

## **CHARGEBACK TEMPLATE:**

**For**

**CUSTOMER NAME:** Steven Meheen

**TRANSACTION ID:** ch\_1l8Ta7JpVNdiySdxmFn7RvYE

**PROJECT NAME:** Element

**REASON CODE:** 13.6 Credit Not Processed

<b>Merchant Name:</b> Digitaliconix <b>Chargeback Date:</b> Feb 11, 2021 5:21 AM <b>Credit Card Type:</b> Visa <b>Reason:</b> 13.6 Credit not processed	<b>Transaction Date &amp; Time:</b> Jan 11, 2021 10:49 AM <b>Transaction ID:</b> ch_1l8Ta7JpVNdiySdxmFn7RvYE <b>Transaction Amount:</b> \$1,568 <b>Credit Card Number:</b> •••• 1054
--	---

We hereby submit this response to the above referenced chargeback and request a reversal for the following reason(s):

**THIS PURCHASE MEETS ALL VISA/MC GUIDELINES FOR AN AUTHORIZED CHARGE.**

The customer provided their consent for this billing and is currently benefiting from this charge.

- The customer was provided with proper disclosure of a cancellation/refund/renewal policy. Please reference attached documents (e.g., "Electronic Signature" and "Terms and Conditions") to prove the fact that this transaction is contingent upon their specific acknowledgement, approval, and agreement with the terms and conditions related to this offer
- The customer was made aware of the refund policies for online orders in accordance with MC/VISA Operating Regulations Vol. I, 5.2.R.4a which requires that the Merchant's refund policy be communicated to the customer during the order process and require the customer to select "click to accept" or the affirmative button to acknowledge the policy. Please note the page attached herein for a copy of this requisite action as a contingency for ordering.
- Customer was provided with notice from the Merchant at least 10 days prior to the billing; additionally, they were given the opportunity to cancel their account at any time and prevent continuing renewal from taking course. Visa mandates that the customer is able to cancel at a NY time. Per Visa and MC, Cancellation requests take effect immediately (not retroactively affecting past transactions).
- Customer is STILL BENEFITING from the product they received in exchange for this transaction

**Case Summary:**

According to our records, Steven Meheen came aboard our website on January 12, 2021. He visited our website and purchased our Diamond Package - \$595, Logo Copyrights - \$199, Business Card Designs - \$25 and Letterhead design services - \$19 and the total amount that he paid was \$838.

The Diamond Package consisted of the following features:

**Diamond Package:**

- Unlimited Logo Concepts
- Unlimited Revisions
- 5 Page Website (WordPress)
- FREE Icon Design
- FREE Grayscale Format
- FREE Color Options
- FREE File Formats (JPEG, PNG, PDF, PSD, EPS, AI, TIFF)
- FREE Social Media Banner

- FREE 21 Logo Sizes
- 6 Creative Designers
- Dedicated Account Manager
- Fastest Turnaround Time

After receiving his information, one of our representatives contacted him for further discussion over his requirements. He elaborated his requirements to us and thereafter, he upgraded his order and purchased 2 Years hosting plan for \$720 along with 10 business emails for \$10. Thus, the total cost went up to \$1,568 and after he paid for the additional services, we forwarded him a combined invoice for all the purchases which he made and proceeded with working over his project.

On January 12, 2021, we forwarded him the initial sample designs of his logo and requested him to forward us his feedback. He did contact us back but he was not very impressed with our efforts. Hence, we contacted him and discussed over his requirements and after noting down the changes, we proceeded with revising his logo design. On January 15, 2021, we forwarded him the updated samples of his logo designs and waited for his feedback. However, he was still not satisfied and demanded a revision. So, we instructed our team of designers to work as per Steven's guidance and forwarded him the revised version of his logo designs on January 18, 2021. Yet again, he was still not pleased with our efforts so in order to meet up to his expectations, we initiated our revision process and forwarded him the updated files on January 19, 2021.

After forwarding him the revised files, we waited for his feedback but as soon as he contacted us back, the response was still the same and he showed dissatisfaction towards those samples as well. Therefore, one of our senior resources coordinated with him. He had a detailed discussion with him over his requirements and thereafter, after getting a detailed elaboration from him over his desires we forwarded him the updated designs with the website layout on January 21, 2021. He then involved one of his team members for his website project and his team member approved the website layout on January 26, 2021. We kept working over his logo design and in the meantime, we also kept him updated over his website design and forwarded them the demo link on January 28, 2021. On February 5, 2021, they forwarded a PowerPoint file as an example for the content of his website. They gave us multiple options to choose from, therefore our team worked as per those options and we forwarded them the updated demo link on February 8, 2021. During the time we worked on their website, they also requested multiple revisions over the logo design and we forwarded them the last revised logo design on the same day i.e. February 8, 2021.

Later on the same day, he responded back to us with his feedback and stated that, he was not satisfied at all with our efforts and demanded a full refund. Thus, we apologized for the inconvenience that he faced and explained him that to begin with, he kept requesting revisions over his logo design but never actually explained us that how exactly did he want us to proceed with working over them. On top of that, Steven's team mate approved the website layout and asked us to proceed with working over its development but on the other hand, Steven himself was not satisfied with that even. Besides that, as per our pre-advertised terms and conditions that they agreed upon placing the order, it clearly stated that,

**"Go Design Inc.'s refund policy will be nil if;**

- **You have demanded revisions.**

- The client will not be entitled to any refunds after 15 days, from the date of purchase.
- Services including but not limited to Social Media, SEO, Domain Registration and Web Hosting are not entitled to refunds under any circumstances.
- In case of websites, refunds will not be entertained once the client has approved the layout design and the website is sent for development.”

For further reference to our **TERMS & CONDITIONS**, please visit the below mentioned link:

<https://www.godesignsinc.com/terms-conditions/>

Henceforth, we would appreciate it if this dispute could be reverted as we tried our best to satisfy Steven’s requirements but, he was not willing to cooperate with us and on top of that, we have mentioned screenshots below of our conversation with him as a proof of our efforts to satisfy him.

Furthermore, we would highly appreciate your cooperation over this, as this dispute is filed under the reason as “**CREDIT NOT PROCESSED**” and we never committed a refund to him over calls or emails. Therefore, your consideration over this would be extremely appreciated.

Thank You.

**Note:** The chat, email, and other correspondence with the customer are mentioned below in chronological order

**BILLING ADDRESS FOR CUSTOMER ON RECORD / SHIPPING ADDRESS FOR CUSTOMER ON RECORD**

<b>Customer First Name:</b> steve <b>Customer Last Name:</b> meheen <b>Customer Email:</b> smeheen@elementresources.com <b>Phone Number:</b> 8328686322 <b>Address:</b> 914 Main St <b>City / Country:</b> Houston, US <b>State:</b> Texas <b>Zip Code:</b> 77002	<b>Customer First Name:</b> Steve <b>Customer Last Name:</b> Meheen <b>Address:</b> 914 Main St <b>City / Country:</b> Houston, US <b>State:</b> Texas <b>Zip Code:</b> 77002
--	--

**Customer Authorization Notes:**

1. As of today's date, we have no proof any approved cancellation request prior to this charge
2. Billing & Shipping Information match
3. Identification details of the customer were verified through Melissa Data (geo identity verification)
4. Verified I.P. (Internet Protocol) Address from their computer where they redeemed this service matches their geo-location.
5. Confirmed Delivery Confirmation Receipt with AVS match of card holder's name, address and zip code.

**Historical Detail Related to Cardholder:**

Below are the related details researched and discovered that relate to the communication history of this customer on record. Please be advised that recorded activities are maintained within the merchant's customer relationship management software and exist in physical form as additional tactical supporting evidence

**CHARGEBACK REASON: 13.6 Credit Not Processed**

The customer claims that the purchased product was returned or the transaction was otherwise canceled, but you have not yet provided a refund or credit.

**Required to overturn dispute:** Demonstrate that you've issued a refund to your customer through other means or that they aren't entitled to one. You can't issue one while a payment is being disputed. If you believe that they were entitled to a refund that you didn't provide, you can accept the dispute.

**How to respond:** The first thing you should do is contact your customer. If you understand what their complaint is, you may be able to explain the misunderstanding or resolve it. If you're able to resolve the issue with your customer, you can ask that they withdraw the dispute.

In addition to the following evidence, your submission should include correspondence with the cardholder saying they would withdraw the dispute, and a written statement from their card issuer confirming that the dispute has been withdrawn.

## Invoice:



Billing Department

## INVOICE

## From:

E: info@godesignsinc.com

W: www.godesignsinc.com

P: +1 (213)587-6816

## Bill to:

Steve Meheen

P: +1 (832)868-6322

E: smeheen@elementresources.com

**TOTAL**  
**\$1568.00**

Category: Design Services

Invoice No. GO-00001912

For The Month : 11 January, 2021

#	Services	Price
01	Diamond Package	\$595.00
02	Logo Copyrights	\$199.00
03	Business Card	\$25.00
04	Letter Head	\$19.00
05	2 Year Hosting	\$720.00
06	10 Emails	\$10.00
Total (\$)		1568.00

NA

Nick Anderson (Teamwork)

12 Jan

Hi Steve,

Hope you are doing well,

I have attached the initial drafts for your Logo. Need your feedback!

Regards,  
Nick.

8 attachments - Hide (Download all)

Element\_UF\_01.jpg  
551KB

Element\_UF\_02.jpg  
603KB

Element\_UF\_03.jpg  
613KB

Element\_UH\_01.jpg  
580KB

Element\_UH\_02.jpg  
574KB

Element\_UH\_03.jpg  
539KB

Element\_UH\_04.jpg  
603KB

Element\_UH\_05.jpg  
624KB

PM

Project Management (Teamwork)

11 Jan

Dear Steve Meheen,

Thank you for placing your order with Go Design Inc..

We would like to inform you that we have successfully received your order and we are working on it.

To ensure undivided attention and quality service, a dedicated account manager will be marked for this project who will get in touch with you shortly.

Please fill out the questionnaire, [click here!](#)

If you have any questions or concerns, please feel free to contact us via email [info@godesignsinc.com](mailto:info@godesignsinc.com) we will be happy to assist you.

Regards,  
Support Team,  
(213) 587-6816  
Go Design Inc..

NA

Nick Anderson (Teamwork)

15 Jan

Hi Steve,

Attached are the more revised concepts for the logo.

Regards,  
Nick.

4 attachments - Hide (Download all)

Element\_AH\_01.jpg  
697KB

Element\_AH\_02.jpg  
718KB

Element\_RV-01\_UH\_01.jpg  
664KB

Element\_RV-01\_UH\_02.jpg  
858KB

SM

Steve Meheen (Go Designs Inc.)

13 Jan

Nick,

The Team prefers our current logo over these..... none of them are in our opinion are anything we would work on further

SM

Steve Meheen (Go Designs Inc.)

12 Jan

Hi Nick

I have sent this out to my team to have a look at

FOR ANY ISSUES OR ADDITIONAL DETAILS NEEDED, PLEASE CONTACT US BY EMAIL



SM

Steve Meheen (Go Designs Inc.)

18 Jan

@

...

Commented on these last week.....

👤

2

NA

Nick Anderson (Teamwork)

18 Jan

@

...

Hi Steve,

Hope you had a great weekend,

I have attached the revised design for your logo. Looking forward to getting your feedback.


Regards,  
Nick.


📎

2 attachments

Hide

(Download all)

Element\_RV-02\_UH\_01.jpg  
690KB

Element\_RV-02\_UH\_02.jpg  
786KB

SM

Steve Meheen (Go Designs Inc.)

15 Jan

@

...

Nick


The attached has some promise

Font needs to change to what we used..... and would like to see the name wrapped around the circle

📎

1 attachment

Hide

Element\_RV-01\_UH\_01.jpg  
677KB

SM

Steve Meheen (Go Designs Inc.)

19 Jan

@

...

Dwayne,

Our existing logo is still on top..... but 30% of the Team would like to see AH-01 further refined:

- Correct misspelling in the slogan
- Versions with / without slogan
- Bubbles should be lighter in the center, darkening to the edges
- Widen the color palette, more / different hues of blues / greens

Thank you

DS

Dwayne Star (Teamwork)

19 Jan

@

...

Hello **Steve**,

Hope you are doing great!

Please find attached for the **New Logo Concepts** and let me know your reviews on it. Please send us the **Web Questionnaire** which I shared yesterday with you so we can start working on the website as well.

Let me know if you have any questions.


Thanks,  
**Dwayne.**


📎


8 attachments


Hide


(Download all)


Element\_RV-03\_UH\_01.jpg  
650KB


Element\_RV-03\_UH\_02.jpg  
736KB


Element\_RV-03\_UH\_03.jpg  
702KB

Element\_RV-03\_UH\_04.jpg  
558KB

Element\_Rev\_01\_AH\_01.jpg  
661KB

Element\_Rev\_01\_AH\_02.jpg  
758KB

Element\_SA\_01.jpg  
581KB

Element\_SA\_02.jpg  
651KB

SM

Steve Meheen (Go Designs Inc.)

18 Jan

Nick

I am not exactly happy with this..... these logo's are very amateurish, like what I can get off a free logo contest

What is the company phone number and who is in charge?

2

SM

Steve Meheen (Go Designs Inc.)

18 Jan

Thank you... same comment on Font... would like to see bubbles slightly darker also

2

NA

Nick Anderson (Teamwork)

18 Jan

Hi Steve,

That was a different concept.

Regards,  
Nick.

SM

Steve Meheen (Go Designs Inc.)

19 Jan

Dwayne,

Our existing logo is still on top..... but 30% of the Team would like to see AH-01 further refined:

- Correct misspelling in the slogan
- Versions with / without slogan
- Bubbles should be lighter in the center, darkening to the edges
- Widen the color palette, more / different hues of blues / greens

Thank you

2

DS

Dwayne Star (Teamwork)

19 Jan

Hello **Steve**,

Hope you are doing great!

Please find attached for the **New Logo Concepts** and let me know your reviews on it. Please send us the **Web Questionnaire** which I shared yesterday with you so we can start working on the website as well.

Let me know if you have any questions.

Thanks,  
**Dwayne.**

8 attachments - Hide (Download all)

Element\_RV-03\_UH\_01.jpg

650KB

Element\_RV-03\_UH\_02.jpg

736KB

Element\_RV-03\_UH\_03.jpg

702KB

Element\_RV-03\_UH\_04.jpg

558KB

Element\_Rev\_01\_AH\_01.jpg

661KB

Element\_Rev\_01\_AH\_02.jpg

758KB

Element\_SA\_01.jpg

581KB

Element\_SA\_02.jpg

651KB

DS

Dwayne Star (Teamwork)

19 Jan

Hello **Steve**,

Hope you are doing great!

Please find attached for the **Revised Logo Concepts** and let me know your reviews on it.

Let me know if you have any questions.

Thanks,  
**Dwayne.**

4 attachments - Hide (Download all)

Element\_Rev\_02\_AH\_03.jpg

642KB

Element\_Rev\_02\_AH\_04.jpg

573KB

Element\_Rev\_02\_AH\_02.jpg

674KB

Element\_Rev\_02\_AH\_01.jpg

603KB

DS

Dwayne Star (Teamwork)

19 Jan

Hello **Steve**,

Sounds great! I'll ask my team to revise the logo and will share it with you as soon as possible.

Thanks,  
**Dwayne.**

2



**Dwayne Star** <dwayne@godesignsinc.com>  
to smeheen ▾

Mon, Jan 18, 5:36 PM ☆ ↶ ⋮

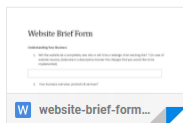
Hello **Steve**,

Hope you are doing good!

Please find attached for the **Web Questionnaire**, which needs to be filled out and sent back to us so we can start working on the website.

Let me know if you have any questions.

Thanks & Regards,



**Steven Meheen**  
to Hank, me ▾

Wed, Jan 20, 4:06 PM ☆ ↶

Swayne

Please see the attached and please include Hank on all communications.

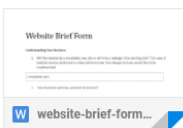
Thanks



**STEVEN MEHEEN**  
1000 LOUISIANA STREET  
SUITE 6975  
HOUSTON, TEXAS 77002  
USA

[SMEHEEN@ELEMENTRESOURCES.COM](mailto:SMEHEEN@ELEMENTRESOURCES.COM)  
+1 832 730 7375 DIRECT  
+1 832 868 6322 MOBILE  
[WWW.ELEMENTRESOURCES.COM](http://WWW.ELEMENTRESOURCES.COM)

\*\*\*



UI Design - Logo Design Inbox x

**Dwayne Star** <dwayne@godesignsinc.com>  
to Steven ▾

Thu, Jan 21, 10:27 AM ☆ ↶ ⋮

Hello Steve,

Hope you are doing great!

Please find attached for the **UI design** and the revised **logo concepts** and let me know your reviews on it.

The UI design is just to give you a look and feel of the website if you want to change any pictures in it or want to revise anything so please do let me know.

Thanks & Regards,



## 5 Attachments



**Steven Meheen**  
to me ▾

Thu, Jan 21, 11:21 AM ☆ ↶ ⋮

Looking for a few more examples of AH4 using Blues and greens in the color palette



STEVEN MEHEEN  
1000 LOUISIANA STREET  
SUITE 6975  
HOUSTON, TEXAS 77002  
USA

[SMEHEEN@ELEMENTRESOURCES.COM](mailto:SMEHEEN@ELEMENTRESOURCES.COM)  
+1 832 730 7375 DIRECT  
+1 832 866 6322 MOBILE  
[WWW.ELEMENTRESOURCES.COM](http://WWW.ELEMENTRESOURCES.COM)

\*\*\*



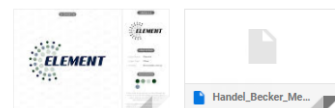
**Steven Meheen**  
to me ▾

Thu, Jan 21, 11:27 AM ☆ ↶ ⋮

Let's try a font change also

\*\*\*

## 2 Attachments



**Dwayne Star** <dwayne@godesignsinc.com>  
to Steven ▾

Jan 21, 2021, 2:22 PM ☆ ↶ ⋮

Hello Steve,

Hope you are doing great!

Please find attached for the revised **logo concepts** and let me know your reviews on it.


Thanks & Regards,

\*\*\*



## 4 Attachments




**Steven Meheen**  
to me ▾

Jan 21, 2021, 7:35 PM ☆ ↶ ⋮

Dwayne

Can we try it with the bubbles wrapping around through the areas marked in red?


Thank you




**STEVEN MEHEEN**  
1000 LOUISIANA STREET  
SUITE 6975  
HOUSTON, TEXAS 77002  
USA

[SMEHEEN@ELEMENTRESOURCES.COM](mailto:SMEHEEN@ELEMENTRESOURCES.COM)  
+1 832 730 7375 DIRECT  
+1 832 868 6322 MOBILE  
[WWW.ELEMENTRESOURCES.COM](http://WWW.ELEMENTRESOURCES.COM)

...



**Dwayne Star** <dwayne@godesignsinc.com>  
to Steven ▾

Jan 22, 2021, 10:06 AM ☆ ↶ ⋮


Hello Steven,

Hope you are doing great!


Please find attached for the revised logo concepts and let me know your reviews on it.

Thanks & Regards,


...




**Dwayne Star**  
832.868.7480  
dwayne@godesignsinc.com



2 Attachments



**Dwayne Star** <dwayne@godesignsinc.com>  
to Hank, Steven ▾

Jan 26, 2021, 8:47 AM ☆ ↶ ⋮

Hello Hank,

Hope you are doing good!


Thanks for your feedback, but right now we just want to know that do you like the layout of the website? you are telling me about the verbiage (content) of the website, when we'll be done with the development so then you can send me the content and we'll add it in to the website.

The UI design is just to give you a look and feel of the website, the verbiage (content) and the pictures can be revised and changed in the development phase.


Let me know if you have any questions.


Thanks & Regards,

...



**Dwayne Star**  
832.868.7480  
dwayne@godesignsinc.com



**Hank Robinson**  
to me, Steven ▾


Jan 26, 2021, 9:40 AM ☆ ↶ ⋮

The UI design looks pretty darn similar to our e-mails exchanges.

Lets move forward with a draft and we can modify, comment, etc from there.

Thx

...



Dwayne Star <dwayne@godesignsinc.com>

to Hank, Steven ▾

Jan 26, 2021, 8:47 AM ☆ ↶ ⋮

Hello Hank,


Hope you are doing good!

Thanks for your feedback, but right now we just want to know that do you like the layout of the website? you are telling me about the verbiage (content) of the website, when we'll be done with the development so then you can send me the content and we'll add it in to the website.



The UI design is just to give you a look and feel of the website, the verbiage (content) and the pictures can be revised and changed in the development phase.


Let me know if you have any questions.


Thanks & Regards,



Dwayne Star

 (832) 889-7480  
 dwayne@godesignsinc.com





Hank Robinson


to me, Steven ▾

Jan 26, 2021, 9:40 AM ☆ ↶ ⋮

The UI design looks pretty darn similar to our e-mails exchanges.

Lets move forward with a draft and we can modify, comment, etc from there.

Thx



Dwayne Star <dwayne@godesignsinc.com>

to Hank ▾

Jan 28, 2021, 10:53 AM ☆ ↶ ⋮


Hello Steven,

Hope you are doing great!



Here's the Website's Demo link (<http://element.customersdemo.com/>) please take a look at this if you want to change anything or want to add anything in it please let me know.


Let me know if you have any questions.


Thanks & Regards,



Dwayne Star

 (832) 889-7480  
 dwayne@godesignsinc.com





Steven Meheen


to me, Hank ▾

Feb 3, 2021, 8:01 AM (9 days ago) ☆ ↶ ⋮

Dwayne


It seems that we are essentially building the website, and your group is offering little hee, other than to polish up a website template we have built from scratch, very disappointing and honestly not worth the charges.... We still are awaiting work on the logo from you also....

I honestly do not see the value, we have discussed this before.....



STEVEN MEHEEN  
1000 LOUISIANA STREET  
SUITE 6975  
HOUSTON, TEXAS 77002  
USA

[SMEHEEN@ELEMENTRESOURCES.COM](mailto:SMEHEEN@ELEMENTRESOURCES.COM)  
+1 832 730 7375 DIRECT  
+1 832 868 6322 MOBILE  
[WWW.ELEMENTRESOURCES.COM](http://WWW.ELEMENTRESOURCES.COM)



**Dwayne Star** <dwayne@godesignsinc.com>  
to Steven, Hank ▾

Feb 3, 2021, 8:29 AM (9 days ago) ☆ ↶ ⋮

Hello **Steven**,

Hope you are doing great!



I am sorry I am not sure why you are waiting for the logos because I have already sent you the revised versions of the logo and haven't got any feedback from your side since then, please find attached for the snapshot in which you can see I have sent you the logos. We are building the website but obviously we will be needing the content from you if you ask anyone to build a website he will also ask you to provide with the content I am not sure why you are still not happy with the project and if you say because of the delay in project you are not satisfied so I am so sorry but whenever we ask you for the content or any feedback so we can move forward with the project you reply after so long so it's not our fault.


Let me know if you are still not satisfied with anything.

Thanks & Regards,

\*\*\*

...





**Steven Meheen**  
to me, Hank ▾

Feb 3, 2021, 8:39 AM (9 days ago) ☆ ↶ ⋮

We remarked that the color scheme was not yet acceptable...


And yes, not happy at all

Have done websites before, those developers were more hands on, where you guys are more or less hands off

Get [Outlook for IOS](#)

---

From: Dwayne Star <dwayne@godesignsinc.com>  
Sent: Wednesday, February 3, 2021 10:29  
To: Steven Meheen  
Cc: Hank Robinson  
\*\*\*  
\*\*\*




**Dwayne Star** <dwayne@godesignsinc.com>  
to Steven, Hank ▾

Feb 3, 2021, 8:43 AM (9 days ago) ☆ ↶ ⋮

Can we please hop on a quick call?

...




**Dwayne Star** <dwayne@godesignsinc.com>  
to Steven, Hank ▾

Wed, Feb 3, 9:01 AM (9 days ago) ☆ ↶ ⋮

I am sorry but I have sent you the revised logos so until and unless you don't provide me with any feedback so how would I know that what is the thing that you are looking for.

\*\*\*



**Dwayne Star** <dwayne@godesignsinc.com>  
to Steven, Hank ▾

Wed, Feb 3, 9:02 AM (9 days ago) ☆ ↶ ⋮


We are doing the website. I just asked you for the content. How would we know what exactly you want us put in there as content.

\*\*\*

↶ Reply

↶ Reply all

➦ Forward



**Dwayne Star** <dwayne@godesignsinc.com>  
to Steven, Hank ▾

Wed, Feb 3, 9:32 AM (9 days ago) ☆ ↶ ⋮

Hello **Steve**,


Hope you are doing good!

Please find attached for the revised Logo concepts and let me know your reviews on it.


Let me know if you have any questions.



Thanks & Regards,



---




**Dwayne Star**  
📞 (832) 886-7480  
✉ dwayne@godesignsinc.com



2 Attachments  






**Steven Meheen**  
to me, Hank ▾

Feb 3, 2021, 8:44 AM (9 days ago) ☆ ↶ ⋮

I can not, I am busy until this afternoon




**ELEMENT  
RESOURCES**

**STEVEN MEHEEN**  
1000 LOUISIANA STREET  
SUITE 6975  
HOUSTON, TEXAS 77002  
USA  
[SMEHEEN@ELEMENTRESOURCES.COM](mailto:SMEHEEN@ELEMENTRESOURCES.COM)  
+1 832 730 7375 DIRECT  
+1 832 868 6322 MOBILE  
[WWW.ELEMENTRESOURCES.COM](http://WWW.ELEMENTRESOURCES.COM)

\*\*\*

...

[Message clipped] [View entire message](#)



**Dwayne Star** <dwayne@godesignsinc.com>  
to Steven, Hank ▾

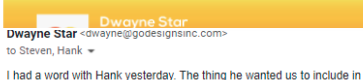
Feb 3, 2021, 8:48 AM (9 days ago) ☆ ↶ ⋮

Whenever you'll be free please do let me know so we can hop on a quick call.


Thanks and Regards,


\*\*\*

---



**Dwayne Star**  
📞 (832) 886-7480  
✉ dwayne@godesignsinc.com





**Dwayne Star** <dwayne@godesignsinc.com>  
to Steven, Hank ▾

Wed, Feb 3, 8:57 AM (9 days ago) ☆ ↶ ⋮


I had a word with Hank yesterday. The thing he wanted us to include in the website were the pictures and the content he never told us about any color scheme that he don't like and he was happy with the website functionality.

So I am not sure what is something that you still don't like.


Thanks and Regards,


\*\*\*

---



**Dwayne Star**  
📞 (832) 886-7480  
✉ dwayne@godesignsinc.com






**Steven Meheen**  
to me, Hank ▾

Wed, Feb 3, 8:58 AM (9 days ago) ☆ ↶ ⋮

Dwayne... don't see alot of value in your services... logo not done. And we have to do the website ourselves, emails is not what I understood.... Not much value at all for \$1568



**ELEMENT  
RESOURCES**

**STEVEN MEHEEN**  
1000 LOUISIANA STREET  
SUITE 6975  
HOUSTON, TEXAS 77002  
USA  
[SMEHEEN@ELEMENTRESOURCES.COM](mailto:SMEHEEN@ELEMENTRESOURCES.COM)  
+1 832 730 7375 DIRECT  
+1 832 868 6322 MOBILE  
[WWW.ELEMENTRESOURCES.COM](http://WWW.ELEMENTRESOURCES.COM)


\*\*\*

...



**Steven Meheen**  
to me, Hank ▾  
Wed, Feb 3, 9:39 AM (9 days ago) ☆ ↶ ⋮

We have already seen these... and asked that the bubbles looked at with green hues and blue hues.... Separate and combined, pastel colors don't seem to work well

  
**STEVEN MEHEEN**  
1000 LOUISIANA STREET  
SUITE 6975  
HOUSTON, TEXAS 77002  
USA  
[SMEHEEN@ELEMENTRESOURCES.COM](mailto:SMEHEEN@ELEMENTRESOURCES.COM)  
+1 832 730 7375 DIRECT  
+1 832 868 6322 MOBILE  
[WWW.ELEMENTRESOURCES.COM](http://WWW.ELEMENTRESOURCES.COM)

\*\*\*

**Dwayne Star** <dwayne@godesignsinc.com>  
to Steven, Hank ▾  
Wed, Feb 3, 9:47 AM (9 days ago) ☆ ↶ ⋮

Can you please specify what colors you want us to use?

\*\*\*

**Steven Meheen**  
to me, Hank ▾  
Wed, Feb 3, 9:54 AM (9 days ago) ☆ ↶ ⋮

Did that, more than once

This is absurd

\*\*\*

**Dwayne Star** <dwayne@godesignsinc.com>  
to Steven, Hank ▾  
Wed, Feb 3, 9:55 AM (9 days ago) ☆ ↶ ⋮

I am so sorry but I haven't received any emails where you specified the colors.

\*\*\*

**Dwayne Star** <dwayne@godesignsinc.com>  
to Steven, Hank ▾  
Wed, Feb 3, 3:07 PM (9 days ago) ☆ ↶ ⋮

Hello **Steve**,

Hope you are doing good!

Please find attached for the revised Logo concepts and let me know your reviews on it.

Let me know if you have any questions.

Thanks & Regards,

\*\*\*

**Steven Meheen**  
to me, Hank ▾  
Feb 3, 2021, 3:55 PM (9 days ago) ☆ ↶ ⋮


Dwayne

I don't like any of those two, and they simply did not follow the suggestion given..... this is painful and frankly not very good work at all.


I disagree entirely with you on the website... we are providing content and doing the layout.... Basically near zero artistic or professional help... we may as well get a free do it yourself kit, and do it ourselves

Email is not what we discussed at all

I do not care to have another 1 hour discussion....

  
**STEVEN MEHEEN**  
1000 LOUISIANA STREET  
SUITE 6975  
HOUSTON, TEXAS 77002  
USA  
[SMEHEEN@ELEMENTRESOURCES.COM](mailto:SMEHEEN@ELEMENTRESOURCES.COM)  
+1 832 730 7375 DIRECT  
+1 832 868 6322 MOBILE  
[WWW.ELEMENTRESOURCES.COM](http://WWW.ELEMENTRESOURCES.COM)

\*\*\*



**Dwayne Star** <dwayne@godesignsinc.com>  
to Steven, Hank ▾

Feb 3, 2021, 4:29 PM (9 days ago) ☆ ↶ ⋮

I am sorry to say that but you are still saying the same thing that I don't like it but you are not willing to let me know that what exactly you want us to correct in the logo so I am so sorry but you just don't want to work with us that is the reason you are reacting like this. I never asked you for the layout of the website, I just asked you to provide me with the content other than the content I never asked for anything else regarding the website.


I am not sure if you have ever worked on a website or not but our company has been in this business for the last ten years and this is how we work with every client and they never complained about this ever.

I am so sorry to say like that but this discussion was being done on every email, yesterday when I had a word with **Hank** he never mentioned these things although he was happy with the website.

So please let me know how you want to move forward with this project.

Thanks,  
Dwayne.

\*\*\*



**Steven Meheen**  
to me, Hank ▾

Feb 3, 2021, 4:51 PM (9 days ago) ☆ ↶ ⋮

Dwayne


We are not getting anywhere... obviously I expect professional services, and I don't feel as if that is what we are getting

The Logo is a prime example, many rounds of amateurish attempts, now we have something that is still second best to our existing, and we can't seem to get across to you how to change it, to attempt to make it useful... candidly, none of the logo's are really anything I care for... and as I pay the bills, that is important... If we have to print mark up and scan / return everything to get something across to you, then I see no value in your services... we hired someone to relieve us of part of the burden, not increase it... we still have an un-useable logo ..... and have seen only one hopeful that isn't stellar by any means, in fact the more trouble it is to get modified the less I like it.

I don't like the web page general layout and lack of choices..... I see little artistic input from your side

The emails / Office 365 are not what you described, there is no value in going through you on any of this, as the discount on Office 365 you mentioned doesn't exist doesn't exist, and there is no value in paying you \$200 a year to be the middleman between us and the Office 365 helpdesk

I said I would give you a chance to change my mind about your services, so far, I am still of the mind to cancel. I pay the bills so my view matters.



**Steven Meheen**  
to me, Hank ▾


Feb 4, 2021, 6:08 AM (8 days ago) ☆ ↶ ⋮

Dwayne


I am not happy with any of the work, so I will let Hank try to resolve these into professionally done, suitable items.....

Are you 100% sure we can use [element.com](https://element.com) for our emails?

Regards



**STEVEN MEHEEN**  
1000 LOUISIANA STREET  
SUITE 6975  
HOUSTON, TEXAS 77002  
USA  
[SMEHEEN@ELEMENTRESOURCES.COM](mailto:SMEHEEN@ELEMENTRESOURCES.COM)  
+1 832 730 7375 DIRECT  
+1 832 868 6322 MOBILE  
[WWW.ELEMENTRESOURCES.COM](http://WWW.ELEMENTRESOURCES.COM)



**Hank Robinson**  
to Steven, me ▾

Feb 4, 2021, 10:59 AM (8 days ago) ☆ ↶ ⋮


Dwayne – both Steve and I were planning on us providing a framework and your firm to take it from there. Per our conversation, you need more than a framework - full content and suggested photo drops. Lets try to get this back on track – by tomorrow I will forward over to you a website template with suggested pages / with content / with photos. I would hope your firm can take it from there and not just format but make creative recommendations to better it.

First, however, is the domain and logo. Please respond to what I have below:

1. Is "element" an open domain for use to use? (as an FYI when I type [element.com](https://element.com) I get a digital engr firm)
  - a. if yes – we want to use the element logo with the same blue and green colors in the element resources logo below. I thought we settled on that – the same greens and blues with a grey'ish third arc
  - b. if no – we will use elementresources as the domain site and e-mail addresses AND use the existing logo below (most likely replace the sub wording of "resources" to a "resourceful company" or "innovatively resourceful" or similar

BR .... Hank

\*\*\*



**Dwayne Star** <dwayne@godesignsinc.com>  
to Hank, Steven ▾

Feb 5, 2021, 8:45 AM (7 days ago) ☆ ↶ ⋮

Hello,

Hope you are doing good!


Sorry for the late response, actually I got sick and was having some covid symptoms so the Doc. asked me to get tested for covid and I was waiting for the results and today I got the test results by the grace of God I have tested Negative.


We cannot use the [element.com](https://element.com) but we can use the [elementresource.com](https://elementresource.com).

Let me know if you have any questions.

Thanks & Regards,

\*\*\*





Hank Robinson

to me, Steven ▾


Feb 5, 2021, 10:01 AM (7 days ago) ☆ ↶ ⋮

Dwayne – OK. I think we have enough to get your team engaged.


1. Domain
  - a. We will remain with elementresources – Steve has already done the heavy lifting and will expand to assigning e-mails. Your firm doesn't need to do anything here.
2. Logo – 3 options
  - a. Keep the existing logo as is but replace "Resources" below with "Innovatively Resourceful" or "A Resourceful Company" or some other tag line your team can think of that folds in resources
  - b. Go with the start burst logo we finalized on (green, blue, grey) but add the tag line as outlined above in "a"
  - c. No real logo – separate the globe / bubbles and the ELEMENT with the tag line
3. Website – see the ppt attached
  - a. This should be enough to get you started
  - b. Color scheme – green (see slide 17)
  - c. Pay no mind of the highlighted content – just focus on the wording
  - d. Your teams recommendation on photo's would be good to – see what is in the slides + the extras at the end of the deck
  - e. Bio's for the team is still be gathered - a place holder for now – will have more for you early next week
  - f. A look / feel / simplicity / theme / etc we like is Baker Hughes – click on it to get a feel [www.bakerhughes.com](http://www.bakerhughes.com)

We look forward to your feedback and recommendations

\*\*\*



ElementWebSiteV5...




Dwayne Star <dwayne@godesignsinc.com>

to Hank, Steven ▾

Feb 5, 2021, 10:44 AM (7 days ago) ☆ ↶

Can you please send me the existing logo.

\*\*\*



Steven Meheen

to me, Hank ▾

Feb 5, 2021, 10:52 AM (7 days ago) ☆ ↶


I think we should look at the word 'Element' in shades of dark green in the Handel Becker font... this will be used as the logo

Separately in italics ..... The three slogans below... we can mix and match where we want


- 'A Resourceful Company'
- 'Innovatively Resourceful'
- 'A thousand years of continuous improvement to the candle did not produce the electric light'

We can use our old logo bubble globe as we like (or not)

Hank can attempt to get the new logo from Dwayne's crowd to an acceptable position



STEVEN MEHEEN  
1000 LOUISIANA STREET  
SUITE 697B  
HOUSTON, TEXAS 77002  
USA  
[SMHEEN@ELEMENTRESOURCES.COM](mailto:SMHEEN@ELEMENTRESOURCES.COM)  
+1 832 730 7375 DIRECT  
+1 832 868 6322 MOBILE  
[WWW.ELEMENTRESOURCES.COM](http://WWW.ELEMENTRESOURCES.COM)



Dwayne Star <dwayne@godesignsinc.com>

to Steven, Hank ▾

Feb 8, 2021, 10:36 AM (4 days ago) ☆ ↶ ⋮

Hello,


Hope you had a great weekend!

Please find attached for the revised logo concepts and let me know your reviews on it.

Let me know if you have any questions.

Thanks & Regards,





\*\*\*




Dwayne Star  
832 886-7480  
dwayne@godesignsinc.com

DESIGNS INC.

4 Attachments



 **Dwayne Star** <dwayne@godesignsinc.com>  
to Steven, Hank ▾ Feb 8, 2021, 12:09 PM (4 days ago) ☆ ↶ ⋮

Hello,

We have revised the website, please take a look at it and let me know what you think.



The picture quality will be improved in the next phase.


Here's the test link: <http://element.customersdemo.com/>

Let me know if you have any questions.

Thanks & Regards,  
\*\*\*

---

 **Dwayne Star**  
  
📞 (202) 899-7480  
✉️ dwayne@godesignsinc.com


 **Steven Meheen**  
to me, Hank ▾ Feb 8, 2021, 11:16 AM (4 days ago) ☆ ↶ ⋮


Hi Dwayne

Thank you

I would like:

- The word Element on its own, in dark blue and dark green
- A Resourceful Company, on it's own, in dark blue and dark green
- The bubble globe on its own
- AH07-03 with Element in Dark Green and "innovatively resourceful" in dark blue
- AH07-04 with Element in Dark Green and "innovatively resourceful" in dark blue

  
**STEVEN MEHEEN**  
1000 LOUISIANA STREET  
SUITE 6975  
HOUSTON, TEXAS 77002  
USA  
[SMEHEEN@ELEMENTRESOURCES.COM](mailto:SMEHEEN@ELEMENTRESOURCES.COM)  
+1 832 730 7375 DIRECT  
+1 832 868 6322 MOBILE  
[WWW.ELEMENTRESOURCES.COM](http://WWW.ELEMENTRESOURCES.COM)

**Steven Meheen**  
to me, Hank ▾  
Feb 8, 2021, 12:21 PM (4 days ago) ☆ ↶

Dwayne

This is not good work at all.


The examples you were sent seem to have been entirely ignored

We are using our existing LOGO...

The process is frustrating

I have organized emails


I think you need to be an honorable person and cancel with a refund



STEVEN MEHEEN  
1000 LOUISIANA STREET  
SUITE 6975  
HOUSTON, TEXAS 77002  
USA


[SMEHEEN@ELEMENTRESOURCES.COM](mailto:SMEHEEN@ELEMENTRESOURCES.COM)  
+1 832 730 7375 DIRECT  
+1 832 866 6322 MOBILE  
[WWW.ELEMENTRESOURCES.COM](http://WWW.ELEMENTRESOURCES.COM)

...

**Dwayne Star** <dwayne@godesignsinc.com>  
to Steven, Hank ▾  
Feb 8, 2021, 12:27 PM (4 days ago) ☆ ↶ ⋮

The logo will be changed once you finalize it.

...


**Steven Meheen**  
to me, Hank ▾  
Feb 8, 2021, 12:28 PM (4 days ago) ☆ ↶ ⋮

You do not understand

The message is that 'Go Designs' didn't produce any suitable logo's

This work is really awful!

...

**Hank Robinson**  
to me, Steven ▾  
Feb 9, 2021, 10:52 AM (3 days ago) ☆ ↶ ⋮


Dwayne – I think it is best we move on. Steve and I had different expectations.

You've seen our displeasure.

What is your view for compensation weighing work done and displeasure of results?

BR ... Hank Robinson

...




Steven Meheen

to Hank, me ▾

Feb 8, 2021, 11:50 AM (3 days ago) ☆ ↶ ⋮

Dwayne told me that if he couldn't make us happy he would cancel and refund.... Dwayne please confirm the refund



**ELEMENT**  
RESOURCES

STEVEN MEHEEN  
1000 LOUISIANA STREET  
SUITE 6975  
HOUSTON, TEXAS 77002  
USA

[SMEHEEN@ELEMENTRESOURCES.COM](mailto:SMEHEEN@ELEMENTRESOURCES.COM)  
+1 832 730 7375 DIRECT  
+1 832 868 6322 MOBILE  
[WWW.ELEMENTRESOURCES.COM](http://WWW.ELEMENTRESOURCES.COM)

\*\*\*



Steven Meheen

to Hank, me ▾

Feb 10, 2021, 10:08 AM (2 days ago) ☆ ↶ ⋮



**ELEMENT**  
RESOURCES



Dwayne Star <dwayne@godesignsinc.com>

to Steven, Hank ▾

Feb 10, 2021, 10:24 AM (2 days ago) ☆ ↶ ⋮



**Dwayne Star**



(832) 868-7480  
dwayne@godesignsinc.com






Steven Meheen

to me, Hank ▾

Feb 10, 2021, 10:43 AM (2 days ago) ☆ ↶



**ELEMENT**  
RESOURCES



Dwayne Star <dwayne@godesignsinc.com>

to Steven, Hank ▾

Feb 10, 2021, 10:50 AM (2 days ago) ☆ ↶ ⋮


Hello Steven,

I never said that we'll provide you with a 100% refund. I am sorry if you don't find our work good but we did invest our time in it and created it and I am not sure what type of a logo you are looking for that you are not being satisfied with a lot of concepts and revisions, the website is not a mockup we created that if you want it we'll provide you with that and you can get the changes done by anyone else. If you need the proof for the hosting my finance department will provide you with that.


Sure you can go ahead with it, it's your right.


Thanks,

---



Dwayne Star

 803.250-7480  
dwayne@godesignsinc.com





Steven Meheen

to me, Hank ▾

Feb 10, 2021, 10:52 AM (2 days ago) ☆ ↶ ⋮

No need for any further exchange, we know the truth, and had problems with Go Designs since the beginning with poor work, and personnel lying to us... it is all documented.

We never pay for sub-standard services.



**ELEMENT**  
RESOURCES

**STEVEN MEHEEN**  
1000 LOUISIANA STREET  
SUITE 6975  
HOUSTON, TEXAS 77002  
--- --



Dwayne Star <dwayne@godesignsinc.com>

to Steven, Hank ▾

Feb 11, 2021, 9:48 AM (1 day ago) ☆ ↶ ⋮

Hello Steven,

Hope you are doing good!

Please [click here](#) to view our refund policy, please find below for the snapshot from our **terms & conditions** on which you agreed while placing the order where it's clearly mentioned once you approve the design and the website goes to development then there is no refund.



Let me know if you have any questions.

Thanks & Regards,

---



Dwayne Star

 803.250-7480  
dwayne@godesignsinc.com





Steven Meheen

to me, Hank ▾

Feb 11, 2021, 9:50 AM (1 day ago) ☆ ↶ ⋮

We never approved a single item of the work from Go Designs, it was all substandard ... that is well documented, and simply the truth.



**ELEMENT**  
RESOURCES

**STEVEN MEHEEN**  
1000 LOUISIANA STREET  
SUITE 6975  
HOUSTON, TEXAS 77002  
USA  
[SMEHEEN@ELEMENTRESOURCES.COM](mailto:SMEHEEN@ELEMENTRESOURCES.COM)  
+1 832 790 7375 DIRECT  
+1 832 868 6322 MOBILE  
[WWW.ELEMENTRESOURCES.COM](http://WWW.ELEMENTRESOURCES.COM)

**Dwayne Star** <dwayne@godesignsinc.com>  
to Steven, Hank

Feb 11, 2021, 9:57 AM (1 day ago) ☆ ↶ ⋮

Here's the email proof that Hank approved it and asked me to move forward with it.

**Dwayne Star** <dwayne@godesignsinc.com>  
to Hank, Steven

Hi Hank,

Here you are being paid!

Thanks for your feedback. I'm right now we just want to know that do you like the look of the website? You are being paid about the website content of the website. When we're done with the development of the website you can send me the content and I'll send it to the website.

The design is to get you a look and feel of the website, the website content and the photos can be moved and changed in the development phase.

Let me know if you have any questions.

Thanks & Regards,

**Dwayne Star**  
godesignsinc.com

**Hank Robinson** <hank@robinson.com>  
to Dwayne Star

The design is to get you a look and feel of the website, the website content and the photos can be moved and changed in the development phase.

Let me know if you have any questions.

Thanks & Regards,

**Dwayne Star**  
godesignsinc.com

**Steven Meheen**  
to me, Hank

Feb 11, 2021, 10:00 AM (1 day ago) ☆ ↶ ⋮

Nope, that is not what it says.... Stop being obtuse and be honorable

None work was acceptable, the proof is all there

**ELEMENT RESOURCES**

STEVEN MEHEEN  
1000 LOUISIANA STREET  
SUITE 6975  
HOUSTON, TEXAS 77002  
USA

[SMEHEEN@ELEMENTRESOURCES.COM](mailto:SMEHEEN@ELEMENTRESOURCES.COM)  
+1 832 730 7375 DIRECT  
+1 832 960 6322 MOBILE  
[WWW.ELEMENTRESOURCES.COM](http://WWW.ELEMENTRESOURCES.COM)