and will continue to suffer harm unless the acts and practices complained of herein are permanently enjoined.

### PRAYER FOR RELIEF

**WHEREFORE**, the Commonwealth respectfully requests this Honorable Court to issue an Order:

- A. Declaring Defendants' conduct, as set forth in this Complaint, to be in violation of the Consumer Protection Law;
- B. Directing Defendants to comply with the Consumer Protection Law and any amendments thereto:

- C. Directing Defendants, pursuant to Section 201-4.1 of the Consumer Protection Law, to make full restitution to all consumers who have suffered losses as a result of the acts and practices alleged in this Complaint and any other acts or practices which violate the Consumer Protection Law;
- D. Directing Defendants, pursuant to Section 201-8(b) of the Consumer Protection Law, to pay civil penalties in the amount of one thousand dollars (\$1,000.00) for each and every violation of the Consumer Protection Law, and three thousand dollars (\$3,000.00) for each such violation involving a victim age sixty (60) or older;
- E. Permanently enjoining Defendants from engaging in future violations of the
   Consumer Protection Law, such as prohibiting them from offering presales/future
   sales for any goods;
- F. Directing Defendants, pursuant to Section 1602-U of the Fiscal Code, 72 P.S.§

  1602-U, to pay the Commonwealth for the costs of its investigation and prosecution of this action, including but not limited to attorney's fees; and
- G. Granting such other relief as the Court deems necessary and appropriate.

# COUNT II – FAILURE TO COMPLY WITH THE CONSUMER PROTECTION LAW (Misrepresentations as to Advertised Delivery Dates)

- 112. The preceding paragraphs are incorporated herein as though fully set forth below.
- 113. As detailed above, Defendants solicited thousands of orders for the Butter Robot, Cozmo 2.0 and Vector 2.0 via the Internet.
  - 114. Defendants were unable to ship the robots before the stated delivery dates.

- 115. As a consequence, Defendants repeatedly pushed back the advertised delivery dates for the robots, as alleged in paragraphs 26-34, 52-59 and 75-81.
- 116. Oftentimes, Defendants provided little to no explanation for the delay, as alleged in paragraphs 28, 33, 38, 54, 57, 77-78, and 84.
- 117. Defendants presented these revised delivery dates without a reasonable basis to expect that they would be able to fulfill the orders by the stated delivery dates.
- 118. Despite the passage of several years, Defendants still have not fulfilled many of the orders and no longer have an estimated delivery date for the robots.
- 119. The aforesaid acts and practices constitute unfair methods of competition and/or unfair or deceptive acts or practices as prohibited by Section 201-3 of the Consumer Protection Law, as defined by Section 201-2 of said Law, including without limitation:
  - a. Representing that goods or services have sponsorship, approval, characteristics, ingredients, uses, benefits or quantities that they do not have or that a person has a sponsorship, approval, status, affiliation, or connection that he does not have, in violation of Section 201-2(4)(v);
  - b. Advertising goods or services with intent not to sell them as advertised, in violation of Section 201-2(4)(ix);
  - c. Advertising goods or services with intent not to supply reasonably expectable public demand, unless the advertisement discloses a limitation of quantity; in violation of Section 201-2(4)(x); and
  - d. Engaging in any other fraudulent or deceptive conduct which creates a likelihood of confusion or of misunderstanding, in violation of Section 201-2(4)(xxi).

- 73 P.S. § 201-3 and § 201-2(4)(v), (ix), (x) and (xxi).
- 120. The above-described conduct has been willful and is unlawful under Section 201-3 of the Consumer Protection Law, 73 P.S. § 201-3.
- 121. The Commonwealth believes that citizens of the Commonwealth are suffering and will continue to suffer harm unless the acts and practices complained of herein are permanently enjoined.

### PRAYER FOR RELIEF

**WHEREFORE**, the Commonwealth respectfully requests this Honorable Court to issue an Order:

- A. Declaring Defendants' conduct, as set forth in this Complaint, to be in violation of the Consumer Protection Law;
- B. Directing Defendants to comply with the Consumer Protection Law and any amendments thereto;
- C. Directing Defendants, pursuant to Section 201-4.1 of the Consumer Protection

  Law, to make full restitution to all consumers who have suffered losses as a result

  of the acts and practices alleged in this Complaint and any other acts or practices

  which violate the Consumer Protection Law;
- D. Directing Defendants, pursuant to Section 201-8(b) of the Consumer Protection Law, to pay civil penalties in the amount of one thousand dollars (\$1,000.00) for each and every violation of the Consumer Protection Law, and three thousand dollars (\$3,000.00) for each such violation involving a victim age sixty (60) or older;

- E. Permanently enjoining Defendants from engaging in future violations of the
   Consumer Protection Law, such as prohibiting them from offering presales/future
   sales for any goods;
- F. Directing Defendants, pursuant to Section 1602-U of the Fiscal Code, to pay the Commonwealth for the costs of its investigation and prosecution of this action, including but not limited to attorney's fees; and
- G. Granting such other relief as the Court deems necessary and appropriate.

### COUNT III – FAILURE TO COMPLY WITH THE CONSUMER PROTECTION LAW

(Failing to Notify Consumers of Their Right to Cancel and Denying Consumers the Ability to

Cancel Undelivered Orders)

- 122. The preceding paragraphs are incorporated herein as though fully set forth below.
- 123. As alleged above in paragraphs 39-40, 60-61, and 86-90. Defendants have historically failed to adequately notify consumers of their right to cancel and seek a prompt refund.
- 124. As alleged above in paragraphs 19-20, Defendants are currently denying consumers the ability to cancel or alter their orders.
- 125. The aforesaid acts and practices constitute unfair methods of competition and/or unfair or deceptive acts or practices as prohibited by Section 201-3 of the Consumer Protection Law, as defined by Section 201-2 of said Law, including without limitation:
  - a. Representing that goods or services have sponsorship, approval, characteristics, ingredients, uses, benefits or quantities that they do not have or that a person has a sponsorship, approval, status, affiliation, or connection that he does not have, in violation of Section 201-2(4)(v); and

- Engaging in any other fraudulent or deceptive conduct which creates a likelihood of confusion or of misunderstanding, in violation of Section 201-2(4)(xxi).
- 73 P.S. § 201-3 and § 201-2(4)(v) and (xxi).
- 126. The above-described conduct has been willful and is unlawful under Section 201-3 of the Consumer Protection Law, 73 P.S. § 201-3.
- 127. The Commonwealth believes that citizens of the Commonwealth are suffering and will continue to suffer harm unless the acts and practices complained of herein are permanently enjoined.

### PRAYER FOR RELIEF

**WHEREFORE**, the Commonwealth respectfully requests this Honorable Court to issue an Order:

- A. Declaring Defendants' conduct, as set forth in this Complaint, to be in violation of the Consumer Protection Law;
- B. Directing Defendants to comply with the Consumer Protection Law and any amendments thereto;
- C. Directing Defendants, pursuant to Section 201-4.1 of the Consumer Protection Law, to make full restitution to all consumers who have suffered losses as a result of the acts and practices alleged in this Complaint and any other acts or practices which violate the Consumer Protection Law;
- D. Directing Defendants, pursuant to Section 201-8(b) of the Consumer Protection

  Law, to pay civil penalties in the amount of one thousand dollars (\$1,000.00) for

  each and every violation of the Consumer Protection Law, and three thousand

- dollars (\$3,000.00) for each such violation involving a victim age sixty (60) or older;
- E. Permanently enjoining Defendants from engaging in future violations of the
   Consumer Protection Law, such as prohibiting them from offering presales/future
   sales for any goods;
- F. Directing Defendants, pursuant to Section 1602-U of the Fiscal Code, to pay the Commonwealth for the costs of its investigation and prosecution of this action, including but not limited to attorney's fees; and
- G. Granting such other relief as the Court deems necessary and appropriate.

### COUNT IV - FAILURE TO COMPLY WITH THE CONSUMER PROTECTION LAW

(Failure to Issue a Prompt, Full Refund to Consumers)

- 128. The preceding paragraphs are incorporated herein as though fully set forth below.
- 129. As detailed above in paragraphs 42, 47, 64, 69, 92 and 97 Defendants failed to provide consumers with timely refunds.
- 130. As detailed above in paragraphs 43-47, 65-69, and 93-97, numerous consumers have attempted to cancel their order and/or request a refund, but have not received a prompt refund from Defendants.
- 131. The aforesaid acts and practices thereby constitute unfair methods of competition and/or unfair or deceptive acts or practices as prohibited by Section 201-3 of the Consumer Protection Law, as defined by Section 201-2 of said Law, including without limitation:
  - Representing that goods or services have sponsorship, approval,
     characteristics, ingredients, uses, benefits or quantities that they do not have

- or that a person has a sponsorship, approval, status, affiliation, or connection that he does not have, in violation of Section 201-2(4)(v); and
- Engaging in any other fraudulent or deceptive conduct which creates a likelihood of confusion or of misunderstanding, in violation of Section 201-2(4)(xxi).
- 73 P.S. § 201-3 and § 201-2(4)(v) and (xxi).
- 132. The above-described conduct has been willful and is unlawful under Section 201-3 of the Consumer Protection Law, 73 P.S. § 201-3.
- 133. The Commonwealth believes that citizens of the Commonwealth are suffering and will continue to suffer harm unless the acts and practices complained of herein are permanently enjoined.

### PRAYER FOR RELIEF

**WHEREFORE**, the Commonwealth respectfully requests this Honorable Court to issue an Order:

- A. Declaring Defendants' conduct, as set forth in this Complaint, to be in violation of the Consumer Protection Law;
- B. Directing Defendants to comply with the Consumer Protection Law and any amendments thereto;
- C. Directing Defendants, pursuant to Section 201-4.1 of the Consumer Protection Law, to make full restitution to all consumers who have suffered losses as a result of the acts and practices alleged in this Complaint and any other acts or practices which violate the Consumer Protection Law;

- D. Directing Defendants, pursuant to Section 201-8(b) of the Consumer Protection Law, to pay civil penalties in the amount of one thousand dollars (\$1,000.00) for each and every violation of the Consumer Protection Law, and three thousand dollars (\$3,000.00) for each such violation involving a victim age sixty (60) or older;
- E. Permanently enjoining Defendants from engaging in future violations of the
   Consumer Protection Law, such as prohibiting them from offering presales/future
   sales for any goods;
- F. Directing Defendants, pursuant to Section 1602-U of the Fiscal Code, to pay the Commonwealth for the costs of its investigation and prosecution of this action, including but not limited to attorney's fees; and
- G. Granting such other relief as the Court deems necessary and appropriate.

### COUNT V - FAILURE TO COMPLY WITH THE CONSUMER PROTECTION LAW

(Failure to Comply with the Federal Trade Commission Rule concerning Mail, Internet or Telephone Order Sales)

- 134. Under Section 435.2(a)(1) of the Federal Trade Commission Rule concerning Mail, Internet, or Telephone Order Sales, 16 C.F.R. § 435.2 et seq. ("FTC Mail Order Rule") it constitutes an unfair or deceptive act or practice for a seller to solicit orders for the sale of merchandise via the Internet without a reasonable basis to expect shipment of the ordered merchandise within the time stated in any such solicitation; or if no time is stated, within thirty (30) days after receipt of the order.
- 135. Defendants' conduct as alleged herein is not in compliance with Section435.2(a)(1) of the FTC Mail Order Rule because Defendants solicited orders via the Internet

without a reasonable basis to expect that they would be able to fulfill the orders within the time stated or within 30 days of the order.

- 136. Examples of Defendants' non-compliance with Section 435.2(a)(1) of the FTC Mail Order Rule are set forth in paragraphs 26-33, 41, 53-59, 62-63, 75-81 and 90-91.
- 137. Under Section 435.2(a)(2) of the FTC Mail Order Rule, it constitutes an unfair or deceptive act or practice for a seller to provide consumers with a revised shipping date, unless the seller has a reasonable basis for making such representation.
- 138. Defendants' conduct as alleged herein was not in compliance with Section 435.2(a)(2) of the FTC Mail Order Rule because Defendants provided consumers with revised shipping dates without a reasonable basis for making such representations.
- 139. Examples of Defendants' non-compliance with Section 435.2(a)(2) of the FTC Mail Order Rule are set forth in paragraphs 26-34, 38, 52-59 and 75-81, 84.
- 140. Under Section 435.2(a)(3) of the FTC Mail Order Rule, it constitutes an unfair or deceptive act or practice for a seller to claim that they are unable to make any representation regarding the length of any delay without having a reasonable basis and providing consumers with the reason for the delay.
- 141. Defendants' conduct as alleged herein was not in compliance with Section 435.2(a)(3) of the FTC Mail Order Rule because Defendants failed to provide consumers with reasons for the indefinite delivery delay(s).
- 142. Examples of Defendants' non-compliance with Section 435.2(a)(3) of the FTC Mail Order Rule are set forth in paragraphs 26-34, 38, 52-59 and 75-81, 84.
- 143. Under Section 435.2(b)(1) of the FTC Mail Order Rule it constitutes an unfair or deceptive act or practice for a seller to fail to provide to consumers a clear and conspicuous

notice of their right to either consent to a delay in shipping or to cancel their order and receive a prompt refund.

- 144. Defendants' conduct as alleged herein is not in compliance with Section 435.2(b)(1) of the FTC Mail Order Rule because Defendants failed to clearly and conspicuously, and without prior demand, offer consumers an option to either consent to a delay in shipment or cancel their order and receive a prompt refund.
- 145. Examples of Defendants' non-compliance with Section 435.2(b)(1) of the FTC Mail Order Rule are set forth in paragraphs 19-20, 39-40, 60-61, and 86-89.
- 146. Under Section 435.2(b)(2) of the FTC Mail Order Rule it constitutes an unfair or deceptive act or practice for a seller to fail to offer consumers a renewed option to consent to a further delay or cancel the order and receive a prompt refund when they fail to meet revised shipping dates.
- 147. Defendants' conduct as alleged herein is not in compliance with Section 435.2(b)(2) of the FTC Mail Order Rule because Defendants failed to notify consumers of their renewed ability to consent to a further delay or cancel their order and receive a full refund.
- 148. Under Section 4352(b)(2)(ii) of the FTC Mail Order Rule it constitutes an unfair or deceptive act or practice for a seller to fail to offer consumers who consented to an indefinite delay an ongoing right to cancel.
- 149. Defendants' conduct alleged herein is not in compliance with Section 435.2(b)(2)(ii) of the FTC Mail Order Rule because Defendants failed to offer consumers who consented to an indefinite delay a continuing right to cancel the order.
- 150. Examples of Defendants' non-compliance with Section 435.2(b)(2) and (2)(ii) of the FTC Mail Order Rule are set forth in paragraphs 19-20, 39-40, 60-61, and 86-89.

- 151. Under Section 435.2(c) of the FTC Mail Order Rule, it constitutes an unfair or deceptive act or practice for a seller to fail to deem an order cancelled and to make a prompt refund where:
  - a. the seller has not offered consumers with an option to consent to a delay in shipping or to cancel their order, or shipped the merchandise within the time clearly and conspicuously stated in any solicitation; or if no time is stated, within thirty (30) days after receipt of the order;
  - b. the seller receives a cancellation request from the consumer;
  - c. the seller is unable to meet a revised delivery date and has not obtained the consumer's consent for any further delays; or
  - d. the seller decides not to ship the merchandise.

16 C.F.R. §435.2(c)(1-5)

- 152. Defendants' conduct as described herein is not in compliance with Section 4335.2(c)(1) of the FTC Mail Order Rule, because Defendants failed to honor order cancellations by consumers.
- 153. Defendants' conduct as described herein is not in compliance with Section 4335.2(c)(2) or (3) of the FTC Mail Order Rule, because Defendants failed to deem an order cancelled and make a prompt refund in each instance in which they were unable to meet a revised delivery date and had not obtained the consumer's consent for any further delays.
- 154. Defendants' conduct as described herein is not in compliance with Section 4335.2(c)(4) of the FTC Mail Order Rule, because Defendants failed to deem an order cancelled and make a prompt refund in each instance in which they decided not to ship the merchandise.

- 155. Defendants' conduct as described herein is not in compliance with Section 4335.2(c)(5) of the FTC Mail Order Rule, because Defendants failed to deem an order cancelled and make a prompt refund when they failed to offer consumers with an option to consent to a delay in shipping or to cancel their order.
- 156. Examples of Defendants' non-compliance with Section 435.2(c)(1-5) of the FTC Mail Order Rule are set forth in paragraphs 42-47, 64-69, and 92-97.
- 157. The aforesaid acts and practices constitute unfair methods of competition and/or unfair or deceptive acts or practices as prohibited by Section 201-3 of the Consumer Protection Law, as defined by Section 201-2 of said Law, including without limitation:
  - Engaging in any other fraudulent or deceptive conduct which creates a likelihood of confusion or of misunderstanding, in violation of Section 201-2(4)(xxi).
- 73 P.S. § 201-3 and § 201-2(4)(xxi).
- 158. The above-described conduct has been willful and is unlawful under Section 201-3 of the Consumer Protection Law, 73 P.S. § 201-3.
- 159. The Commonwealth believes that citizens of the Commonwealth are suffering and will continue to suffer harm unless the acts and practices complained of herein are permanently enjoined.

### PRAYER FOR RELIEF

**WHEREFORE**, the Commonwealth respectfully requests this Honorable Court to issue an Order:

H. Declaring Defendants' conduct, as set forth in this Complaint, to be in violation of the Consumer Protection Law;

- I. Directing Defendants to comply with the Consumer Protection Law and any amendments thereto;
- J. Directing Defendants, pursuant to Section 201-4.1 of the Consumer Protection Law, to make full restitution to all consumers who have suffered losses as a result of the acts and practices alleged in this Complaint and any other acts or practices which violate the Consumer Protection Law;
- K. Directing Defendants, pursuant to Section 201-8(b) of the Consumer Protection Law, to pay civil penalties in the amount of one thousand dollars (\$1,000.00) for each and every violation of the Consumer Protection Law, and three thousand dollars (\$3,000.00) for each such violation involving a victim age sixty (60) or older;
- L. Permanently enjoining Defendants from engaging in future violations of the
   Consumer Protection Law, such as prohibiting them from offering presales/future
   sales for any goods;
- M. Directing Defendants, pursuant to Section 1602-U of the Fiscal Code, to pay the Commonwealth for the costs of its investigation and prosecution of this action, including but not limited to attorney's fees; and
- N. Granting such other relief as the Court deems necessary and appropriate.

Respectfully submitted,

COMMONWEALTH OF PENNSYLVANIA OFFICE OF ATTORNEY GENERAL

MICHELLE A. HENRY ATTORNEY GENERAL Date: 9/16/24

By: Jaimie L. George (PA ID/No. 309368)
Deputy Attorney General

Attorney for the Commonwealth Office of Attorney General 1251 Waterfront Place, Mezzanine Level Pittsburgh, PA 15223 724-858-4664 jgeorge@attorneygeneral.gov

### IN THE COURT OF COMMON PLEAS OF ALLEGHENY COUNTY, PENNSYLVANIA

COMMONWEALTH OF PENNSYLVANIA By ATTORNEY GENERAL MICHELLE A.	CIVIL DIVISION
HENRY,	Code 020 – Equity
Plaintiff,	Case No.
v.	
DIGITAL DREAM LABS, INC., and HAROLD JACOB HANCHAR, Individually and	
as CEO of Digital Dream Labs, Inc.,	
Defendants.	

### VERIFICATION

I, Laura Ukmata, hereby state that I am a Sr. Consumer Protection Agent for the Commonwealth of Pennsylvania, Office of Attorney General, Bureau of Consumer Protection, Pittsburgh Regional Office, and I am authorized to make this verification on behalf of the Plaintiff in the within action. I hereby verify that the facts set forth in the foregoing Complaint are true and correct to the best of my knowledge or information and belief.

I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904, relating to unsworn falsifications to authorities.

Date: 9/16/24

By: Raura Wemata
Laura Ukmata Sr. Consumer Protection Agent

## Exhibit A



# Order #65074





On Mon, Mar 13, 2023 at 1:27 AM EDT,

# wrote:

Yes please proceed with the refund, when should I expect to see it?

On Mon, Mar 13, 2023 at 1:13 AM EDT, Digital Dream Labs Support <a href="mailto:support@digitaldreamlabs.com">support@digitaldreamlabs.com</a> wrote: Hi Table,

Thank you for contacting DDL support. We do apologize for the delay in processing your refund request. The refund will be going back to the original payment method. Visa •••• •••• 9686.

Thank you for your understanding and patience throughout this process. Please let us know if we can proceed with the refund.

Warm regards,

DDL

Digital Dream Labs, Inc On Sun, Mar 12, 2023 at 10:51 PM EDT,

# wrote:

Hello, I'm checking on the status of my refund. I'm starting to get really annoyed being I was told I was getting one months ago and have yet to see it in my account.

















# **Found in Sent Mailbox**







To: support@digitaldreamlabs.com >

4/28/23

# Order #65074

Please tell me why I'm getting an address confirmation for the vector when I've specifically requested MULTIPLE TIMES **DEMANDING** for a refund!!!













# Refund





On Wed, Jun 7, 2023 at 9:53 PM EDT, Digital Dream Labs Support

<<u>support@digitaldreamlabs.com</u>> wrote:
Hi

Thank you for contacting DDL support. We apologize for the delays on your request. We already forwarded all refund request to our finance team. We will email you an update once successfully processed on the details below.

Refund details

Order#: 65074

Card details: Visa card ending in Card

Name on card:

We appreciate your patience.

Best regards,

--

Angelie

Digital Dream Labs, Inc

On Wed, Jun 7, 2023 at 7:20 PM EDT,

> wrote:

Where's my refund?! Still haven't seen or heard anything!

On Fri, May 12, 2023 at 6:43 PM EDT,

> wrote:

Yes I understand that but I've been asking for months now!











# Refund





keeping me updated

On Tue, Aug 1, 2023 at 7:19 PM EDT, Digital Dream Labs Support

<support@digitaldreamlabs.com> wrote:

Hi F

Thank you for the follow-up. We apologize for the delay.

Currently, all requests have been forwarded and are still working on by our finance team. Due to the volume of tickets, we are experiencing longer than usual. We humbly ask for your continued patience. We will notify you once processed successfully on the original payment method on file.

We appreciate your understanding.

Best regards,

Angelie

Digital Dream Labs, Inc

On Tue, Aug 1, 2023 at 12:34 PM EDT,

> wrote:

I've waited patiently and still have not recieved my refund!! This is my last claim either you gove me my refund or I will be taking this dispute to small claims court and you'll be forced to give it to me



















Lans suppoi i Digitai Dicaili

3/21/23

# Re: Refund

Hi

Thank you for your follow-up about the refund request. We apologize for the delay in this—definitely not the experience we wanted you to have.

All requests have been forwarded already. Please allow me to follow up with our finance team and get back to you as soon as I receive an update.

Please know that we are still working on multiple tickets regarding Vector, Cozmo, and Butter Robot refunds. It may take longer than usual to be completed as we processed it in order based on the time of the request.

We humbly ask for your continued patience. We will notify you once successfully processed on the original payment method on file.

Best regards,

Angelie

Digital Dream Labs, Inc

How would you rate my renly?









From:

To: support@digitaldreamlabs.com,

Subject: Re: Refund request #2

Date: Thu, May 5, 2022 11:12 am

This is now refund request #4.

I will be escalating this matter if you do not refund my money.

Sent from my iPhone

On Apr 29, 2022, at 8:20 AM,

> wrote:

Thanks for the reply.

I want a refund.

Sent from my iPhone

On Apr 29, 2022, at 6:59 AM, Digital Dream Labs Support Team <support@digitaldreamlabs.com> wrote:

Hi

We sincerely apologize for the delay and inconvenience. We are working around the clock to prepare your new Vector; we provide smaller updates once a week or as soon as possible via our Vector 2.0 State of Manufacturing Article, available 24/7 here:

and our Butter Robot State of Manufacturing Article, available 24/7

here:

We will strive to also send email updates when major breakthroughs occur. Make sure you are signed up for updates via this page if you'd like to receive emails:

I'd like to reiterate the benefits you claimed with your Vector 2.0 preorder. This includes a lifetime license for Vector which covers voice server access, firmware updates, new features, an Escape Pod license, and a custom decal pack in addition to the discounted price. Also, I would like to reiterate that you claimed your Butter Robot at a very good discounted price which is at least \$100 less than the

original price of the robot, and you will also be getting your orders months ahead of mass retail shipping.

Please let us know do you still want to cancel the order?

How would you rate my reply?

Great Okay Not Good

Muhammad
Customer Experience Specialist
Digital Dream Labs, LLC

On Thu, Apr 28, 2022 at 4:05 PM EDT,

This is the second request for a refund for it reports Lordered in New Phor 2020.

This is the second request for a refund for 2 robots I ordered in November 2020. I prepaid for both Vector and the Butter robot.

Please refund to me the amount of \$424.

I will expect a reply asap.

Fri, Dec 30, 2022 at 6:25 PM To: Digital Dream Labs Support <support@digitaldreamlabs.com> Hi Muhammad, Thank you for your response, especially so close to the holidays. When should I expect the refund? Thanks, [Quoted text hidden] Sat, Dec 31, 2022 at 10:03 AM

Digital Dream Labs Support <support@digitaldreamlabs.com> To:

Hi

Thank you for reaching our support! I'd be glad to help you with your concerns in any way I can! We have forwarded your refund request to our billing department. Rest assured you will be notified when your refund will be initiated.

Let us know if you need further assistance - happy to help you out! :)

How would you rate my reply? Great Okay Not Good

Maaz

**Customer Experience Specialist** 

Digital Dream Labs, Inc.

On Fri, Dec 30, 2022 at 7:25 PM EST,

> wrote:

Hi Muhammad,

Thank you for your response, especially so close to the holidays. When should I expect the refund?

Thanks,

On Thu, Dec 22, 2022 at 8:33 AM EST, Digital Dream Labs Support <support@digitaldreamlabs.com> wrote: Hello

This is Muhammad with Digital Dream Labs. Thank you for writing in - I understand you are seeking a refund for your order. We are processing order changes, including refunds, as quickly as we can in the holiday season. Your Case Number is **363025** and will be held open until your request is fulfilled.

Please bear in mind that due to the volume of tickets we receive daily, additional emails may lengthen the processing time, but we will process this as soon as we are able.

Muhammad

**Customer Experience Specialist** 

Digital Dream Labs, Inc.

On Wed, Dec 21, 2022 at 4:49 PM EST.

· wrote:

Hi Muhammad,

After looking into the escape pod licensing and subscription service fees, I have decided that I would like cancel my order conditional upon receiving a full monetary refund (I.e. not store credit or an equivalent). I appreciate your time in working through my concerns. I understand this could be more complex because of how I chose to finance this purchase, so please advise on next steps.

Thanks,

On Thu, Dec 15, 2022 at 8:53 AM EST, Digital Dream Labs Support <a href="mailto:support@digitaldreamlabs.com">support@digitaldreamlabs.com</a> wrote:

Hi .

Thanks for getting back to us. No worries! Your order is still active. For more information about the Escape pod license please refer to the article given below;

https://www.digitaldreamlabs.com/products/escape-pod? pos=1& sid=a2b1504ca& ss=r

Let us know if you need further assistance - happy to help you out! :)

Maaz

**Customer Experience Specialist** 

Digital Dream Labs, Inc.

On Tue, Dec 13, 2022 at 9:44 PM EST,

> wrote:

Hi Muhammad,

Could you please remind me what is the escape pod license? Please do not cancel the order.

Thanks.

On Tue, Dec 13, 2022 at 9:44 AM EST, Digital Dream Labs Support <a href="mailto:support@digitaldreamlabs.com">support@digitaldreamlabs.com</a> wrote:

Hi ,

Thank you for reaching our support! I'd be glad to help you with your concerns in any way I can! Yes, you can cancel your order any time. Before canceling the order I'd like to reiterate the benefits you claimed with your Vector 2.0 preorder. This includes 1 Years Manufacturer's Warranty along with an Escape pod license, in addition to the discounted pricing. It may also be worth noticing that you will be getting this robot months ahead of our mass retail shipping.

Would you still like me to cancel your order? Please let me know so I can proceed. Thank you!

Muhammad

#### **Customer Experience Specialist**

Digital Dream Labs, Inc

On Mon, Dec 12, 2022 at 10:28 PM EST,

> wrote:

Hi Muhammad,

Thanks for the update. Since there is currently not a determined time for when this item would ship, is there any way we could refund the charge on the purchase until it is shipped? I am still hoping this arrives in time for the holidays, but money for me is tight these days, and the charge has been billed since September. Appreciate your help in understanding my options.

Best,



On Mon, Nov 28, 2022 at 8:43 AM EST, Digital Dream Labs Support <support@digitaldreamlabs.com> wrote:

Hi [

Thanks for reaching our support! I have checked your order and it has not shipped yet, we are currently shipping early pre-orders and those are expected to be completed soon. Once those orders are shipped, we will start shipping the backorders which include your order as well. So, unfortunately, we do not have a specific date for you yet, but hopefully, your order will be shipped before the end of the year holidays.

Please let us know if you have any further questions or concerns, or if we can assist with anything else.

Muhammad

#### **Customer Experience Specialist**

Digital Dream Labs, Inc

On Fri, Nov 25, 2022 at 11:44 AM EST,

Hi Digital Dream Labs team,

> wrote:

When I originally placed this order, it said on the website that it would ship out Q4 2022. Do you have any updates on this?

Thanks,

On Thu, Sep 22, 2022 at 3:34 PM Digital Dream Labs <support@digitaldreamlabs.com> wrote:

## **Digital Dream Labs**

ORDER #82938

## Thank you for your purchase!

Hi Daniel, thank you for your recent purchase! Delivery of your purchase(s) may depend on the nature of each item:

- **Digital Products** digital products may take up to 24 hours before they are available for download.
- **Physical Products** a member of our team will prepare your order and you will receive a shipping confirmation when it leaves our facility.
- Pre-Orders we will provide regular updates on the status of your pre-order via email.

View your order

or Visit our store

## **Order Summary**



**Vector 2.0 Al Robot Companion** × **1** 1 Year Manufacturer's Warranty

\$399.99

Subtotal \$399.99
Shipping \$10.80
Taxes \$30.91

Total **\$441.70 USD** 

### **Customer Information**

**Shipping Address** 

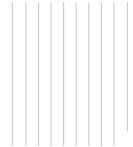


Shipping Method
Parcel Select Ground

**Billing Address** 



Payment Method Klarna - \$441.70



To speak with a member of our customer support team about your order, please complete the contact us form on our website.

Sat, Dec 31, 2022 at 10:08 AM

To: Digital Dream Labs Support <support@digitaldreamlabs.com>

Hi Maaz,

Thanks for your response. Would it be reasonable to anticipate an update in 7-10 business days? I am eager for the return to be processed but do not want to keep bothering you with an answer you don't have yet.

While I am waiting, could you please help me understand how the refund process works? I purchased this through Klarna and would like to get the money put on my credit card or debited to my bank account. Store credit would not work for me.

Thanks,

[Quoted text hidden]

Sat, Jan 14, 2023 at 7:37 PM

To: Digital Dream Labs Support <support@digitaldreamlabs.com>

Hi Maaz,

Following up as I have still not heard anything from your team with regards to my refund. I want to be fair and give you guys time if it's needed, but I'm concerned that I may have to go escalate this issue as I've read others have in online reviews. This is a lot of money for me, and I can't afford to be out of pocket for much longer. If I have not heard from you by the end of next week 1/20, I will be exploring my options to escalate this further with the BBB or another channel. Please advise.

Thanks,

[Quoted text hidden]

Wed, Feb 1, 2023 at 12:01 PM

To: Digital Dream Labs Support <support@digitaldreamlabs.com>

Again, I would like to bring this to your attention. I would kindly like my order to be refunded.

[Quoted text hidden]

# Exhibit B



#### Cozmo Pre-Order

18 messages

To: support@digitaldreamlabs.com

Wed, Apr 12, 2023 at 10:06 AM

Greetings,

My son told me last night that he wants to cancel his pre-order for Cozmo 2.0.

The order number is 37700, placed on December 30, 2020. Please issue a refund in the amount of \$214.00 immediately.

Here is the link to the original invoice:

Thank you! - Digital Dream Labs -Checkout digitaldreamlabs.com

Regards

Sent from my iPhone

Digital Dream Labs Support <support@digitaldreamlabs.com>
To: K

Wed, Apr 12, 2023 at 10:06 AM

Hello

Thank you for contacting Digital Dream Labs! You have reached us outside of our normal support hours of 9am EST. - 6pm EST. Your ticket has been received successfully and you are assigned Case Number 382546.

Please be aware that we are currently working with a high volume of requests and it might take some time for us to get back to you. We appreciate your patience as we work to better serve you; rest assured we are on the case!

To help us better assist you, please provide the following information if this applies to your support need, additionally included are support articles that may assist you until our office re-opens during normal business hours.

#### Vector 2.0 Set-Up

Check out our FAQs.

#### Subscriptions

For Lifetime Memberships, Subscription, Escape Pod and OSKR related questions, provide us with the following info.

Email associated with the subscription / Vector set-up:

Electronic Serial Number (ESN):

Kickstarter Number (if applicable):

How Do I Find Vector's Serial Number? All About Vector Subscriptions Manage your subscription

Once again, we do apologize for the delay in getting back to you as we are experiencing a high volume of tickets at the moment. Thank you for your continued support and patience.

Thank you! Digital Dream Labs

Digital Dream Labs Support <support@digitaldreamlabs.com>

Wed, Apr 12, 2023 at 10:44 AM

Hi

Thank you for contacting DDL support. We sincerely apologize for the delay. We understand that you've been waiting for a long time, we can feel your frustration and that you wanted a refund at the moment. However, we just would like to share this update with you.

We are working on COZMO 2.0 and are nearing the finish line. Given the enhancements made and economic factors that impacted our costs, Cozmo 2.0 will have a higher MSRP so this is great news for those who have already preordered your Cozmo 2.0, as you got a great discount.

We thank you as a small growing business for all that you have endured with us to await this product. Please know that your support is and has been invaluable to

Please let us know if you'd like to keep your order or would still prefer a refund at this time. Thank you all for your patience.

Thank you for your support and patience throughout this process.

Warm regards,

Angelie

Digital Dream Labs, Inc

How would you rate my reply?
Great Okay Not Good

•

> wrote

On Wed, Apr 12, 2023 at 11:06 AM EDT, Greetings,

My son told me last night that he wants to cancel his pre-order for Cozmo 2.0.

The order number is 37700, placed on December 30, 2020. Please issue a refund in the amount of \$214.00 immediately.

Here is the link to the original invoice:

digitaldreamlabs.com

Thank you! - Digital Dream Labs - Checkout

[Quoted text hidden]

To: Digital Dream Labs Support <support@digitaldreamlabs.com>

Wed, Apr 12, 2023 at 7:47 PM

I asked my son and he is willing to wait until June 1. 2 years is a long time for a kid. He was 11 when we made the order and is 13 now. He is nearly too old for it. Sent from my iPhone

On Apr 12, 2023, at 10:44 AM, Digital Dream Labs Support <support@digitaldreamlabs.com> wrote:

[Quoted text hidden]

To: Digital Dream Labs Support <support@digitaldreamlabs.com>

Thu, Apr 27, 2023 at 4:36 PM

After listening to the meeting today, we are not going to wait any longer. Please issue a refund immediately.

The order number is 37700, placed on December 30, 2020. Please issue a refund in the amount of \$214.00 immediately.

Regards,

Sent from my iPhone

On Apr 12, 2023, at 7:48 PM,

I asked my son and he is willing to wait until June 1. 2 years is a long time for a kid. He was 11 when we made the order and is 13 now. He is nearly too old for it.

[Quoted text hidden]

<u>Digital Dream Labs Support < support@</u>digitaldreamlabs.com>

Fri, May 19, 2023 at 4:01 PM

Н .

Thank you for reaching our support! I'd be glad to help you with your concerns in any way I can!

We would like to acknowledge your patience in the active development/production delays of your Cozmo 2.0 Robot reservation. As we restore Cozmo to future glory, you will be the 1st to experience the advancement of Cozmo 2.0 and join future Cozmo caretakers. Good news! We are expecting to complete the manufacture within the next **90 days**.

We thank you as a small growing business for all that you have endured awaiting this product.

Please know that your support is and has been invaluable to us as we begin to bring Cozmo to the world.

As always, should any other queries arise, please do not hesitate to contact us.

Warm regards,

 Angelie	
Digital Dream Labs, Inc	
How would you rate my reply? Great Okay Not Good	
On Wed, May 10, 2023 at 5:01 PM EDT, Harmonian School PM EDT, Harmonian	
On Mon, May 8, 2023 at 11:41 AM EDT, Greetings,	
This is my second request. Please cancel my Cozmo 2.0 pre-order and issue a refund.	
>>> The order number is 37700, placed on December 30, 2020. Please issue a refund in the amount of \$214.00 immediately.	
Regards,	
On Thu, Apr 27, 2023 at 5:36 PM EDT, After listening to the meeting today, we are not going to wait any longer. Please issue a refund immediately.	
The order number is 37700, placed on December 30, 2020. Please issue a refund in the amount of \$214.00 immediately.	
Regards,	
On Wed, Apr 12, 2023 at 8:48 PM EDT,  I asked my son and he is willing to wait until June 1. 2 years is a long time for a kid. He was 11 when we made the order and is 13 for it.	now. He is nearly too old
On Wed, Apr 12, 2023 at 11:43 AM EDT, Digital Dream Labs Support <support@digitaldreamlabs.com> wrote:</support@digitaldreamlabs.com>	
Thank you for contacting DDL support. We sincerely apologize for the delay. We understand that you've been waiting for a long frustration and that you wanted a refund at the moment. However, we just would like to share this update with you.	time, we can feel your
We are working on COZMO 2.0 and are nearing the finish line. Given the enhancements made and economic factors that impact will have a higher MSRP so this is great news for those who have already preordered your Cozmo 2.0, as you got a great discount of the control of the cont	
We thank you as a small growing business for all that you have endured with us to await this product. Please know that your superinvaluable to us	oport is and has been
Please let us know if you'd like to keep your order or would still prefer a refund at this time. Thank you all for your patience.	
Thank you for your support and patience throughout this process.	
Warm regards,	
 Angelie	
Digital Dream Labs, Inc [Quoted text hidden]	
F To: Digital Dream Labs Support <support@digitaldreamlabs.com></support@digitaldreamlabs.com>	ri, May 19, 2023 at 4:31 PM
When is the anticipated delivery date? Is it still end of year?	
Sent from my iPhone [Quoted text hidden]	
Digital Dream Labs Support <support@digitaldreamlabs.com>  To:</support@digitaldreamlabs.com>	ri, May 19, 2023 at 4:37 PM
Hi 📆,	
Thank you for contacting DDL support again. Once we finish the production, there will be a week of product testing then it will be ready for shipping.	
If you need any more help, please do not hesitate to contact us anytime. We highly appreciate your feedback.	
Warm regards,	

Digital Dream Labs, Inc

--Angelie How would you rate my reply?
Great Okay Not Good

On Fri, May 19, 2023 at 5:32 PM EDT,

> wrote:

When is the anticipated delivery date? Is it still end or year?

On Fri, May 19, 2023 at 5:01 PM EDT, Digital Dream Labs Support <support@digitaldreamlabs.com> wrote:

Hi

Thank you for reaching our support! I'd be glad to help you with your concerns in any way I can!

We would like to acknowledge your patience in the active development/production delays of your Cozmo 2.0 Robot reservation. As we restore Cozmo to future glory, you will be the 1st to experience the advancement of Cozmo 2.0 and join future Cozmo caretakers. Good news! We are expecting to complete the manufacture within the next **90 days**.

We thank you as a small growing business for all that you have endured awaiting this product.

Please know that your support is and has been invaluable to us as we begin to bring Cozmo to the world.

As always, should any other queries arise, please do not hesitate to contact us.

Warm regards

--Angelie

Digital Dream Labs, Inc

Tue, May 23, 2023 at 8:02 AM

To: Digital Dream Labs Support <support@digitaldreamlabs.com>

I talked to my son last night and he no longer wants a Cozmo robot. He is now 13 and has moved on to other interests.

Please process my refund.

The order number is 37700, placed on December 30, 2020. Please issue a refund in the amount of \$214.00 immediately.

[Quoted text hidden]

Digital Dream Labs Support <support@digitaldreamlabs.com>

Tue, May 23, 2023 at 4:15 PM

Hi

Thank you for contacting DDL support. We do apologize for the delay in processing your refund request. The refund will be going back to the original payment method. If you no longer have a credit card/debit card, please contact your bank to ensure your refund will be applied to your account. We can only refund back to the original payment method.

Once a refund is processed, we can only issue it to your original form of payment. We are unable to re-issue funds to a different card, account, or payment method.

If you used a card that was canceled, lost, or expired, please get in touch with your bank to inform them of the incoming refund. Your bank should be able to reroute the payment to your new card, or a different banking account, or mail a physical check to you. If you paid with a prepaid card, most banks will either process your refund to the original card or provide a replacement.

Thank you for your understanding and patience throughout this process. Please let us know if we can proceed with the refund.

Warm regards,

Angelie

Digital Dream Labs, Inc

How would you rate my reply?
Great Okay Not Good

On Tue, May 23, 2023 at 9:03 AM EDT,

wrote:

I talked to my son last night and he no longer wants a Cozmo robot. He is now 13 and has moved on to other interests.

Please process my refund.

The order number is 37700, placed on December 30, 2020. Please issue a refund in the amount of \$214.00 immediately.

On Fri, May 19, 2023 at 5:37 PM EDT, Digital Dream Labs Support <support@digitaldreamlabs.com> wrote:

Hi 📉

Thank you for contacting DDL support again. Once we finish the production, there will be a week of product testing then it will be ready for shipping.

If you need any more help, please do not hesitate to contact us anytime. We highly appreciate your feedback.

Warm regards, Angelie Digital Dream Labs, Inc [Quoted text hidden] Fri, Jun 9, 2023 at 7:20 AM To: Digital Dream Labs Support <support@digitaldreamlabs.com> I apologize for the delay in response. I was on vacation with my family. Yes, please proceed with the refund. Regards, [Quoted text hidden] Digital Dream Labs Support <support@digitaldreamlabs.com> Fri, Jun 9, 2023 at 10:54 PM Hi We've taken note of this. Refund Request Information Order #: 37700 Original payment method: Visa card ending in via apple pay. Dynamic Account Number last: 2 We'll let you know once the refund has been completed. Thanks. Warm regards. Angelie Digital Dream Labs, Inc How would you rate my reply? Great Okay Not Good On Fri, Jun 9, 2023 at 8:21 AM EDT, wrote: I apologize for the delay in response. I was on vacation with my family. Yes, please proceed with the refund. Regards On Tue, May 23, 2023 at 5:14 PM EDT, Digital Dream Labs Support <support@digitaldreamlabs.com> wrote: Thank you for contacting DDL support. We do apologize for the delay in processing your refund request. The refund will be going back to the original payment method. If you no longer have a credit card/debit card, please contact your bank to ensure your refund will be applied to your account. We can only refund back to the original payment method. Once a refund is processed, we can only issue it to your original form of payment. We are unable to re-issue funds to a different card, account, or payment method. If you used a card that was canceled, lost, or expired, please get in touch with your bank to inform them of the incoming refund. Your bank should be able to reroute the payment to your new card, or a different banking account, or mail a physical check to you. If you paid with a prepaid card, most banks will either process your refund to the original card or provide a replacement. Thank you for your understanding and patience throughout this process. Please let us know if we can proceed with the refund. Warm regards, Angelie Digital Dream Labs, Inc. [Quoted text hidden]

Greetings,

I am seeking a status on my requested refund.

#### Regards

Sent from my iPhone [Quoted text hidden]

### Digital Dream Labs Support <support@digitaldreamlabs.com>

Wed, Jun 21, 2023 at 8:57 PM



This is Angelie from DDL Support. We're incredibly sorry for the delay in processing the refund requests.

Please know that we are still working on multiple tickets regarding Vector, Cozmo, and Butter Robot refunds. It may take longer than usual to be completed as we processed it in order based on the time of the request.

We appreciate your patience throughout this process.

If you need additional assistance in the future, please do not hesitate to reach us at any time. We highly appreciate your feedback.

Warm regards,

Angelie

Digital Dream Labs, Inc

How would you rate my reply?
Great Okay Not Good

On Wed, Jun 21, 2023 at 12:19 PM EDT,

> wrote:

Greetings,

I am seeking a status on my requested refund.

#### Regards

On Fri, Jun 9, 2023 at 11:53 PM EDT, Digital Dream Labs Support <support@digitaldreamlabs.com> wrote:

Hi Hi, J

We've taken note of this.

Refund Request Information

Order #: 37700

Original payment method: Visa card ending in via apple pay.

Dynamic Account Number last:

We'll let you know once the refund has been completed.

Thanks.

Warm regards,

\_\_

Angelie

Digital Dream Labs, Inc

[Quoted text hidden]

Wed, Jul 19, 2023 at 1:18 PM

To: Digital Dream Labs Support <support@digitaldreamlabs.com>

Greetings,

I am seeking a status on this request

Regards,

Sent from my iPhone [Quoted text hidden]

Thank you for the follow-up. We apologize for the delay.	
Currently, all requests have been forwarded and are still working on by our finance team. Due to the volume of tickets, humbly ask for your continued patience. We will notify you once processed successfully on the original payment method.	
We appreciate your understanding.	
Best regards,	
<del></del>	
Angelie	
Digital Dream Labs, Inc	
How would you rate my reply? Great Okay Not Good	
On Wed, Jul 19, 2023 at 2:19 PM EDT, Greetings,	
I am seeking a status on this request	
Regards,	
On Wed, Jun 21, 2023 at 9:56 PM EDT, Digital Dream Labs Support <support@digitaldreamlabs.com> wrote:</support@digitaldreamlabs.com>	
This is Angelie from DDL Support. We're incredibly sorry for the delay in processing the refund requests.	
Please know that we are still working on multiple tickets regarding Vector, Cozmo, and Butter Robot refunds. It may we processed it in order based on the time of the request.	ay take longer than usual to be completed as
We appreciate your patience throughout this process.	
If you need additional assistance in the future, please do not hesitate to reach us at any time. We highly appreciate	e your feedback.
Warm regards,	
Angelie	
Digital Dream Labs, Inc   [Quoted text hidden]	
	 Thu, Aug 10, 2023 at 7:16 AM
To: Digital Dream Labs Support <support@digitaldreamlabs.com></support@digitaldreamlabs.com>	110,110, 100, 101, 101, 101, 101, 101,
It has been more than 60 days since my refund request. Please process it immediately.	
Regards,	
[Quoted text hidden]	
Digital Dream Labs Support <support@digitaldreamlabs.com> To:</support@digitaldreamlabs.com>	Thu, Aug 10, 2023 at 4:39 PM
Hi <b>III</b>	
Thank you for your follow-up about your refund request. We apologize for the delay in this—definitely not the experience follow up with our finance team and get back to you as soon as I receive an update.	ce we wanted you to have. Please allow me to
Please know that we are still working on multiple tickets regarding Vector, Cozmo, and Butter Robot refunds. It may take processed it in order based on the time of the request.	ke longer than usual to be completed as we
Best regards,	
<del></del>	
Angelie	
Digital Dream Labs, Inc	
How would you rate my reply? Great Okay Not Good	
On Thu, Aug 10, 2023 at 8:16 AM EDT,	

Hi ,

It has been more than 60 days since my refund request. Please process it immediately.

#### Regards,

On Wed, Jul 19, 2023 at 7:24 PM EDT, Digital Dream Labs Support <support@digitaldreamlabs.com> wrote: | Hi

Thank you for the follow-up. We apologize for the delay.

Currently, all requests have been forwarded and are still working on by our finance team. Due to the volume of tickets, we are experiencing longer than usual. We humbly ask for your continued patience. We will notify you once processed successfully on the original payment method on file.

We appreciate your understanding.

Best regards,

Angelie

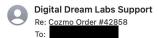
Digital Dream Labs, Inc [Quoted text hidden]

0 |



Hello,

I am very upset that I have not received a refund for orders #42858 as requested multiple times. This is ridiculous!! I received the following message from you on May 24, 2023 promising that the refund has been approved and it would be refunded back to my original payment method yet I have not received the refund!!



May 24, 2023, 8:24 PM

Hi 💮

Thank you for contacting DDL support. We do apologize for the delay in processing your refund request. The refund will be going back to the original payment method. If you no longer have a credit card/debit card, please contact your bank to ensure your refund will be applied to your account. We can only refund back to the original payment method.

1 4 4 4

Once a refund is processed, we can only issue it to your original form of payment. We are unable to re-issue funds to a different card, account, or payment method.

If you used a card that was canceled, lost, or expired, please get in touch with your bank to inform them of the incoming refund. Your bank should be able to reroute the payment to your new card, or a different banking account, or mail a physical check to you. If you paid with a prepaid card, most banks will either process your refund to the original card or provide a replacement.

Thank you for your understanding and patience throughout this process. Please let us know if we can proceed with the refund.

Warm regards,

Angelie

Digital Dream Labs, Inc

How would you rate my reply?

<u>Great Okay Not Good</u>



Re: Cozmo Order #42858

To: Digital Dream Labs Support



Hello Angelie,

I am reaching out regarding the promised refund for our cancelled Cozmo 2.0 order. We have never received the refund. Please reply with the refund date and transaction information for my \_\_\_\_\_credit card. Thank you. I look forward to your reply.

See More from Digital Dream Labs Support





**Digital Dream Labs Support** 

Re: Re: Cozmo Order #42858 To:

August 14, 2023, 4:08 PM



Thank you for contacting Digital Dream Labs! You have reached us outside of our normal support hours of 9am EST. - 6pm EST. Your ticket has been received successfully and you are assigned Case Number 396949.

Please be aware that we are currently working with a high volume of requests and it might take some time for us to get back to you. We appreciate your patience as we work to better serve you; rest assured we are on the

To help us better assist you, please provide the following information if this applies to your support need, additionally included are support articles that may assist you until our office re-opens during normal business hours.

#### Vector 2.0 Set-Up

Subscriptions For Lifetime Memberships, Subscription, Escape Pod and OSKR related questions, provide us with the following info.

Email associated with the subscription / Vector set-up: Electronic Serial Number (ESN): Kickstarter Number (if applicable):

How Do I Find Vector's Serial Number? All About Vector Subscriptions Manage your subscription

Once again, we do apologize for the delay in getting back to you as we are experiencing a high volume of tickets at the moment. Thank you for your continued support and patience.

Thank you! Digital Dream Labs



Re: New customer message on October 19, 2023 at 1:02 pm

To: Digital Dream Labs Support

THIS RESPONSE IS UNACCEPTABLE!!! I AM NO LONGER INTERESTED IN WAITING FOR THIS PRODUCT. IT HAS LITERALLY BEEN NEARLY 3 YEARS! YOU PROMISED ME A REFUND BACK ON 5/24/23 AND I EXPECT TO RECEIVE THAT REFUND. NO MORE EXCUSES. IF I DO NOT RECEIVE THE REFUND WITHIN 30 DAYS I WILL TURN THE MATTER OVER TO THE PROPER AUTHORITIES. PLEASE STOP THIS NONSENSE AND ISSUE MY REFUND TODAY!!!

HERE IS A COPY OF YOUR EMAIL TO ME OUTLINING THE REFUND -

Digital Dream Labs Support

Re: Cozmo Order #42858

To:

May 24, 2023, 8:24PM

目分余》

-li

Thank you for contacting DDL support. We do apologize for the delay in processing your refund request. The refund will be going back to the original payment method. If you no longer have a credit card/debit card, please contact your bank to ensure your refund will be applied to your account. We can only refund back to the original payment method.

Once a refund is processed, we can only issue it to your original form of payment. We are unable to re-issue funds to a different card, account, or payment method.

Thank you for your understanding and patience throughout this process. Please let us know if we can proceed with the refund. Warm regards,

Angelie

Digital Dream Labs, Inc

How would you rate my reply?

PLEASE IMMEDIATELY ISSUE A REFUND BACK TO MY VISA CARD AS PROMISED. THANK YOU.

# Exhibit C

Subject Re: Status of Butter Robot?

From Digital Dream Labs Support Team <support@digitaldreamiabs.com>

To:

Date Dec 29, 2021 at 8:10 AM

H

I understand that you're eager for the delivery of The Butter Robot. We are as well; our team is working toward the production of The Butter Robot. However The Butter Robot is designed to be a fully functioning robot complete with text-to-speech capability, remote control capability, object recognition and detection, and more. Hence, it IS taking time to develop, especially given current supply chains and manufacturing processes in the age of COVID.

That said, you are always in control of your order. If you need to change your order, including canceling it, we can help handle that for you if you request it. We are doing what we can to provide you with as much information as possible via email. Please ensure you are signed up for Pre-Order Newsletters over at this link: https://news.digitaldreamlabs.com/preferences

As always, should any other queries arise, please do not hesitate to contact us.

Have a pleasant day.

How would you rate my reply? Great Okay Not Good

Maaz Customer Experience Specialist Digital Dream Labs, LLC

View more



#### Cancel order

14 messages

To: support@digitaldreamlabs.com

Tue, Jun 21, 2022 at 1:16 PM

Hello,

Can i cancel this order and get a refund?

Thanks,

## **Digital Dream Labs Support Team** <support@digitaldreamlabs.com> To:

Tue, Jun 21, 2022 at 1:17 PM

Hello

Thank you for contacting Digital Dream Labs!

Your ticket has been received successfully. Please be aware that we are currently working with a high volume of requests. We appreciate your patience as we work to serve you; rest assured we are on the case!

Please note that the Customer Experience Team is in the office between 8am and 4pm Eastern Time, excluding weekends and national holidays.

Thank you! Digital Dream Labs

Digital Dream Labs Support Team <support@digitaldreamlabs.com>

Wed, Jun 22, 2022 at 7:15 AM

1.13

We sincerely apologize for the inconvenience. We are working around the clock to prepare your Butter Robot; we provide smaller updates once a week or as soon as possible via our Butter Robot State of Manufacturing Article, available 24/7 here: https://support.digitaldreamlabs.com/article/513-state-of-manufacturing-butter-robot

We will strive to also send email updates when major breakthroughs occur. Make sure you are signed up for updates via this page if you'd like to receive emails: https://news.digitaldreamlabs.com/preferences

Before I cancel your order, I would like to reiterate that you claimed your Butter Robot at a very good discounted price which is at least \$100 less than the original price of the robot, and you will also be getting your order months ahead of mass retail shipping.

Do you still want to cancel the order?

How would you rate my reply? Great Okay Not Good

Muhammad
Customer Experience Specialist
Digital Dream Labs, LLC

Wed, Jun 22, 2022 at 1:38 PM

To: Digital Dream Labs Support Team <support@digitaldreamlabs.com>

Ok I will keep the order, but I need to change the shipping address because I have moved. Here is my new address:



Thanks.

[Quoted text hidden]

## **Digital Dream Labs Support Team** <support@digitaldreamlabs.com> To:

Wed, Jun 22, 2022 at 1:47 PM

Hi

Thanks for your response. I have updated your address as follows;

As always, should any other queries arise, please do not hesitate to contact us.

Have a pleasant day.

How would you rate my reply?
Great Okay Not Good

Bushra

**Customer Experience Specialist** 

Digital Dream Labs, LLC

On Wed, Jun 22, 2022 at 1:38 PM EDT > wrote:

Ok I will keep the order, but I need to change the shipping address because I have moved. Here is my new address:



Thanks,

On Wed, Jun 22, 2022 at 7:14 AM EDT, Digital Dream Labs Support Team <support@digitaldreamlabs.com> wrote:



We sincerely apologize for the inconvenience. We are working around the clock to prepare your Butter Robot; we provide smaller updates once a week or as soon as possible via our Butter Robot State of Manufacturing Article, available 24/7 here: https://support.digitaldreamlabs.com/article/513-state-of-manufacturing-butter-robot

We will strive to also send email updates when major breakthroughs occur. Make sure you are signed up for updates via this page if you'd like to receive emails: https://news.digitaldreamlabs.com/preferences

Before I cancel your order, I would like to reiterate that you claimed your Butter Robot at a very good discounted price which is at least \$100 less than the original price of the robot, and you will also be getting your order months ahead of mass retail shipping.

Do you still want to cancel the order?

Muhammad
Customer Experience Specialist
Digital Dream Labs, LLC
[Quoted text hidden]

Tue, Sep 27, 2022 at 3:24 PM

To: Digital Dream Labs Support Team <support@digitaldreamlabs.com>

Hello, I have changed my mind and would like to proceed with cancelling my order.

Thanks.

[Quoted text hidden]

Digital Dream Labs Support Team <support@digitaldreamlabs.com>

Tue, Sep 27, 2022 at 3:24 PM

Hello

To:

Thank you for contacting Digital Dream Labs!

Your ticket has been received successfully. Please be aware that we are currently working with a high volume of requests. We appreciate your patience as we work to serve you; rest assured we are on the case!

Please note that the Customer Experience Team is in the office between 8am and 4pm Eastern Time, excluding weekends and national holidays.

Thank you! Digital Dream Labs

<u>Digital Dream Labs Support Team <support@digitaldreamlabs.com></u>

Wed, Sep 28, 2022 at 7:07 AM

1.13

Hi

We sincerely apologize for the inconvenience. We are working around the clock to prepare your Butter Robot; please see the updated Butter Robot State of Manufacturing Article, here: https://support.digitaldreamlabs.com/article/513-state-of-manufacturing-butter-robot

We will strive to also send email updates when major breakthroughs occur. Make sure you are signed up for updates via this page if you'd like to receive emails: https://news.digitaldreamlabs.com/preferences

Before I cancel your order, I would like to reiterate that you claimed your Butter Robot at a very good discounted price which is at least \$100 less than the original price of the robot, and you will also be getting your order months ahead of mass retail shipping.

Do you still want to cancel the order?

How would you rate my reply?
Great Okay Not Good

--Muhammad Customer Experience Specialist Digital Dream Labs, LLC

[Quoted text hidden]

Wed, Sep 28, 2022 at 7:09 AM To: Digital Dream Labs Support Team <support@digitaldreamlabs.com> Yes please cancel, thank you [Quoted text hidden] Wed, Oct 5, 2022 at 2:14 PM To: Digital Dream Labs Support Team <support@digitaldreamlabs.com> Checking in on this. When can I expect the refund? Thanks, [Quoted text hidden] Mon, Oct 17, 2022 at 9:18 PM To: Digital Dream Labs Support Team <support@digitaldreamlabs.com> Hello, i have not received a response in weeks. When can I expect the refund? Thanks, [Quoted text hidden] Mon, Oct 24, 2022 at 8:18 AM To: Digital Dream Labs Support Team <support@digitaldreamlabs.com> Hello, can you process the refund please? Thank you, [Quoted text hidden] Thu, Dec 1, 2022 at 1:05 PM To: Digital Dream Labs Support Team < support@digitaldreamlabs.com> Hello, I confirmed I wanted the refund on September 28. It is now December and I have not received any response. Can you please let me know of the status? Thanks, [Quoted text hidden] Thu, Jul 20, 2023 at 4:07 PM To: Digital Dream Labs Support Team <support@digitaldreamlabs.com> Hi, how are you doing today? [Quoted text hidden]



### Order #26260 confirmed

1 message

Digital Dream Labs <noreply@digitaldreamlabs.com>

Sun, Nov 15, 2020 at 11:23 AM

То

# Digital Dream Labs

ORDER #26260

## Thank you for your purchase!

Hi we're getting your order ready. If your product is a digital purchase, it may take up to 24 hours to be applied. If it is physical, it will be shipped soon! Thank you and have a great day!

or Visit our store

View your order

### Order summary

The Butter Robot × 1	\$147.00
The Batter Respect	<b>*********</b>

Subtotal	\$147.00
Shipping	\$0.00
Taxes	\$0.00

Total \$147.00 USD

### **Customer** information

Shipping address

Billing address





Shipping method Free Shipping Payment method
Paypal — \$147.00

If you have any questions, please Contact Us



#### Re: Refund order 26260

4 messages

Digital Dream Labs Support <support@digitaldreamlabs.com> To:

On Wed, Sep 28, 2022 at 7:10 AM EDT,

Yes please cancel, thank you

Thu, Dec 15, 2022 at 11:00 AM

> wrote:

Hello

This is Bushra with Digital Dream Labs. Thank you for writing in - I understand you are seeking a refund for your order. We are processing order changes, including refunds, as quickly as we can in the holiday season. Your Case Number is 359238 and will be held open until your request is fulfilled.

Please bear in mind that due to the volume of tickets we receive daily, additional emails may lengthen the processing time, but we will process this as soon as we are able.

How would you rate my reply? Great Okay Not Good

Bushra

**Customer Experience Specialist** 

Digital Dream Labs, Inc.

On Thu, Dec 1, 2022 at 1:05 PM EST, > wrote: Hello, I confirmed I wanted the refund on September 28. It is now December and I have not received any response. Can you please let me know of the status? Thanks, On Thu, Nov 17, 2022 at 12:27 PM EST, Hello, is there an update on this? I have not received a response in over a month. Thanks On Fri. Oct 28, 2022 at 1:19 PM EDT. I want to cancel my order 26260 and get a refund. I've asked about this a month and got no response On Mon. Oct 24, 2022 at 8:21 AM EDT. > wrote: Hello, i already have an email with support but they have not responded in almost a month. I need to cancel order 26260 Thanks. On Mon, Oct 24, 2022 at 8:18 AM EDT, ( wrote: Hello, can you process the refund please? Thank you, On Mon, Oct 17, 2022 at 9:18 PM EDT, > wrote: Hello, i have not received a response in weeks. When can I expect the refund? Thanks. On Wed, Oct 5, 2022 at 2:14 PM EDT, wrote: Checking in on this. When can I expect the retund? I nanks,

	a marketing email for your new product, but nothing on this product.	
Hello, anothe	er 2 months has gone by. At this point it's 8 months since I asked for a refund.	
To: Digital Drea	am Labs Support <support@digitaldreamlabs.com></support@digitaldreamlabs.com>	Mon, Apr 3, 2023 at 12:41 PM
<del>у</del>		Man Ann 2 2000 at 40,44 DM
It has been 2 [Quoted text hidd	2 months since the last reply, and 6 months total since I requested the refund.	Please process my refund.
Hello,		
_	am Labs Support <support@digitaldreamlabs.com></support@digitaldreamlabs.com>	
T D: 11 LD	> 10 lb 11 l	Mon, Feb 13, 2023 at 1:29 PM
	Customer Experience Specialist  Digital Dream Labs, Inc	
	 Muhammad	
	Do you still want to cancel the order?	
	getting your order months ahead of mass retail shipping.	io robot, and you mil also so
	Before I cancel your order, I would like to reiterate that you claimed you discounted price which is at least \$100 less than the original price of the	
	We will strive to also send email updates when major breakthroughs o up for updates via this page if you'd like to receive emails: https://newscom/preferences	
	We sincerely apologize for the inconvenience. We are working around Butter Robot; please see the updated Butter Robot State of Manufacturing https://support.digitaldreamlabs.com/article/513-state-of-manufacturing	ring Article, here:
	On Wed, Sep 28, 2022 at 7:07 AM EDT, Digital Dream Labs Support <su wrote: Hi</su 	pport@digitaldreamlabs.com>

Yet another 2 months has gone by. It's been over 10 months. It's appalling that i haven't even gotten a response or update. Please provide me the refund. I would even accept another one of your products as a replacement. I just want to be done with this.

Thanks,

[Quoted text hidden]



#### Re: Refund Order #26687 - Butter Robot

Mon, Oct 2, 2023 at 9:29 PM

To: Digital Dream Labs Support <support@digitaldreamlabs.com>

Angelie,

I am writing to inform DDL that I am submitting a consumer complaint with the Pennsylvania Attorney General's office for your company's failure to provide a refund instead of filing a small claim in DC.

I am asking for the following:

"I would like Digital Dream Labs, LLC to refund me the amount of \$147.00 USD to my original payment method (Credit Card). I would also like Digital Dream Labs LLC to send written notification (email) with the date the refund request is complete."

Thank you.

R/

On Thu, Sep 28, 2023, 1:07 PM (Angelie,

wrote:

I am proceeding with small claims court.

Please send me the contact of your legal representative to receive formal notice of this action.

Thank you.

R/

On Wed, Sep 27, 2023, 8:07 PM Digital Dream Labs Support <support@digitaldreamlabs.com> wrote:

Hi

Good day!

Thank you for contacting DDL support in regard to your refund request. We apologize for the delay.

We already submitted your request. We are now waiting for our finance team to apply for the refund on the original payment method on file. It may take longer than usual to be completed as we processed it in order based on the time of the request.

We will make sure to notify you once the refund request is completed. We appreciate your patience throughout this process.

If you need additional assistance in the future, please do not hesitate to reach us at any time. We highly appreciate your feedback.

Warm regards,

Angelie

Digital Dream Labs, Inc

		would you rate my reply? at Okay <mark>Not Good</mark>
C		Ved, Sep 27, 2023 at 1:41 PM EDT, separate separ
	Ιh	ave not received a refund to my account.
		ease put me in contact with your legal department or representative. I will send a letter to your point of contact, and en initiate a claim in the DC Small Claims Court, where I am a resident.
	R/	
		n Tue, Sep 5, 2023 at 7:16 PM EDT, Digital Dream Labs Support <support@digitaldreamlabs.com> wrote: Hi ■■,</support@digitaldreamlabs.com>
		This is Angelie from DDL Support. We're incredibly sorry for the delay in processing the refund requests.
	,	We already forwarded your request to our finance team.
	1	Please know that we are still working on multiple tickets regarding Vector, Cozmo, and Butter Robot refunds. It may take longer than usual to be completed as we processed it in order based on the time of the request. We will let you know once the refund has been processed on the details below.
		Refund request Order #: 26687 Original payment method Name on the card:
	,	We appreciate your patience throughout this process.
		If you need additional assistance in the future, please do not hesitate to reach us at any time. We highly appreciate your feedback.
	,	Warm regards,
		<del></del>
	4	Angelie
		Digital Dream Labs, Inc On Sun, Sep 3, 2023 at 3:57 PM EDT, September 1997 September 2015 Septe
		I have waited for a refund and it has not appeared yet since my last email. I have communicated with my bank about this issue.
		I will be very clear to avoid miscommunication, please excuse the terseness below:
		1) Proceed with the refund immediately if you have not done so yet.
		2) Reply by email with confirmation of the amount refunded and the date that you (as the merchant) took action to refund the transaction to the original payment method.
		If you are unwilling to do #1 and #2, let me know as soon as possible.
		R/

On Fri, Aug 18, 2023 at 12:06 AM EDT, Digital Dream Labs Support <support@digitaldreamlabs.com> wrote:

We understand your decision. The refund will be going back to the original payment method. If you no longer have a credit card/debit card, please contact your bank to ensure your refund will be applied to your account. We

can only refund back to the original payment method.

Once a refund is processed, we can only issue it to your original form of payment. We are unable to re-issue funds to a different card, account, or payment method.

If you used a card that was canceled, lost, or expired, please get in touch with your bank to inform them of the incoming refund. Your bank should be able to reroute the payment to your new card, or a different banking account, or mail a physical check to you. If you paid with a prepaid card, most banks will either process your refund to the original card or provide a replacement.

Thank you for your understanding and patience throughout this process. Please let us know if we can proceed with the refund.

Warm regards,

Angelie

Digital Dream Labs, Inc
On Thu, Aug 17, 2023 at 9:12 PM EDT,
Hello.

> wrote:

Thank you for your response.

Even so, I would like to proceed with a refund.

Please send me a confirmation when the refund is being processed.

Have a good day,

On Wed, Aug 16, 2023 at 8:18 PM EDT, Digital Dream Labs Support <support@digitaldreamlabs.com> wrote:

I hope this message finds you well. Thank you for reaching out to our support team—I'm here to assist you with any concerns you have in the most supportive way possible.

I understand that you're eager to receive The Butter Robot, and I want you to know that your anticipation is greatly appreciated. As we're currently in the development phase, I regret to inform you that we don't have a specific shipping date to provide at this time. However, please rest assured that we are actively working on bringing this exciting product to fruition.

Your patience during these development and production delays does not go unnoticed. We truly value your commitment and dedication to being among the first to experience the remarkable capabilities of The Butter Robot. As a small and growing business, your support means a lot to us, and we are grateful for your endurance throughout this process.

If you're interested, we recently hosted a webinar where we discussed the current status of our products and provided updates on release dates. You can watch the recording of the webinar by following this link: State of Robotics April Q2 2023

Please remember that your ongoing support is pivotal as we work to bring The Butter Robot to the world. If you have any further questions or inquiries, please don't hesitate to reach out to us.

Wishing you a wonderful day ahead!

Best regards,

Angelie

Digital Dream Labs, Inc
On Wed, Aug 16, 2023 at 3:59 PM EDT,
Hello,

> wrote:

Please refund my order (#26687) for the butter robot to my credit card.

I am requesting the refund because of an almost 3 year wait and my loss in confidence for your company to deliver the product.

Thank you for your time,

On Mon, Nov 16, 2020, 3:27 PM Digital Dream Labs <noreply@digitaldreamlabs.com> wrote:

# Digital Dream Labs

ORDER #26687

## Thank you for your purchase!

we're getting your order ready. If your product is a digital purchase, it may take up to 24 hours to be applied. If it is physical, it will be shipped soon! Thank you and have a great day!

View your order or Visit our store

### Order summary

The Butter Robot × 1

\$147.00

Subtotal	\$147.00
Shipping	\$0.00
Taxes	\$0.00

Total

\$147.00 USD

### Customer information

Shipping address

Billing address

