ORDER PLACED
Nov 26, 2022 10:13 AM CT

[redacted]

Security Biometric Safe Box, Steel Lock Box hand Gun Safe with Fingerprint Keypad Access - Perfect for Home/Office/Hotel, Secure Pistols, Documents, J

Order Details

YOUR CONVERSATION WITH

## SECURITY SAFE

Mar 12, 2023 9:27 PM

Hi [redacted]
Seller SECURITY SAFE has a message for you.
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Message from seller SECURITY SAFE:
Thank you for purchasing from our brand, BBRKIN, on Amazon. On March 9, 2023 you left the following review of our product:
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DANGEROUS! DO NOT PURCHASE! UNSAFE!
THIS SAFE IS THE FARTHEST THING FROM SAFE!!! My six year old son was able to place his finger on the touch pad and gain access to the unloaded pistols that were inside. He ended up taking my .22 pistol and clip to school in his backpack. We are devastated by this, and very grateful nobody ended up getting hurt. My six year old may not be able to return to that school at all, or is looking at an expulsion for a minimum of a year! I purchased this safe in confidence upon seeing its high rating. The police investigated and determined there was no negligance on our part, as we took the necessary steps to protect our family and community, and rather the safe was malfunctioning. I WANT THIS PRODUCT REMOVED FROM ALL RETAILERS! Based on the negative reviews of the safe, this is a known issue. BBRKIN should be held responsible for their product. In speaking with an attorney it is sad that we live in a world where someone would have to be injured to hold this manufacturer accountable. I WANT THI
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We'd like to address any issues or concerns you have. Your satisfaction is important so please contact us by replying to this email and we'll work to resolve your issues.
Best regards,
BBRKIN
Please note – sellers are not allowed to ask for a customer's personal information including email or phone number: and you are not expected to change your review due to this outreach or any potential resolution.

YOUR CONVERSATION WITH

## SECURITY SAFE

Mar 12, 2023 9:50 PM

Hi [redacted]
I am sorry for the inconvenience.
you may did not register your own fingerprint successfully, the safe is still in default mode, so any fingerprint can open the door.
please press the reset button once (do not hold) before you register your fingerprint.
please try again,thanks
Lucy

Thank you for your feedback!

YOUR CONVERSATION WITH

**SECURITY SAFE**

Mar 13, 2023 12:25 PM

Lucy,

Thank you for reaching out on behalf of security safe and bbrkin. While I am aware the safe can be reset, I am concerned on how it came to be reset to default settings. I followed all of the initial setup instructions; upon completion and before securing my weapons in the safe,I had my wife test her finger prints to ensure that she could not gain access, and we found she was unable to. The safe had not been accessed again since the day I first received it back on 12/6/22. Then on 3/6/23 my six year old is able to place his finger on pad and gain access to the unloaded pistol inside, and takes it to school. This incident has caused much anger and outrage within our community and has tarnished our reputation. I understand that accidents happen, and no one is perfect, however it does seem that there are several reviews of this product noting the same issue. One said review given by rbenoist gave a 4* rating but in detail describes how after setting up his prints the safe defaulted and they attempted to reset the safe, and notes its a really bad reader, and you rectified the situation by sending them a new safe. I have attached reviews that (I am sure you are aware of and have hopefully already addressed), that point to the same or similar issues. We are upset that we took the necessary precautions to prevent this from happening in our home, and it was unfortunately the reason it happened. While we are happy that you have reached out in an attempt to resolve our issue, I am unsure of how you will be able to do so. We do not want a new safe, and our concern is protecting our child who is also a victim of circumstance. He is potentially looking at being expelled for a minimum of a year, he's six... and can't comprehend or understand the gravity of what he has done, but also should have never been able to gain access. We are grateful the weapons inside were not loaded and no one was hurt. I really just don't want anyone to have to go through what we are going through emotionally. It has been stressful and honestly devastating to us. There have been way too many incidents regarding guns in schools, and cannot believe that we now have to defend ourselves and our son due to this unfortunate occurrence. Your companies help is appreciated in whatever form Security Safe and BBRKIN deem necessary or can contribute in the resolution of this matter.

Attachments:
BBRKIN GUN SAFE AMAZON CUSTOMER REVIEWS.pdf

characters remaining: 4000

Write your response to the seller here. Please limit your response to less than 4000 characters. For your security, do not include any personal information including email addresses, physical addresses, phone numbers or credit card numbers in your message.

Mar 13, 2023 7:39 PM

Hi [redacted]
I am very sorry.
previously if the safe is still in default mode, any fingerprint can open the door. Today I have contacted the manufactur and our QC to check/test this product. Two months ago we updated the chip program that the safe can only open it until users have registered fingerprints successfully. Users can not open the safe when it is in default mode/received the safe.
I appreciate it if you can accept a replacement. If not, we will give you full refund.
Sincerely,
Lucy

Did this solve your problem?

Yes No

character