

Ahmad Behroozian 0

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## Trade Dispute Complaint Info

**Pending**

Complaint ID: **TDC202604082216119985**

Cancel complaint

### The Respondent's Information

Respondent's Company Name: SH Brother Co., Ltd.

Respondent's Email Address: info@brothermedical.com

Respondent's Company Website: www.brothermedical.com

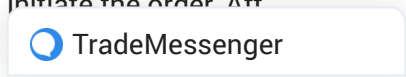
### Complaint Details

Product Name: Manual and power wheelchairs

Transaction Amount: USD 3195.00


Complaint Type: Suspected of fraud

Dispute Description: Castle Mobility LLC entered into a transaction with Brother Medical (Shanghai) (also known as Shanghai Brother Medical Manufacture) for the purchase of medical equipment. The supplier presented themselves as a reliable manufacturer, promising production and delivery within one month. Based on these representations, a deposit was made to initiate the order. After payment was



r failed to meet the agreed timeline. More than three months passed with out delivery of the goods, and no clear or reliable delivery date was provided. Communication became inconsistent, and the supplier ultimately did not fulfill the order. When a refund was requested, they were not willing to return the money. As a result, the transaction remains unresolved, with goods not delivered and payment not returned.

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Evidence Files:  [Supplier email before disappearing.pdf](#)

[Deposit 3150USD.jpg](#)


 [Signed Quote.pdf](#)

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