

Record 38 of 40	
Reference Number	46121136
Created Date	05/22/2013
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009512081
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	05/22/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/22/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	RENO
Consumer Address, State Code	NV
Consumer Address, State Name	Nevada
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	775
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Vemma Nutrition Company
Company Address, Line 1	8322 E. Hartford Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85255
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	9278999
Company Phone, Extension	
Company Email	BBB@venma.com
Company Website	http://www.venma.com
Company Subject ID Type Code	
Company Subject ID Type Name	
Company Subject ID Issuing State Code	
Company Subject ID Issuing State Name	
Company Subject ID Issuing Country Code	
Company Subject ID Issuing Country Name	
Company Rep First Name	Michelle

Company Rep Middle Name	
Company Rep Last Name	Cohen
Company Rep Salutation	
Company Rep Comments	Legal Compliance Specialist
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$90.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Global Pro Vemma Nutrition advertised online and on the radio for a program to work at home they advertised you could get started for \$40 first of all it turned out to be \$50 then when you have your phone interview they say it will be \$300 to start your training then you have to pay to have a website put up then you have to choose and pay for advertising they also say that it is possible to make six figures within a year or two after you sign up they send you a disclaimer which states only 25 percent of the company actually make that everyone else can expect approximately seven hundred and forty one dollars annually they also say that if you cancel within 30 days and return the materials they will only charge the \$10 for shipping and not the additional \$40 we sent everything back and three weeks later on</p>

	<p>April 15th 2013 they charge my credit card \$39.99 I have called twice a day everyday since in the hopes it was a clerical error today April 19th 2013 they charged my credit card for ANOTHER \$39.99 ---</p> <p>Additional Comments: I want my money back and if possible I would like them formally penalized somehow so they'll quit doing this to people</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	
Complaint Info Fair Resolution Flag	No
Complaint Info Fair Resolution Description	<p>TRANSFERRED TO ANOTHER BBB.</p> <p>This complaint is about a business that is located in another BBB's service area.</p>

Record 16 of 40

Reference Number	42942462
Created Date	12/21/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009346685
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	12/21/2012
Updated By	BBBPHAZ-USER
Updated Date	03/08/2013
Agency Contact	External Agency
Complaint Date	12/21/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SHEPHERD
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	989
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Vemma Nutrition Company
Company Address, Line 1	8322 E. Hartford Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85255
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	9278999
Company Phone, Extension	
Company Email	BBB@vemmma.com
Company Website	http://www.vemmma.com
Company Subject ID Type Code	
Company Subject ID Type Name	
Company Subject ID Issuing State Code	
Company Subject ID Issuing State Name	
Company Subject ID Issuing Country Code	
Company Subject ID Issuing Country Name	
Company Rep First Name	Michelle

Company Rep Middle Name	
Company Rep Last Name	Cohen
Company Rep Salutation	
Company Rep Comments	Legal Compliance Specialist
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$223.44
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	<p>I am (b)(6) mom. (b)(6) was approached about Vemma and made the mistake of buying into the pyramid product. The initial cost was \$150 for product/shipping. As in most cases, (b)(6) was only able to find one person who would buy in to this scheme. He ordered the first product in October, and the next autoship product came in November. Nick is a freshman in college and, of course, like most college kids, they want to make quick money. I didn't find out about this until (b)(6) received an overdraft on his November account when the autoship came through. I, at that point in time (12/5/12), contacted Vemma and spoke with Kevin and cancelled the product (b)(6). I was told that (b)(6) could only return the latest pack. They would not give him a refund for the first product that was</p>

7

Complaint Info Comments

delivered in October. Per Kevin, he asked that I ship it Fed Ex. He told me they would pay the return shipping. I asked how they would know how much that was and he told me they would pull it off the box. Well, Kevin never intended to reimburse me for sending it Fed Ex, which was very expensive (\$28.44). He claimed that he meant the initial \$14 that it cost to ship it. I was quite clear on what I meant and so was Kevin, but I'm sure he wanted to get me off the phone. At that point in time, I cancelled (b)(6) debit card because I'm aware of how these pyramid schemes work and didn't want them to have access to his account any longer. I called back on 12/10/12 and spoke with Derek who informed me that only \$150 (\$136 + \$14 initial shipping) would be refunded. I argued with him about the \$28.44 that it cost me to ship it Fed Ex, because I could have sent it much cheaper another way. He informed me that he was going to listen to the conversations that are recorded and would let me know. He said the conversation was quite clear, so I asked him to send me the audio, because I know that I was quite clear in what I understood as well. He would not send me the audio and was quite clear that the company would not allow that to happen. Derek said he was going to speed up the refund and forward me the confirmation. After several days of not receiving anything and not receiving a refund and Derek not taking my calls, I called again and spoke with Alecia on 12/20/12. She was very friendly and said it would take 3 - 4 weeks for a refund, but did speed up the process and had the refund deposited on 12/21/12. However, Firstbank called to inform me that only \$130 had been deposited (because I filed a dispute with my bank over Vemma, they are watching the account carefully). I did ask for information on where legal matters should be sent to, and they were very reluctant and after several conversations with her supervisor, they finally provided me an address and email (but said there was no phone number). I don't really want to get my lawyer involved, so I thought I would try this route first. When I called

	today (12/21), I spoke with Patti who gave me the phone --- Additional Comments: I would like to be refunded the \$28.44 that it cost me to return the product via Fed Ex, the \$25 for the overdraft, and I would also like to be able to return the first shipment for a refund. Thank you!
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	
Complaint Info Fair Resolution Flag	Yes
Complaint Info Fair Resolution Description	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.

Record 25 of 40

Reference Number	43855826
Created Date	01/28/2013
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009398368
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	01/28/2013
Updated By	BBBPHAZ-USER
Updated Date	03/07/2013
Agency Contact	External Agency
Complaint Date	01/28/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	TATUM
Consumer Address, State Code	NM
Consumer Address, State Name	New Mexico
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Vemma Nutrition Company
Company Address, Line 1	8322 E. Hartford Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85255
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	9278999
Company Phone, Extension	
Company Email	BBB@vemmma.com
Company Website	http://www.vemmma.com
Company Subject ID Type Code	
Company Subject ID Type Name	
Company Subject ID Issuing State Code	
Company Subject ID Issuing State Name	
Company Subject ID Issuing Country Code	
Company Subject ID Issuing Country Name	
Company Rep First Name	Michelle

Company Rep Middle Name	
Company Rep Last Name	Cohen
Company Rep Salutation	
Company Rep Comments	Legal Compliance Specialist
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I selected an at home business site (advertised of talk radio) and began a training program to sell Vemma. After I realized it was a pyramid-type sales model, I no longer wanted to participate. I have been trying to reach someone at Vemma to cancel the accounts. I have tried since the morning of Jan 25 by multiple phone calls and emails to several addresses within the company. I have been on hold as long as 30 minutes at least twice today. I get absolutely no response. They lock their retailers/customers in on an autoship for product, and I do not want to receive anymore. I also need to communicate with someone about canceling my accounts so I am not charged again. The product is probably fine, but the marketing and service are way less than forthright. I would never recommend this company to</p>

	anyone. --- Additional Comments: I want to be contacted so I can cancel the accounts.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	
Complaint Info Fair Resolution Flag	Yes
Complaint Info Fair Resolution Description	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.

Record 32 of 40

Reference Number	45315244
Created Date	04/11/2013
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009501065
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	04/11/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/11/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	AVA
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Vemma Nutrition Company
Company Address, Line 1	8322 E. Hartford Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85255
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	9278999
Company Phone, Extension	
Company Email	BBB@vemmma.com
Company Website	http://www.vemmma.com
Company Subject ID Type Code	
Company Subject ID Type Name	
Company Subject ID Issuing State Code	
Company Subject ID Issuing State Name	
Company Subject ID Issuing Country Code	
Company Subject ID Issuing Country Name	
Company Rep First Name	Michelle

Company Rep Middle Name	
Company Rep Last Name	Cohen
Company Rep Salutation	
Company Rep Comments	Legal Compliance Specialist
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$149.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	<p>I have ordered from VEMMA approximately on 6 separate occasions. On April 11, 2013 I received a charge for \$149.99 for VEMMA. I did not order from VEMMA on April 11, 2013. The last time I placed an actual order with VEMMA was the prior month on March 12, 2013. I contacted VEMMA and VEMMA advised me I had inadvertently selected that I chose to receive auto-delivery on the March 12 order; thus why VEMMA claims they did the auto delivery the following month. I did not knowingly select any auto-delivery. When speaking to VEMMA customer service they advised me that they will automatically choose auto-delivery methods and auto-bill pay every month unless I tell them otherwise or select otherwise while placing my order online. The representative advised me there was a</p>

Complaint Info Comments

small check box I would need to 'uncheck' should I not want to accept auto-delivery or auto-bill pay. The VEMMA rep did confirm that each time you place an order, the auto bill pay and auto delivery box would need to be unchecked as well. This appears to stack the odds against the consumer. Most businesses make you select the box actually confirming you want the auto delivery etc; however, VEMMA's policy is reverse and as a result, contrary to any good business standards. I attempted to cancel my order with VEMMA advising I did not authorize this transaction and it was deceitful methods they used to claim I wanted auto delivery. (Again because I did not uncheck a box hidden on the page somewhere prior to checkout.) The VEMMA representative refused to cancel the order. The VEMMA representative refused to allow me to return the order or provide a return shipping label. The position VEMMA has taken with me by acting contrary to any satisfactory customer service standards is shocking. I believe VEMMA is using deceitful tactics to force customers into buying their product through auto bill pay and auto delivery. I believe VEMMA's refusal to accept a return is confirmation of their deceitful tactics and intentions. All I asked was for the order to be cancelled and a credit to my account and all I received was rude and unsympathetic customer service.

— Additional Comments: My outcome would be as follows:1.) An apology2.) VEMMA change their policy regarding the above to make consumers actually check the 'auto delivery' or 'auto bill pay' box(s) prior to assuming consumers desire to participate in such3.) My \$149.00 refunded plus interest from the date they took the money unauthorized, to the date of reimbursement4.) VEMMA accept their product back and pay for the return shipping as this whole matter stems from their poor business standards

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute Responded

Complaint Info CRA Dispute Resolved

Complaint Info Fair Resolution Flag	Yes
Complaint Info Fair Resolution Description	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.

Record 30 of 40

Reference Number	44788210
Created Date	02/05/2013
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009410436
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	02/05/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/05/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CUMMING
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Vemma Nutrition Company
Company Address, Line 1	8322 E. Hartford Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85255
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	9278999
Company Phone, Extension	
Company Email	BBB@vemmma.com
Company Website	http://www.vemmma.com
Company Subject ID Type Code	
Company Subject ID Type Name	
Company Subject ID Issuing State Code	
Company Subject ID Issuing State Name	
Company Subject ID Issuing Country Code	
Company Subject ID Issuing Country Name	
Company Rep First Name	Michelle

Company Rep Middle Name	
Company Rep Last Name	Cohen
Company Rep Salutation	
Company Rep Comments	Legal Compliance Specialist
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$200.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>This company targets young adults at universities, charge close to 600.00 for about 200 cans of some type of drinks, telling the student that all they have to do is offer it and get customers for them, they even told him he could drink the cans and return them empty within 30 days if not satisfy. Never advised that he was going to be put on a automatic re-order every month. When I say the charge in my account I contacted them and was advise even though their shipping offices were 20 minutes away from where I live I had to ship the box back, shipping back a box full of drinks is not cheap and on top of that the refund issued for the second shipment was minus shipping and handling. I also return their initial shipment which was supposed to be with a 30 day guarantee, needless to say I was not refunded all the</p>

amounts, it has been 2 months or more, my last call with them was in December when I was advised that a credit of approximately 68.00 was going to be processed. Today is Feb 5 and no credit has been given. I have reference # (b)(6) reference # (b)(6) the other reps did not provide a reference # --- Additional Comments: This company charged me \$758.62 total so far I have received credits of only \$322.17, at this time I am not looking for the \$68.00 dollars they said back in December they were going to credit. I want \$200.00 which is the full refund of the merchandise returned.

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	
Complaint Info Fair Resolution Flag	Yes
Complaint Info Fair Resolution Description	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.

Record 27 of 40

Reference Number	44691173
Created Date	02/27/2013
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009442393
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	02/27/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/27/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	TROY
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	208
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Vemma Nutrition Company
Company Address, Line 1	8322 E. Hartford Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85255
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	9278999
Company Phone, Extension	
Company Email	BBB@vemmma.com
Company Website	http://www.vemmma.com
Company Subject ID Type Code	
Company Subject ID Type Name	
Company Subject ID Issuing State Code	
Company Subject ID Issuing State Name	
Company Subject ID Issuing Country Code	
Company Subject ID Issuing Country Name	
Company Rep First Name	Michelle

Company Rep Middle Name	
Company Rep Last Name	Cohen
Company Rep Salutation	
Company Rep Comments	Legal Compliance Specialist
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>On January 21st I signed up to be involved in a business that sells Vemma Nutrition products. 15 minutes after I gave my credit card number and I went into the web sight, which they didn't let you do until you paid the money, I knew I didn't want to do it and I tried to call Heidi back at the number she gave me (760-574-4746) and there was no answer so I left a message saying I didn't want to be in the business and asked her to call me and let me know how to get my money back. I heard nothing! I tried e-mailing too but no response. I was gone on vacation for a couple weeks and when I got home I had some product on my doorstep from Vemma. I was also getting some business e-mails from Heidi telling me about meetings to join in on on the computer. I tried replying to those e-mails and I had it come back saying the the</p>

e-mail address was permantly discontinued. I still get e-mails informing me of meetings and I keep responding to them. Once she wrote, lets talk but never answered my calls. She said, I think you should reconsider about getting out. And then another time she said, just send the product back and then told me about another meeting. After I got another box of product, I tryed to call Vemma but it's such a long wait to get to talk to a person. The amount that my credit card was charged to sign up and get the first shipment of product was \$330.94. Each month they send you product and I think it is \$49.99. --- Additional Comments: Get out of the business and get my money back!

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	
Complaint Info Fair Resolution Flag	Yes
Complaint Info Fair Resolution Description	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.

Record 11 of 40	
Reference Number	42141938
Created Date	11/17/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009296390
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	11/17/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/17/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	STEWARDSO
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	217
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Vemma Nutrition Company
Company Address, Line 1	8322 E. Hartford Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85255
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	9278999
Company Phone, Extension	
Company Email	BBB@vemmma.com
Company Website	http://www.vemmma.com
Company Subject ID Type Code	
Company Subject ID Type Name	
Company Subject ID Issuing State Code	
Company Subject ID Issuing State Name	
Company Subject ID Issuing Country Code	
Company Subject ID Issuing Country Name	
Company Rep First Name	Michelle

Company Rep Middle Name	
Company Rep Last Name	Cohen
Company Rep Salutation	
Company Rep Comments	Legal Compliance Specialist
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I had ordered their product through one of their sales reps with a debit card and unannounced to me i was enrolled in their autoship program. Ever since that day they have shipped me product to me monthly and debited my account. I have been totally unsatisfied with the product and told the sales rep to unenroll me. According to her she called the company and they wouldnt allow her to unenroll me that i had to do it myself which is funny that she could turn me on but not turn me off. Because of my hectic schedule i waited a good while to search the internet for their site. When on their site i found an email address to respond to cancel my autoship. I received no email back and the product came again with of course another debit to my account so i emailed again with no response. I got their phone number and called somewhere</p>

around november 1st and the lady said that they received my email and that my autoship was cancelled on october 10,2012. Now on november 13,2012 my account has been debited again for \$174.25. I want my entire money back i have mounds of this product and it doesnt do me any good. --- Additional Comments: i want all my money back. I can send the majority of the product back but they can arrange the shipping and pay the shipping.',

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	
Complaint Info Fair Resolution Flag	Yes
Complaint Info Fair Resolution Description	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.



CIS COMPLAINT

Record 1 of 40	
Reference Number	25756291
Created Date	03/02/2010
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1003021723009861
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	03/02/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/02/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CHICO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	

Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	530
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Vemma Nutrition Company
Company Address, Line 1	8322 E. Hartford Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85255
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	5770777
Company Phone, Extension	
Company Email	ms@vemmma.com
Company Website	http://www.vemmma.com
Company Subject ID Type Code	
Company Subject ID Type Name	

Company Subject ID Issuing State Code	
Company Subject ID Issuing State Name	
Company Subject ID Issuing Country Code	
Company Subject ID Issuing Country Name	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$604.50
Complaint Info Product Service Code	2901
Complaint Info Product Service Description	Credit Cards
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	

(b)(6)

I have

Complaint Info Comments	<p>never heard of Vemma Nutrition company before until I received over \$600.00 in fraudulent charges on my credit card from this company that I have never done business with before and I refused a UPS shipment they tried to send me that I never ordered. I contacted my bank and all my funds were returned. I did a search on the internet and found out there have been more victims of this Fraud posted on www.complaintsboard.com just search for Vemma Unauthorized charges and you will find it.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	
Complaint Info Fair Resolution Flag	
Complaint Info Fair Resolution Description	

Record 3 of 40	
Reference Number	30724771
Created Date	12/27/2010
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008446302
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	12/27/2010
Updated By	BBBPHAZ-USER
Updated Date	05/31/2012
Agency Contact	External Agency
Complaint Date	12/27/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	JULIAN
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Vemma Nutrition Company
Company Address, Line 1	8322 E. Hartford Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85255
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	9278999
Company Phone, Extension	
Company Email	BBB@vemmma.com
Company Website	http://www.vemmma.com
Company Subject ID Type Code	
Company Subject ID Type Name	
Company Subject ID Issuing State Code	
Company Subject ID Issuing State Name	
Company Subject ID Issuing Country Code	
Company Subject ID Issuing Country Name	
Company Rep First Name	Michelle

Company Rep Middle Name	
Company Rep Last Name	Cohen
Company Rep Salutation	
Company Rep Comments	Legal Compliance Specialist
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>The Vemma website is a trap for customers who want only one order -- their website automatically signs you up for autoship (\$10 more per order). Unless the you notice that autoship is checked by default and uncheck it, you will continue to receive Vemma that you did not order (or did not notice that you ordered!). Very deceptive.</p> <p>When I called to complain at the end of November, they assured me that I would be taken off autoship. Once again this month (December), I received another order. I asked to talk to a supervisor who did NOTHING to help me. I am so furious I don't know who to turn to, so I've decided to make a complaint here.</p> <p>Years ago I served an an independent rep for this company and came to the</p>

	<p>conclusion that the only folks who make money with Vemma are those who joined this pyramid scheme many years ago. Appalling business practices, dishonesty and greed are the hallmarks of the Vemma company from my perspective. --- Additional Comments: Vemma Company will be honest in their ordering process. Customer service will provide customers with service.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	
Complaint Info Fair Resolution Flag	Yes
Complaint Info Fair Resolution Description	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.

Record 4 of 40	
Reference Number	30742879
Created Date	05/09/2011
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008591636
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	05/09/2011
Updated By	BBBPHAZ-USER
Updated Date	05/31/2012
Agency Contact	External Agency
Complaint Date	05/09/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GERMANTOWN
Consumer Address, State Code	MD
Consumer Address, State Name	Maryland
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Vemma Nutrition Company
Company Address, Line 1	8322 E. Hartford Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85255
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	9278999
Company Phone, Extension	
Company Email	BBB@vemmma.com
Company Website	http://www.vemmma.com
Company Subject ID Type Code	
Company Subject ID Type Name	
Company Subject ID Issuing State Code	
Company Subject ID Issuing State Name	
Company Subject ID Issuing Country Code	
Company Subject ID Issuing Country Name	
Company Rep First Name	Michelle

Company Rep Middle Name	
Company Rep Last Name	Cohen
Company Rep Salutation	
Company Rep Comments	Legal Compliance Specialist
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I do not authorize this charge to my account, I had to change my number of Bank's account into my Back office since they do not leave any form to cancel the membrecia, but they change in my old account:</p> <p>05/05/2011 5499 VEMMA NUTRITION CORP \$69.00 --- Additional Comments: I want my money Back'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	
Complaint Info Fair Resolution Flag	Yes

ASSUMED RESOLVED. The business

Complaint Info Fair Resolution
Description

addressed the issue, but the consumer has
not verified with the BBB that the
complaint is settled nor requested
additional BBB assistance.

Record 5 of 40	
Reference Number	35904771
Created Date	02/14/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008916462
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	02/14/2012
Updated By	BBBPHAZ-USER
Updated Date	06/01/2012
Agency Contact	External Agency
Complaint Date	02/14/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	KIRKLAND
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Vemma Nutrition Company
Company Address, Line 1	8322 E. Hartford Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85255
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	9278999
Company Phone, Extension	
Company Email	BBB@vemmma.com
Company Website	http://www.vemmma.com
Company Subject ID Type Code	
Company Subject ID Type Name	
Company Subject ID Issuing State Code	
Company Subject ID Issuing State Name	
Company Subject ID Issuing Country Code	
Company Subject ID Issuing Country Name	
Company Rep First Name	Michelle

Company Rep Middle Name	
Company Rep Last Name	Cohen
Company Rep Salutation	
Company Rep Comments	Legal Compliance Specialist
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I ordered a product of theirs in January on my visa card through their website. The purchase was intended to be a one time only transaction. On 2/11/12 I found an additional charge for another shipment of the product. I never knowingly agreed to any reoccurring purchase/charge and have been told to wait for the product, ship it back then I will be reimbursed the charge amount. I am writing you to complain that they essentially stole money out of my account by putting me into a reoccurring purchase and charge cycle. I consider myself to be somewhat internet savvy and am actually amazed that this has happened. I am notifying your office as this is a multi level marketing company and it is probably happening on a pretty widespread level. --- Additional Comments: I want a refund for the product I never chose to have as a</p>

	reoccurring order.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	
Complaint Info Fair Resolution Flag	Yes
Complaint Info Fair Resolution Description	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.