



PRINT

## Consumer Sentinel Network Complaints

<b>Record # 1 / Consumer Sentinel Network Complaints</b>			
<b>Reference Number:</b>	50957570	<b>Originator Reference Number:</b>	
<b>Language:</b>	English	<b>Contact Type:</b>	Complaint
<b>Source:</b>	Consumer	<b>DNC?</b>	N
<b>Comments:</b>	<p>On 12/24/13 I signed up for a "Free trial" offer of an electronic cigarette from the Vapor XS company. The original cost was 4.95 to cover shipping and handling. From their email confirmation: "Evaluation Offer : We are confident that you will want to stay on the program, save thousands of dollars, reduce your health risk and rid yourself of the burden of smoking. This exclusive offer that you've ordered today allows you an opportunity to experience the miraculous effects before buying the product. If you ever wish to cancel the auto-ship program, or if you wish to speak to our support team for any reason including changing the flavor of the nicotine, helpful hints, or to take advantage of other VaporXS e-cigarette products, don't hesitate to contact our team of customer support specialists. Please visit www.vaperxs.com for more information on VaporXS .Your VaporXS order will be shipped within 1 business day and you will receive an email confirming shipment in the next few days. Please allow 7-10 days to receive the product to your delivery address: My Address was correct as stated in this complaint form. On 1/8/14 my checking account was debited \$99.95 from this company and resulted in an overdraft in my account. As of this date the trial product had not been received. I attempted to contact the company and was given a run around my the call center operator. On 1/9/14 the product was received. I called the company again and was told that the 99.95 was a charge for another "auto-shipment" that could not be cancelled as it had already shipped. They also indicated that they could not issue a RMA# because the product had not yet been delivered. At this point I call my banking institution and reported a fraudulent claim. The banking representative assisted me in contacting the company and getting an RMA issued. I paid the cost to ship this item back to the company (\$7.08) and the original trial product was returned to the company. I was told by my banking institution that I would need to allow 15 business days for them to issue a credit. On 1/20/14 I received an email stating that the refund of 82.45 had been issued and to allow 3-5 business days for it to be credited into my account. On 1/23/14 I called Vapor XS to determine why the full amount (\$99.95) had not been refunded. Again, I received a run around and the operator stated that no one was available in "that department" to assist me. I called my banking institution again to request assistance. At this point I was told the difference of \$17.50 was a restocking fee. This restocking fee was never mentioned in the advertisement, nor while I was on the phone attempting to resolve this matter. However, upon reflection I now see that it is included in the "Terms and Conditions". I believe this company is engaging in unfair business practices by encouraging consumers to "Try before they Buy", yet not getting the product to them in a timely manner to actually try the product and cancel before the 12 day period has expired. This is equal to a "bait and switch method. Then once, a customer cancels they have still profited nearly \$23.00 per transaction. This company needs to be investigated for these practices and not allowed to promote the product as a "Free trial" unless they are willing to change the trial period to reflect a 30 day period, or a period that does not commence prior to the consumer actually receiving the product (b)(6)</p>		
<b>Was the complaint resolved?:</b>		<b>Complaint Resolution:</b>	
<b>Data Reference:</b>			
<b>Entered By:</b>	FTCCIS-FTCUSER	<b>Entry Date:</b>	1/23/2014
<b>Updated By:</b>		<b>Updated Date:</b>	
<b>Complaint Source:</b>	FTC Online Complaint Assistant (CIS)	<b>Product Service Code:</b>	Shop-at-Home/Catalog Sales
<b>Amount Requested:</b>	\$5.00	<b>Amount Paid:</b>	\$105.00
<b>Payment Method:</b>	Bank Account Debit	<b>Agency Contact:</b>	Internet
<b>Complaint Date:</b>	1/23/2014	<b>Transaction Date:</b>	
<b>Initial Contact:</b>	Internet Web Site	<b>Initial Response:</b>	Internet/E-mail

<b>Statute/Rule:</b>	Mail or Telephone Merchandise Order Rule	<b>Law Violation:</b>	Merchandise Received Late Not Notified About Late Shipment Prompt Refund Not Received Proper Refund Not Received
<b>Topic:</b>		<b>Dispute with Credit Bureau?:</b>	
<b>Dispute with Credit Bureau - Responded?:</b>		<b>Dispute with Credit Bureau - Resolved to Satisfaction?:</b>	
<b>Member of No armed forces or dependent?:</b>	No	<b>Cross Border Complaint?:</b>	No
<b>Consumer Information</b>			
<b>Consumer</b>			
<b>Complaining Company/Org:</b>			
<b>First Name:</b>	(b)(6)	<b>Last Name:</b>	(b)(6)
<b>Address 1:</b>		<b>Address 2:</b>	
<b>City:</b>	Mesa	<b>State:</b>	Arizona
<b>Zip:</b>	(b)(6)	<b>Country:</b>	UNITED STATES
<b>Home Number:</b>		<b>Work Number:</b>	
<b>Fax Number:</b>		<b>Ext:</b>	
<b>Email:</b>		<b>Age Range:</b>	40 - 49
<b>Military Service Branch:</b>		<b>Soldier Status:</b>	
<b>Soldier Station:</b>			
<b>Subject</b>			
<b>Subject:</b> Vaper Xs E-cigarette			
<b>Address:</b> 2734 S 3600 W #K & #L			
<b>City:</b> Salt Lake City		<b>State/Prov:</b> Utah	
<b>ZIP:</b> 84119		<b>Country:</b> United States	
<b>Email:</b>		<b>URL:</b> www.vaperxs.com	
<b>Area Code:</b> 888		<b>Phone Number:</b> 9597602	
<b>Ext:</b>		<b>Subject ID Type:</b>	
<b>Subject ID Issuer State:</b>		<b>Subject ID Issuer Country:</b>	
<b>Representative Name:</b>		<b>Title:</b>	



Record # 2 / Consumer Sentinel Network Complaints			
Reference Number:	50927755	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	1/18/14-Charges for goods and services you didn't accept or weren't delivered as agreed. I have not received this product I ordered and I have read online that it is a scam and that I'm going to be charged \$99.95 for a service and product I haven't yet seen a wink out off, very misleading... it was for a vapor e-cigarette free sample and only had to pay the shipping and handling which was \$4.95 well on the twelve day of this trial period even if you haven't received your order you will be charged anyways I have the proof of it in my bank account which is negative \$68 something just happened to me today and no merchandise in sight. Cannot contact like they say on there contacts page 24/7 7 days a week because when you call there business hours are Monday to Friday 8am to 12pm. It's now Saturday I cannot get ahold of these people anymore what am I to do now I'm \$68.00 overdrawn in my Account and don't have any money till next Friday. I was told in an email that it would be shipped in 1 business day so I've already lost a day to 11 but where is the product, its day 12 I got charged and have no product to return even if I tried, I live in Arizona they supposedly have an office in Scottsdale which means it should of shipped to my house in a within 1-2 business days, misleading. Can you help me fight this please. -1/18/14		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	1/21/2014
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Shop-at-Home/Catalog Sales
Amount Requested:	\$5.00	Amount Paid:	\$105.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	1/18/2014	Transaction Date:	1/6/2014
Initial Contact:	Internet/E-mail	Initial Response:	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP) Mail or Telephone Merchandise Order Rule	Law Violation:	Deception/Misrepresentation Never Received Merchandise Not Notified About Late Shipment Prompt Refund Not Received
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	No	Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Prescott	State:	Arizona
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Military Service Branch:			
		Work Number:	
		Ext:	
		Age Range:	20 - 29
		Soldier Status:	

<b>Soldier Station:</b>		<b>Subject</b>	
<b>Subject:</b> Vaper Ultra Positive Focus Nutrition, Llc			
<b>Address:</b> 4321 ROUS STREET			
<b>City:</b> San Diego		<b>State/Prov:</b> California	
<b>ZIP:</b> 92122		<b>Country:</b> United States	
<b>Email:</b> help@vaperultra.com		<b>URL:</b> www.vaperultra.com	
<b>Area Code:</b> 888		<b>Phone Number:</b> 5894370	
<b>Ext:</b>		<b>Subject ID Type:</b>	
<b>Subject ID Issuer State:</b>		<b>Subject ID Issuer Country:</b>	
<b>Representative Name:</b> kelsey NA		<b>Title:</b> NA REPRESENTATIVE	



Record # 3 / Consumer Sentinel Network Complaints			
Reference Number:	50758245	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>RE: VaperX aka Vapor Corp or Sinlessvapor.com888-959-7602I received an email from VaperX later to find out they also go by the name sinlessvapor aka Vapor Corp? that specifically stated free trial offer. Pay only 4.95 for shipping and receive product. I did this on December 16th. They charged by account \$4.95 as I authorized. This was charged on December 17. There was nowhere in their email stating that I will be charged \$99.95 each month nor did I check any box agreeing to any terms except to receive my trial offer. And that they were going to charge my account just two weeks later, even though I didn't even receive the trial offer. How I found out about the \$99.95 charge to my bank account was while I was doing online banking on December 27 and I saw a pending charge of \$99.95 from sinless vapor. I hadn't even received the product in the mail, in fact I didn't receive it until December 30, 2013. I called the company immediately and told them I did not authorize their company to deduct \$99.95 from my bank account. The person that answered the phone could not help me nor did he have a supervisor for me to speak to. I told them that I didn't even receive the product and that they charged my account unauthorized. The person I spoke with gave me a tracking number for USPS. I tracked it and it and found that it was just processed to ship on December 27th and was sitting somewhere in Utah. So now I have no product in hand and sinlessvapor.com charged me \$4.95 and \$99.95. I immediately searched sinlessvapor.com and the first thing I saw was that this is a scam. So I went to the link where another consumer posted about it being a scam and after reading another consumer complaint today, that he had to spend \$12.00 to return it and they charged him a restocking fee of \$50.00. I am very upset and something needs to be done. How can a company charge you \$99.95 when you haven't even received the TRIAL PRODUCT! They charged my account and USPS shows that the trial product I'm waiting for is sitting in UTAH. What a SCAM!!! Can't something be done? I received an email from VaperX that specifically stated free trial offer. Pay only 4.95 for shipping and receive product. I did this on December 16th. On December 17, 2013 they charged by bank debit card \$4.95 as I authorized. Product was supposed to be shipped in 2-5 business days. On December 27, 2013 I logged into my bank account to do other banking and saw a pending charge for \$99.95 from sinless vapor?? I called my bank and asked if they could stop this charge. They said since it was pending and due to come out of my acct they could not. It was taken out of my acct on Monday, December 30th. There was nowhere in their email stating that I will be charged \$99.95 each month. Nor did I check a box authorizing this company to do so, and that they were going to charge it two weeks later, even though I didn't even receive the trial offer. I heard nothing more from them and there was a charge from this company and I haven't even received the product. I called the company and they gave me a tracking number for USPS. I tracked it and it was just processed to ship on December 27th and was sitting somewhere in Utah. I received the product on December 30th and as suggested by my bank (M&amp;T) I did not open the product but wrote on the envelope REFUSED and RETURN TO SENDER and mailed it back to Vapex Company on January 3, 2014.</p>		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	1/12/2014
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Shop-at-Home/Catalog Sales
Amount Requested:	\$5.00	Amount Paid:	\$105.00
Payment Method:	Other Payment Method (Note in Comments)	Agency Contact:	Internet
Complaint Date:	1/12/2014	Transaction Date:	12/16/2013
Initial Contact:	Internet/E-mail	Initial Response:	Internet/E-mail
Statute/Rule:	Mail or Telephone Merchandise Order Rule	Law Violation:	Merchandise Received Late
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of No armed forces or dependent?:		Cross Border Complaint?:	No

Consumer Information			
<b>Consumer</b>			
<b>Complaining Company/Org:</b>			
<b>First Name:</b>	(b)(6)	<b>Last Name:</b>	(b)(6)
<b>Address 1:</b>		<b>Address 2:</b>	
<b>City:</b>	York	<b>State:</b>	Pennsylvania
<b>Zip:</b>	(b)(6)	<b>Country:</b>	UNITED STATES
<b>Home Number:</b>		<b>Work Number:</b>	(b)(6)
<b>Fax Number:</b>		<b>Ext:</b>	
<b>Email:</b>		<b>Age Range:</b>	50 - 59
<b>Military Service Branch:</b>		<b>Soldier Status:</b>	
<b>Soldier Station:</b>			
<b>Subject</b>			
<b>Subject:</b> Vapex			
<b>Address:</b> 2734 S 3600 W #K #L			
<b>City:</b> Salt Lake City		<b>State/Prov:</b>	
<b>ZIP:</b> 84119		<b>Country:</b>	United States
<b>Email:</b>		<b>URL:</b>	sinlessvapor.com
<b>Area Code:</b> 888		<b>Phone Number:</b>	9597602
<b>Ext:</b>		<b>Subject ID Type:</b>	
<b>Subject ID Issuer State:</b>		<b>Subject ID Issuer Country:</b>	
<b>Representative Name:</b>		<b>Title:</b>	



Record # 4 / Consumer Sentinel Network Complaints			
Reference Number:	50719061	Originator Reference Number:	11312310159332601
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: I ordered a free kit for an e-cig on their website at <a href="http://vapexecig.net">http://vapexecig.net</a> about 3 weeks ago. They said all that was needed was for me to pay shipping and handling for 4 dollars to which I entered my bank card in and ordered my "free" product. Weeks later on the 30th of December I receive the product that is actually less than what was said to be in the package. On the same day my bank account had an unauthorized charge of 99.95 from them. I found the number for Vapex and called them at 1-800-554-5447 on December 30th. They told me that there was nothing they could do about it because the company that sent the product was called vapor ultra and proceeded to give me their number. I called their number at 888-619-5646 several times and it was not a working number. My bank account did have "vapor ultra" as the one that debited my account, but I had never given my card information to that company or authorized anyone else to take out money. I then called Vapex back and they told me they couldn't help me even though their name and address was on the return envelope of the product I received. I got hung up on twice and am unable to find an email address or another number. I have contacted their Facebook page (<a href="https://www.facebook.com/vapexecigs">https://www.facebook.com/vapexecigs</a>) and see that many people have the same exact complaint as I do. I do not understand how corrupt businesses like this are allowed to still be in practice if they are clearly scamming people. This is not right and something needs to be done about these people.</p>		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:	More Information on Data Contributor Complaints?		
Entered By:	IC3-USER	Entry Date:	12/31/2013
Updated By:		Updated Date:	
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	\$99.95
Payment Method:	Credit Card	Agency Contact:	External Agency
Complaint Date:	12/31/2013	Transaction Date:	
Initial Contact:	Phone	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	RALEIGH	State:	North Carolina
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
		Soldier Status:	

Military Service Branch:		
Soldier Station:		
Subject		
Subject:	Vapex Ecig	
Address:	197 E 800 N	
City:	Salt Lake City	State/Prov: Utah
ZIP:	84130	Country: United States
Email:		URL: <a href="http://vapexecig.net">http://vapexecig.net</a>
Area Code:	800	Phone Number: 5545447
Ext:		Subject ID Type:
Subject ID Issuer State:		Subject ID Issuer Country:
Representative Name:		Title:



Record # 5 / Consumer Sentinel Network Complaints			
Reference Number:	50713933	Originator Reference Number:	2013-153992
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Note: the Iowa Attorney General's Office is able to transmit only the company and consumer information but no other comments at this time.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:		Entry Date:	12/19/2013
Entered By:	A01-USER	Updated Date:	
Updated By:		Product Service Code:	Health Care: Other Products\Supplies
Complaint Source:	Iowa, Attorney General	Amount Paid:	
Amount Requested:		Agency Contact:	External Agency
Payment Method:		Transaction Date:	
Complaint Date:	12/19/2013	Initial Response:	
Initial Contact:		Law Violation:	
Statute/Rule:		Dispute with Credit Bureau?:	
Topic:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Dispute with Credit Bureau - Responded?:		Cross Border Complaint?:	No
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:		Last Name:	(b)(6)
First Name:	(b)(6)	Address 2:	
Address 1:		State:	Iowa
City:	WEST DES MOINES	Country:	UNITED STATES
Zip:	(b)(6)	Work Number:	
Home Number:		Ext:	
Fax Number:		Age Range:	
Email:		Soldier Status:	
Military Service Branch:			
Soldier Station:			
Subject			
Subject: Vaper Xs			
Address: 44 West Monroe, #1707			
City:	Phoenix	State/Prov:	Arizona
ZIP:	85003	Country:	United States
Email:		URL:	
Area Code:	205	Phone Number:	4068786
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	

<b>Representative Name:</b>	<b>Title:</b>
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<b>Record # 6 / Consumer Sentinel Network Complaints</b>			
<b>Reference Number:</b> 50835079		<b>Originator Reference Number:</b> 11260009846393	
<b>Language:</b> English		<b>Contact Type:</b> Complaint	
<b>Source:</b> Organization		<b>DNC?</b> N	
<b>Comments:</b> I ordered a risk free trial product that they claimed was free except for shipping charges of \$4.95. They then charged my credit card \$99.95. When I contacted them about the charge to my credit card they told me that the website stated that unless you called to cancel the offer within 12 days you would be billed the \$99.95 charge. The website never stated anything about any other charges other than the \$4.95. Also, My order was placed on 11/20/2013 they billed my credit card the \$99.95 on 12/2/2013 & I received an email stating that my order was shipped on 12/4/2013 with a blank date and blank tracking number. The item wasn't even received until 12/13/2013. That means that they billed my credit card 12 days after my order was placed, 2 days before they ever shipped it and I didn't receive the order until 23 days after I placed the order. This is truly a scam. — <b>Additional Comments:</b> Refund my \$99.95 and stop this scam.			
<b>Was the complaint resolved?:</b>		<b>Complaint Resolution:</b> NO RESPONSE. The business failed to respond to the BBB or the complainant.	
<b>Data Reference:</b>			
<b>Entered By:</b> BBBPHAZ-USER		<b>Entry Date:</b> 12/19/2013	
<b>Updated By:</b>		<b>Updated Date:</b>	
<b>Complaint Source:</b> BBB AZ Phoenix		<b>Product Service Code:</b> Tobacco Products	
<b>Amount Requested:</b>		<b>Amount Paid:</b> \$99.95	
<b>Payment Method:</b>		<b>Agency Contact:</b> External Agency	
<b>Complaint Date:</b> 12/19/2013		<b>Transaction Date:</b>	
<b>Initial Contact:</b>		<b>Initial Response:</b>	
<b>Statute/Rule:</b>		<b>Law Violation:</b>	
<b>Topic:</b>		<b>Dispute with Credit Bureau?:</b>	
<b>Dispute with Credit Bureau - Responded?:</b>		<b>Dispute with Credit Bureau - Resolved to Satisfaction?:</b>	
<b>Member of armed forces or dependent?:</b>		<b>Cross Border Complaint?:</b> No	
<b>Consumer Information</b>			
<b>Consumer</b>			
<b>Complaining Company/Org:</b>		<b>Last Name:</b> (b)(6)	
<b>First Name:</b> (b)(6)		<b>Address 2:</b>	
<b>Address 1:</b>		<b>State:</b> Ohio	
<b>City:</b> LEBANON		<b>Country:</b> UNITED STATES	
<b>Zip:</b> (b)(6)		<b>Work Number:</b> (b)(6)	
<b>Home Number:</b>		<b>Ext:</b>	
<b>Fax Number:</b>		<b>Age Range:</b>	
<b>Email:</b>		<b>Soldier Status:</b>	
<b>Military Service Branch:</b>			
<b>Soldier Station:</b>			
<b>Subject</b>			
<b>Subject:</b> Vapor Lite			
<b>Address:</b> 3260 N Hayden Rd Ste 210-325			
<b>City:</b> Scottsdale		<b>State/Prov:</b> Arizona	
<b>ZIP:</b> 85251		<b>Country:</b> United States	

<b>Email:</b>	vaperlite.com@domainsbyproxy.com	<b>URL:</b>	http://www.vaperlite.com
<b>Area Code:</b>		<b>Phone Number:</b>	
<b>Ext:</b>		<b>Subject ID Type:</b>	
<b>Subject ID</b>		<b>Subject ID</b>	
<b>Issuer State:</b>		<b>Issuer Country:</b>	
<b>Representative Name:</b>	Owner/Manager	<b>Title:</b>	Complaint Handler



Record # 7 / Consumer Sentinel Network Complaints			
Reference Number:	50835135	Originator Reference Number:	11260009844909
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	They did not disclose that there would be a return processing fee in the beginning of the process when ordered on a phone. -- Additional Comments: I do not want to be billed shipping for a product I cancelled before it was shipped		
Was the complaint resolved?:		Complaint Resolution:	NO RESPONSE. The business failed to respond to the BBB or the complainant.
Data Reference:			
Entered By:	BBBPHAZ-USER	Entry Date:	12/18/2013
Updated By:		Updated Date:	
Complaint Source:	BBB AZ Phoenix	Product Service Code:	Tobacco Products
Amount Requested:		Amount Paid:	\$4.95
Payment Method:		Agency Contact:	External Agency
Complaint Date:	12/18/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	FOND DU LAC	State:	Wisconsin
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Vaper Lite		
Address:	3260 N Hayden Rd Ste 210-325		
City:	Scottsdale	State/Prov:	Arizona
ZIP:	85251	Country:	United States
Email:	vaperlite.com@domainsbyproxy.com	URL:	http://www.vaperlite.com
Area Code:		Phone Number:	
Ext:		Subject ID Type:	

Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Owner/Manager	Title:	Complaint Handler



Record # 8 / Consumer Sentinel Network Complaints			
Reference Number:	50737816	Originator Reference Number:	11260009841374
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>Vaperlite and/or Vapoerlite.com has offers on TV and the internet for a free e-cig all you have to do is pay \$4.95 shipping and handling, before you even receive the product you get charged \$99.95 for a monthly subscription fee for additional products which you still have not received. I finally got the e-cig device that was promised for \$4.95. When I contacted the company about my additional subscription fee I was told they could not cancel the next shipment of their additional products and would have to pay the \$99.95. They claim that all this information is on their website. I took the time to go back over it more thoroughly and cannot find anything on their site or TV ad that states your credit card will get charged for a monthly subscription to their services. Over the phone to me they have stated that since it says it is 'a trial offer' then I should know that I am subscribing to their service. When I confronted them with the fact that I was charged for additional products before I even got the trial product they said that was a mistake in shipping but could still not refund my money because they could not stop the shipment of the additional product. They finally offered to half the price of the additional product and cancel any other future shipments. At this point I suppose I am supposed to feel lucky that I ONLY got ripped off for \$50 and go on my way. If you ask to speak to a supervisor they put you on hold for exactly 5 mins and then the call drops so you cannot speak to anyone in charge (not that it would probably change my predicament) . I waited on hold 4 different times for the escalation team and the cal dropped all 4 times. I am not the only person that has fallen for this scam. I have a friend at work that ordered right around the time I did and he got charged for 2 additional shipments and has yet to receive either of those. Looking online I have seen a few forums that have reported this scam as well. This is false advertisement and blatant consumer theft. --- Additional Comments: I want my money back but really I don't want other people to have to get ripped off like this. I can somewhat spare the cash but many cannot. A place like this should not be allowed to stay in business with these kinds of practices.</p>		
Was the complaint resolved?:	<b>Complaint Resolution:</b> NO RESPONSE. The business failed to respond to the BBB or the complainant.		
Data Reference:			
Entered By:	BBBPHAZ-USER	Entry Date:	12/16/2013
Updated By:		Updated Date:	
Complaint Source:	BBB AZ Phoenix	Product Service Code:	Tobacco Products
Amount Requested:		Amount Paid:	\$99.95
Payment Method:		Agency Contact:	External Agency
Complaint Date:	12/16/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		Cross Border Complaint?:	No
<b>Consumer Information</b>			
<b>Consumer</b>			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	CLEARWATER	State:	Florida
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	

Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject: Vaper Lite			
Address: 3260 N Hayden Rd Ste 210-325			
City: Scottsdale		State/Prov:	Arizona
ZIP: 85251		Country:	United States
Email: vaperlite.com@domainsbyproxy.com		URL:	http://www.vaperlite.com
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Owner/Manager	Title:	Complaint Handler



Record # 9 / Consumer Sentinel Network Complaints			
Reference Number:	50734996	Originator Reference Number:	11260009841232
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	On November 29th, I purchased a sample eCigarette from Vaper Lite for \$4.95 under an advertised agreement on their website that I could return the product within 12 days to accrue no further costs. If I chose to keep the product, I would be billed \$99.95 per month for future product mailings. As of today, I never received the product and a pending charge of \$99.95 has hit my credit card. I have tried calling their customer service hotline numerous times and have not received a response and have emailed them through the contact link on their website, which they also have not responded to. -- Additional Comments: I would like for the charge on my credit card to be refunded and my membership to their product service to be discontinued. Thank you for your time.		
Was the complaint resolved?:		Complaint Resolution:	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.
Data Reference:			
Entered By:	BBBPHAZ-USER	Entry Date:	12/15/2013
Updated By:		Updated Date:	
Complaint Source:	BBB AZ Phoenix	Product Service Code:	Tobacco Products
Amount Requested:		Amount Paid:	\$99.95
Payment Method:		Agency Contact:	External Agency
Complaint Date:	12/15/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	BRIGANTINE	State:	New Jersey
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Vaper Lite		
Address:	3260 N Hayden Rd Ste 210-325		
City:	Scottsdale	State/Prov:	Arizona
ZIP:	85251	Country:	United States
Email:	vaperlite.com@domainsbyproxy.com	URL:	http://www.vaperlite.com

Area Code:		Phone Number:	
Ext:		Subject ID	
		Type:	
Subject ID		Subject ID	
Issuer State:		Issuer Country:	
Representative Name:	Owner/Manager	Title:	Complaint Handler



Record # 10 / Consumer Sentinel Network Complaints			
Reference Number: 50096910		Originator Reference Number:	
Language: English		Contact Type: Complaint	
Source: Consumer		DNC? N	
<b>Comments:</b> This company has failed to meet its contract since beginning in Oct. 2013. I ordered a free trial. I was then billed for \$99.95 before I received the trial offer. Phone call got them to reverse that charge and offer me a new deal of \$49.95 per monthly autoship, rather than the original \$99.95. I agreed. Finally got free trial after calling when my acct. was debited \$99.95 before I received any product. I finally received monthly autoship for Oct. mid Nov. I have received nothing since. Called them several times and got excuses . . . Now I have been waiting and recalling for 2 hrs. this Fri., Nov. 13, 2013. I saw some "complaint" reviews online, but didn't read them because it was finally the ight product for me. Can you please help me?			
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By: FTCCIS-FTCUSER		Entry Date: 12/13/2013	
Updated By:		Updated Date:	
Complaint Source: FTC Online Complaint Assistant (CIS)		Product Service Code: Shop-at-Home/Catalog Sales	
Amount Requested: \$300.00		Amount Paid: \$173.00	
Payment Method: Bank Account Debit		Agency Contact: Internet	
Complaint Date: 12/13/2013		Transaction Date:	
Initial Contact: Initiated Contact		Initial Response: Answer cold call	
Statute/Rule: Mail or Telephone Merchandise Order Rule		Law Violation: Merchandise Received Late Never Received Merchandise Not Notified About Late Shipment Prompt Refund Not Received Proper Refund Not Received	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?: No		Cross Border Complaint?: No	
Consumer Information			
Consumer			
Complaining Company/Org:		Last Name: (b)(6)	
First Name: (b)(6)		Address 2:	
Address 1:		State: Georgia	
City: Winterville		Country: UNITED STATES	
Zip: (b)(6)		Work Number:	
Home Number:		Ext:	
Fax Number:		Age Range: 60 - 64	
Email:		Soldier Status:	
Military Service Branch:			
Soldier Station:			
Subject			
Subject: Vapex			
Address: 4525 S 2300 E, Suite 100			

City: Holladay	State/Prov: Utah
ZIP: 84116	Country: United States
Email:	URL: Vapex.com
Area Code: 800	Phone Number: 5545447
Ext:	Subject ID Type:
Subject ID Issuer State:	Subject ID Issuer Country:
Representative Name: Tanner	Title:



<b>Record # 11 / Consumer Sentinel Network Complaints</b>			
Reference Number: 50365961		Originator Reference Number: I1312131405224812	
Language: English		Contact Type: Complaint	
Source: Organization		DNC? N	
<b>Comments:</b> NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: Pop up screen which appeared as though it was from Sams Club indicating that a breif survey I would recieve a free gift. I choose ecig for a small \$4.95 shipping charge. I then received a product that doesnt work and then a 99.95 charge on my CC			
Was the complaint resolved?:		Complaint Resolution:	
Data Reference: <a href="#">More Information on Data Contributor Complaints?</a>			
Entered By: IC3-USER		Entry Date: 12/13/2013	
Updated By:		Updated Date:	
Complaint Source: Internet Crime Complaint Center		Product Service Code: Other (Note in Comments)	
Amount Requested:		Amount Paid: \$105.00	
Payment Method: Credit Card		Agency Contact: External Agency	
Complaint Date: 12/13/2013		Transaction Date:	
Initial Contact: Internet Web Site		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		Cross Border Complaint?: No	
<b>Consumer Information</b>			
<b>Consumer</b>			
Complaining Company/Org:			
First Name: (b)(6)		Last Name: (b)(6)	
Address 1:		Address 2:	
City: SAINT CLOUD		State: Minnesota	
Zip: (b)(6)		Country: UNITED STATES	
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range: 50 - 59	
Military Service Branch:		Soldier Status:	
Soldier Station:			
<b>Subject</b>			
Subject: Vaporlite, Vapex			
Address: 4525 South 2300 East			
City: Holladay		State/Prov: Utah	
ZIP: 84117		Country: United States	
Email:		URL: Vapex.com	
Area Code:		Phone Number:	
Ext:			

		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	



Record # 12 / Consumer Sentinel Network Complaints			
Reference Number:	50643392	Originator Reference Number:	11260009838087
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Name: (b)(6) Email: (b)(6) Business Name: Vaperlite.net Subject: Complaints Comment: Hi, I recently received an email for a free e-cig kit. All I had to do was pay shipping. Well, the fine print enrolled me in something and now I've been charged about \$100. Site is E-cig.org Can you please help? Additional Comments: see above		
Was the complaint resolved?:		Complaint Resolution:	NO RESPONSE. The business failed to respond to the BBB or the complainant.
Data Reference:			
Entered By:	BBBPHAZ-USER	Entry Date:	12/12/2013
Updated By:		Updated Date:	
Complaint Source:	BBB AZ Phoenix	Product Service Code:	Tobacco Products
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	12/12/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	x	Address 2:	x
City:	x	State:	
Zip:	x	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Vaper Lite		
Address:	3260 N Hayden Rd Ste 210-325		
City:	Scottsdale	State/Prov:	Arizona
ZIP:	85251	Country:	United States
Email:	vaperlite.com@domainsbyproxy.com	URL:	http://www.vaperlite.com
Area Code:		Phone Number:	
Ext:			

		Subject ID	
		Type:	
Subject ID		Subject ID	
Issuer State:		Issuer Country:	
Representative Name:	Owner/Manager	Title:	Complaint Handler



<b>Record # 13 / Consumer Sentinel Network Complaints</b>			
<b>Reference Number:</b> 50643393		<b>Originator Reference Number:</b> 11260009836155	
<b>Language:</b> English		<b>Contact Type:</b> Complaint	
<b>Source:</b> Organization		<b>DNC?</b> N	
<b>Comments:</b> I informed the company not send me anything and they did. They charged my credit card and when we called, they said they had no account of me. Yet I have bank proof that they charged my bank. I was told that once I bought the cigarette that I had nothing left to buy. — Additional Comments: Stop sending me stuff and stop charging my credit card. Also make sure people can see the contract period for free E cigarettes that costs only shipping and handling.			
<b>Was the complaint resolved?:</b>		<b>Complaint Resolution:</b> NO RESPONSE. The business failed to respond to the BBB or the complainant.	
<b>Data Reference:</b>			
<b>Entered By:</b> BBBPHAZ-USER		<b>Entry Date:</b> 12/11/2013	
<b>Updated By:</b>		<b>Updated Date:</b>	
<b>Complaint Source:</b> BBB AZ Phoenix		<b>Product Service Code:</b> Tobacco Products	
<b>Amount Requested:</b>		<b>Amount Paid:</b> \$59.95	
<b>Payment Method:</b>		<b>Agency Contact:</b> External Agency	
<b>Complaint Date:</b> 12/11/2013		<b>Transaction Date:</b>	
<b>Initial Contact:</b>		<b>Initial Response:</b>	
<b>Statute/Rule:</b>		<b>Law Violation:</b>	
<b>Topic:</b>		<b>Dispute with Credit Bureau?:</b>	
<b>Dispute with Credit Bureau - Responded?:</b>		<b>Dispute with Credit Bureau - Resolved to Satisfaction?:</b>	
<b>Member of armed forces or dependent?:</b>		<b>Cross Border Complaint?:</b> No	
<b>Consumer Information</b>			
<b>Consumer</b>			
<b>Complaining Company/Org:</b>			
<b>First Name:</b> (b)(6)		<b>Last Name:</b> (b)(6)	
<b>Address 1:</b>		<b>Address 2:</b>	
<b>City:</b> KEMPNER		<b>State:</b> Texas	
<b>Zip:</b> (b)(6)		<b>Country:</b> UNITED STATES	
<b>Home Number:</b>		<b>Work Number:</b> (b)(6)	
<b>Fax Number:</b>		<b>Ext:</b>	
<b>Email:</b>		<b>Age Range:</b>	
<b>Military Service Branch:</b>		<b>Soldier Status:</b>	
<b>Soldier Station:</b>			
<b>Subject</b>			
<b>Subject:</b> Vaper Lite			
<b>Address:</b> 3260 N Hayden Rd Ste 210-325			
<b>City:</b> Scottsdale		<b>State/Prov:</b> Arizona	
<b>ZIP:</b> 85251		<b>Country:</b> United States	
<b>Email:</b> vaperlite.com@domainsbyproxy.com		<b>URL:</b> http://www.vaperlite.com	
<b>Area Code:</b>		<b>Phone Number:</b>	
<b>Ext:</b>			

		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Owner/Manager Name:		Title:	Complaint Handler



<b>Record # 14 / Consumer Sentinel Network Complaints</b>			
<b>Reference Number:</b> 49995285		<b>Originator Reference Number:</b>	
<b>Language:</b> English		<b>Contact Type:</b> Complaint	
<b>Source:</b> Consumer		<b>DNC?</b> N	
<b>Comments:</b> On November 26, 2013 I found an add in the yahoo websote about a 100% Free Trial" for an e-cigarette kit. I should pay only \$4.95 for S&H. According to their agreement, I should have 12 days to evaluate the product. Then, If I decide to keep it, I should charge \$99.95. It happened that I received the trial package on December 10, 2013, 15 days after I rush my "free trial order." However, and without my authorization, these people charged my bank card for \$99.95, which goes against what they say in their agreement. They did not give any opportunity to try the product but also charged me the whole amount of \$99.95 plus the first \$4.95 I have paid before. I called to their "customer service department" just to find out they are but a simple scam. Nothing I told the lady had any value. She kept repeating and repeating the same. Business like this one should be get the punishment of the federal institution. I hope my message will contribute to get them to the place they deserve. Thank you			
<b>Was the complaint resolved?:</b>		<b>Complaint Resolution:</b>	
<b>Data Reference:</b>			
<b>Entered By:</b> FTCCIS-FTCUSER		<b>Entry Date:</b> 12/10/2013	
<b>Updated By:</b>		<b>Updated Date:</b>	
<b>Complaint Source:</b> FTC Online Complaint Assistant (CIS)		<b>Product Service Code:</b> Shop-at-Home/Catalog Sales	
<b>Amount Requested:</b> \$99.00		<b>Amount Paid:</b> \$99.00	
<b>Payment Method:</b> Bank Account Debit		<b>Agency Contact:</b> Internet	
<b>Complaint Date:</b> 12/10/2013		<b>Transaction Date:</b> 11/25/2013	
<b>Initial Contact:</b> Internet Web Site		<b>Initial Response:</b> Internet/E-mail	
<b>Statute/Rule:</b> FTC Act Sec 5 (BCP)		<b>Law Violation:</b> Deception/Misrepresentation	
<b>Topic:</b>		<b>Dispute with Credit Bureau?:</b>	
<b>Dispute with Credit Bureau - Responded?:</b>		<b>Dispute with Credit Bureau - Resolved to Satisfaction?:</b>	
<b>Member of armed forces or dependent?:</b> No		<b>Cross Border Complaint?:</b> No	
<b>Consumer Information</b>			
<b>Consumer</b>			
<b>Complaining Company/Org:</b>			
<b>First Name:</b> (b)(6)		<b>Last Name:</b> (b)(6)	
<b>Address 1:</b>		<b>Address 2:</b>	
<b>City:</b> Hialeah		<b>State:</b> Florida	
<b>Zip:</b> (b)(6)		<b>Country:</b> UNITED STATES	
<b>Home Number:</b>		<b>Work Number:</b>	
<b>Fax Number:</b>		<b>Ext:</b>	
<b>Email:</b>		<b>Age Range:</b> 60 - 64	
<b>Military Service Branch:</b>		<b>Soldier Status:</b>	
<b>Soldier Station:</b>			
<b>Subject</b>			
<b>Subject:</b> Vapex Electronic Cigarettes			
<b>Address:</b> 4525 South 2300 East			
<b>City:</b> Holladay		<b>State/Prov:</b> Utah	
<b>ZIP:</b> 84117		<b>Country:</b> United States	

<b>Email:</b>		<b>URL:</b>	vapexclg.net
<b>Area Code:</b>	888	<b>Phone Number:</b>	2247564
<b>Ext:</b>		<b>Subject ID</b>	
		<b>Type:</b>	
<b>Subject ID</b>		<b>Subject ID</b>	
<b>Issuer State:</b>		<b>Issuer Country:</b>	
<b>Representative</b>	Unknown Unknown	<b>Title:</b>	Marketing
<b>Name:</b>			



Record # 15 / Consumer Sentinel Network Complaints			
Reference Number:	50620628	Originator Reference Number:	11260009833806
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>On 11/26/2013 I placed an online order at www.vaperlite.com for a trial e-cigarette. The item was not received until 12/6/2013. Upon receiving the device, it was defective. It NEVER operated so i thought it must need to be charged. The device then charged for a couple minutes (the charge light was red) , then after that the light doesn't work at all so I assume it isn't charging. After all of this the device STILL doesn't work at all. I then called the customer service number (888-618-7963) . The person I spoke with informed me I would have to call after 2PM on 12/9/13 to get information about returning the device. In the meantime, I was charged on my MC \$99.95 (12/8/13) for some reason. As it turns out, if you don't return the device within 12 days of ordering, you are billed a monthly fee of 99.95. This is absurd. Especially since I would never have had an opportunity to return it in time to cancel the program. If you look at a calendar that is EXACTLY 12 days and I never even received it until day 10. So I called again today, explained everything again to a new representative only to be told I now have to call back after 3PM. I'm just getting the run around here! Please help! — Additional Comments: I am willing to return the device, would just like a refund of my original 4.95 purchase as well as the 99.95 charged to my credit card. Thanks in advance.</p>		
Was the complaint resolved?:		Complaint Resolution:	NO RESPONSE. The business failed to respond to the BBB or the complainant.
Data Reference:			
Entered By:	BBBPHAZ-USER	Entry Date:	12/9/2013
Updated By:		Updated Date:	
Complaint Source:	BBB AZ Phoenix	Product Service Code:	Tobacco Products
Amount Requested:		Amount Paid:	\$104.90
Payment Method:		Agency Contact:	External Agency
Complaint Date:	12/9/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	TEMPE	State:	Arizona
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject: Vaper Lite			

<b>Address:</b> 3260 N Hayden Rd Ste 210-325			
<b>City:</b> Scottsdale		<b>State/Prov:</b> Arizona	
<b>ZIP:</b> 85251		<b>Country:</b> United States	
<b>Email:</b> vaporlite.com@domainsbyproxy.com		<b>URL:</b> http://www.vaporlite.com	
<b>Area Code:</b>		<b>Phone Number:</b>	
<b>Ext:</b>		<b>Subject ID Type:</b>	
<b>Subject ID Issuer State:</b>		<b>Subject ID Issuer Country:</b>	
<b>Representative Name:</b> Owner/Manager		<b>Title:</b> Complaint Handler	



<b>Record # 16 / Consumer Sentinel Network Complaints</b>			
<b>Reference Number:</b> 49951899		<b>Originator Reference Number:</b>	
<b>Language:</b> English		<b>Contact Type:</b> Complaint	
<b>Source:</b> Consumer		<b>DNC?</b> N	
<b>Comments:</b> I was researching online for an E-Cigarette starter kit and came across this company called VAPEX. They seemed to have a nice product so I placed my order for a "trial offer" of an E-Cigarette on November 15 and was charged \$4.95 shipping, with which I had no problem. They even had one of their reps, Mike20, call me to make sure I got the flavor I wanted since I had failed to indicate it in my order. My problem with this company is that in the fine print it says I have 12 days to "sample" the product and if I do not return the product at the end of those twelve days, I will be charged the full price of \$99.95. HOWEVER, my shipment didn't arrive until DECEMBER 3, a full 16 days after I ordered it. I was charged \$99.95 that same day, Dec. 3 to my VISA. When I saw this charge I had not even had a chance to open the product yet. I called my VISA card company and told them about the problem. They immediately cancelled my VISA, and opened an investigation for me. I took the package and wrote "Return to Sender" on it without ever opening it and mailed it back to VAPEX. Whether or not VAPEX charges me again I don't know yet. No one from their company has contacted me; however I did get a call from an independent company claiming to be auditing VAPEX. This gentleman's name was Alex and his phone number is 248-269-6000. I do not know if this guy was legitimate or not. As of right now, VAPEX cannot charge me anything else as my VISA was closed but they have not yet refunded the \$99.95 that I was charged. My Visa Company has taken charge of the problem for now.4			
<b>Was the complaint resolved?:</b>		<b>Complaint Resolution:</b>	
<b>Data Reference:</b>			
<b>Entered By:</b> FTCCIS-FTCUSER		<b>Entry Date:</b> 12/8/2013	
<b>Updated By:</b>		<b>Updated Date:</b>	
<b>Complaint Source:</b> FTC Online Complaint Assistant (CIS)		<b>Product Service Code:</b> Shop-at-Home/Catalog Sales	
<b>Amount Requested:</b> \$5.00		<b>Amount Paid:</b> \$105.00	
<b>Payment Method:</b> Credit Card		<b>Agency Contact:</b> Internet	
<b>Complaint Date:</b> 12/8/2013		<b>Transaction Date:</b> 11/16/2013	
<b>Initial Contact:</b> Initiated Contact		<b>Initial Response:</b> Internet/E-mail	
<b>Statute/Rule:</b> Mail or Telephone Merchandise Order Rule		<b>Law Violation:</b> Merchandise Received Late	
<b>Topic:</b>		<b>Dispute with Credit Bureau?:</b>	
<b>Dispute with Credit Bureau - Responded?:</b>		<b>Dispute with Credit Bureau - Resolved to Satisfaction?:</b>	
<b>Member of No armed forces or dependent?:</b>		<b>Cross Border Complaint?:</b> No	
<b>Consumer Information</b>			
<b>Consumer</b>			
<b>Complaining Company/Org:</b>		<b>Last Name:</b> (b)(6)	
<b>First Name:</b> (b)(6)		<b>Address 2:</b>	
<b>Address 1:</b>		<b>State:</b> Florida	
<b>City:</b> Jacksonville		<b>Country:</b> UNITED STATES	
<b>Zip:</b> (b)(6)		<b>Work Number:</b>	
<b>Home Number:</b>		<b>Ext:</b>	
<b>Fax Number:</b>		<b>Age Range:</b> 40 - 49	
<b>Email:</b>		<b>Soldier Status:</b>	
<b>Military Service Branch:</b>			
<b>Soldier Station:</b>			



Subject			
<b>Subject:</b> Vapex			
<b>Address:</b> 197 East 800 North		<b>State/Prov:</b> Utah	
<b>City:</b> Bountiful		<b>Country:</b> United States	
<b>ZIP:</b> 84010		<b>URL:</b> www.tryvapex.com	
<b>Email:</b> help@tryvapex.com		<b>Phone Number:</b> 5545447	
<b>Area Code:</b> 800		<b>Subject ID</b>	
<b>Ext:</b>		<b>Type:</b>	
<b>Subject ID</b>		<b>Subject ID</b>	
<b>Issuer State:</b>		<b>Issuer Country:</b>	
<b>Representative Name:</b> Mike		<b>Title:</b>	

<b>Record # 17 / Consumer Sentinel Network Complaints</b>			
Reference Number: 49933883		Originator Reference Number:	
Language: English		Contact Type: Complaint	
Source: Consumer		DNC? N	
Comments: this company and its email and website are trapping people into a never ending scam. Adding weekly charges to my credit card even though I cancelled the program before I even received thier product. They have thier agreement and terms so hidden it is certain that they have taken advantage of many people and should be corrected. I can send the email that originally solicited me.			
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By: FTCCIS-FTCUSER		Entry Date: 12/7/2013	
Updated By:		Updated Date:	
Complaint Source: FTC Online Complaint Assistant (CIS)		Product Service Code: Shop-at-Home/Catalog Sales	
Amount Requested: \$5.00		Amount Paid: \$105.00	
Payment Method: Credit Card		Agency Contact: Internet	
Complaint Date: 12/7/2013		Transaction Date: 11/19/2013	
Initial Contact: Internet/E-mail		Initial Response: Internet/E-mail	
Statute/Rule: FTC Act Sec 5 (BCP)		Law Violation: Deception/Misrepresentation	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of No armed forces or dependent?:		Cross Border Complaint?: No	
<b>Consumer Information</b>			
<b>Consumer</b>			
Complaining Company/Org:		Last Name: (b)(6)	
First Name: (b)(6)		Address 2:	
Address 1:		State: California	
City: Santa Ana		Country: UNITED STATES	
Zip: (b)(6)		Work Number:	
Home Number:		Ext:	
Fax Number:		Age Range: 65 - 69	
Email:		Soldier Status:	
Military Service Branch:			
Soldier Station:			
<b>Subject</b>			
Subject: Vapex-ecig			
Address: 197 east 800 North			
City: Bountiful		State/Prov: Utah	
ZIP: 84010		Country: United States	
Email:		URL: www.vapexecig.net	
Area Code:		Phone Number:	
Ext:		Subject ID Type:	

Subject ID Issuer State:	Subject ID Issuer Country:
Representative Name: Brian unknown	Title: unknown



Record # 18 / Consumer Sentinel Network Complaints			
Reference Number:	49922113	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Company sent email offering a "free" starter kit for \$.95 shipping & Postage. Product never worked and company is now charging me \$49.95 for the free starter kit. Also company shipped "refills" after I declined the refill offer and charged me \$50.00. I returned the refill but was never given a refund. Also, company refuses to take back the free starter kit and claims that I now must pay \$49.95 for the free starter kit. I called them to dispute everything and they refused to cooperate.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	12/5/2013
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Shop-at-Home/Catalog Sales
Amount Requested:	\$5.00	Amount Paid:	\$100.00
Payment Method:	Credit Card	Agency Contact:	Internet
Complaint Date:	12/5/2013	Transaction Date:	10/21/2013
Initial Contact:	Internet/E-mail	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP) Mail or Telephone Merchandise Order Rule	Law Violation:	Deception/Misrepresentation Prompt Refund Not Received Proper Refund Not Received
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	No	Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Hatboro	State:	Pennsylvania
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	60 - 64
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Vapax		
Address:			
City:		State/Prov:	Utah
ZIP:		Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	5545447

<b>Ext:</b>		<b>Subject ID Type:</b>	
<b>Subject ID Issuer State:</b>		<b>Subject ID Issuer Country:</b>	
<b>Representative Name:</b>	do not know do not know	<b>Title:</b>	do not know



Record # 19 / Consumer Sentinel Network Complaints			
Reference Number: 50532048		Originator Reference Number: 11260009828211	
Language: English		Contact Type: Complaint	
Source: Organization		DNC? N	
<b>Comments:</b> I purchased a vapor lite sample on a promo for \$4.95 shipping cost at no time was there any terms and conditions provided. At end of transaction there was another offer for a starter kit which was \$9.95 shipping and handling and was an auto ship program which I opted not to sign up for. I then received numerous emails saying my transaction was incomplete. I figured that the order for the sample promo did not process until I saw the \$4.95 come out of my account. It has been 9 days since that charge and sample product still not received. Yesterday I received an email saying my order shipped and this morning there is a charge for \$99.95 for the starter kit which I did not order. I called Vapor Lite and spoke to Brenda P. and she stated that they charged me too early. I asked her to cancel the order and credit my account since this was not what I signed up for and she put me on hold to speak to supervisor. Upon return she stated that they could extend the trial period and reduce the monthly auto ship from \$99.95 to \$49.95. Again I told her that this was not what I signed up for and just wanted my money refunded. She said that she could refund the money if I was going to keep the product and accept the offer extension but since I wanted to cancel the order that she could not. I told her I would refuse delivery and she again tells me that we have to accept delivery but not open the package and send to the return center in Utah that they don't accept returns at the headquarters in AZ and certainly do not offer refunds at that location. She then proceeds to ask why I ordered it in the first place and when I told her my boyfriend wanted to try it so I ordered the sample not the starter kit she continued to use pressure tactics to convince me to not cancel. --- Additional Comments: I did not sign up for this products starter kit or auto ship only the sample which said nothing about a trial period or charges. I did not authorize the charges and my account was \$1 short of being overdrawn. I want my money back and auto ship canceled!			
Was the complaint resolved?:		Complaint Resolution: NO RESPONSE. The business failed to respond to the BBB or the complainant.	
Data Reference:			
Entered By: BBBPHAZ-USER		Entry Date: 12/4/2013	
Updated By:		Updated Date:	
Complaint Source: BBB AZ Phoenix		Product Service Code: Tobacco Products	
Amount Requested:		Amount Paid: \$104.90	
Payment Method:		Agency Contact: External Agency	
Complaint Date: 12/4/2013		Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		Cross Border Complaint?: No	
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name: (b)(6)		Last Name: (b)(6)	
Address 1:		Address 2:	
City: NEW HAVEN		State: Connecticut	
Zip: (b)(6)		Country: UNITED STATES	
Home Number:		Work Number: (b)(6)	
Fax Number:		Ext:	
Email:		Age Range:	



<b>Military Service Branch:</b>	<b>Soldier Status:</b>	
<b>Soldier Station:</b>		
<b>Subject</b>		
<b>Subject:</b>	Vaper Lite	
<b>Address:</b>	3260 N Hayden Rd Ste 210-325	
<b>City:</b>	Scottsdale	<b>State/Prov:</b> Arizona
<b>ZIP:</b>	85251	<b>Country:</b> United States
<b>Email:</b>	vaperlite.com@domainsbyproxy.com	<b>URL:</b> http://www.vaperlite.com
<b>Area Code:</b>	<b>Phone Number:</b>	
<b>Ext:</b>	<b>Subject ID Type:</b>	
<b>Subject ID Issuer State:</b>	<b>Subject ID Issuer Country:</b>	
<b>Representative Name:</b>	Owner/Manager	<b>Title:</b> Complaint Handler

<b>Record # 20 / Consumer Sentinel Network Complaints</b>		
<b>Reference Number:</b> 50522389	<b>Originator Reference Number:</b> 11260009825952	
<b>Language:</b> English	<b>Contact Type:</b> Complaint	
<b>Source:</b> Organization	<b>DNC?</b> N	
<b>Comments:</b> I received an email offering to try an e-cigarette for a 12-day period by paying shipping and handling. No further product would be received or my credit card charged if cancelled. I order the product on 11-7-13. I received an email on 11-13-13 stating the product had been shipped. I received the product on 11-15-13. On 11-19-13, VaperLite charged my credit card (debit card) \$99.95. I contacted VaperLite customer service and was told that I did not cancel within the 12 day trial period and they would not refund my money. However, if I agreed, they would credit my account with \$50 immediately. I told them that I had not received the product until the 15th and that the 12 days should not start until at least the time they shipped the product or it was received. I was told that I would have to return the trial kit - at my expense - and that if the cancellation was approved, my account would be credited. I filed a dispute with my bank advising that it was not an authorized debit and received a letter from my bank confirming that they had sent a letter regarding my dispute to VaperLite. I returned the product by USPS certified mail on 11-19-13 and it was received by VaperLite on 11-21-13. I also sent a letter requesting a refund and explained that the situation. Two days after returning the product, I received another package in the mail. I did not accept the package and returned it to sender the next day. A few days later I received an email stating that a product had been shipped. I replied to the email stating that I had cancelled my order, returned the product and did not want to receive any further product. On 12-3-13, I received another email stating product was being shipped to me. I called VaperLite and after a 12 minute hold-time, I spoke with 'Lynn'. She confirmed that my account had been cancelled and closed and that they were having problems with emails being sent out stating product was being shipped when that is not the case. She advised that if I receive the product, I should not accept it and 'return it to sender'. I asked her about the status of the refund for the full \$99.95 and she said that if the product was returned then I would be entitled to a full refund, but that it could take up to 30 days for it to credit back to my account. I believe that this company has unfair trade practices when they tell you you have 12 days to cancel and then charge your credit card on the 12th day after the product was ordered (not received) and before you have had a chance to try the product. The first customer service representative was quite arrogant and tried to convince me to accept the immediate \$50 credit instead of waiting for the full refund. When I did not agree, he finally gave me the information on where to return the product and provided me with an RMA. --- Additional Comments: I would like a full refund of the \$99.95 that was charged to my debit/credit card on 11-19-13. I understand that the product was a trial and that if I wanted to cancel within the 12 days, I would not be charged and would not receive further product. I believe that BBB should look into this company's practices so that others do not fall into the same 'trap'. Thank you.		
<b>Was the complaint resolved?:</b>	<b>Complaint Resolution:</b>	NO RESPONSE. The business failed to respond to the BBB or the complainant.
<b>Data Reference:</b>		
<b>Entered By:</b> BBBPHAZ-USER	<b>Entry Date:</b>	12/3/2013
<b>Updated By:</b>	<b>Updated Date:</b>	
<b>Complaint Source:</b> BBB AZ Phoenix	<b>Product Service Code:</b>	Tobacco Products
<b>Amount Requested:</b>	<b>Amount Paid:</b>	\$99.95
<b>Payment Method:</b>	<b>Agency Contact:</b>	External Agency
<b>Complaint Date:</b> 12/3/2013	<b>Transaction Date:</b>	
<b>Initial Contact:</b>	<b>Initial Response:</b>	
<b>Statute/Rule:</b>	<b>Law Violation:</b>	
<b>Topic:</b>	<b>Dispute with Credit Bureau?:</b>	
<b>Dispute with Credit Bureau Responded?:</b>	<b>Dispute with Credit Bureau - Resolved to Satisfaction?:</b>	
<b>Member of armed forces or dependent?:</b>	<b>Cross Border Complaint?:</b>	No
<b>Consumer Information</b>		
<b>Consumer</b>		

<b>Complaining Company/Org:</b>			
<b>First Name:</b>	(b)(6)	<b>Last Name:</b>	(b)(6)
<b>Address 1:</b>		<b>Address 2:</b>	
<b>City:</b>	JOHNSON CITY	<b>State:</b>	Tennessee
<b>Zip:</b>	(b)(6)	<b>Country:</b>	UNITED STATES
<b>Home Number:</b>		<b>Work Number:</b>	(b)(6)
<b>Fax Number:</b>		<b>Ext:</b>	
<b>Email:</b>		<b>Age Range:</b>	
<b>Military Service Branch:</b>			
<b>Soldier Station:</b>			
<b>Subject</b>			
<b>Subject:</b> Vaper Lite			
<b>Address:</b> 3260 N Hayden Rd Ste 210-325			
<b>City:</b>	Scottsdale	<b>State/Prov:</b>	Arizona
<b>ZIP:</b>	85251	<b>Country:</b>	United States
<b>Email:</b>	vaperlite.com@domainsbyproxy.com	<b>URL:</b>	http://www.vaperlite.com
<b>Area Code:</b>		<b>Phone Number:</b>	
<b>Ext:</b>		<b>Subject ID Type:</b>	
<b>Subject ID Issuer State:</b>		<b>Subject ID Issuer Country:</b>	
<b>Representative Name:</b>	Owner/Manager	<b>Title:</b>	Complaint Handler



<b>Record # 21 / Consumer Sentinel Network Complaints</b>			
<b>Reference Number:</b> 50369198		<b>Originator Reference Number:</b> 1312021526495031	
<b>Language:</b> English		<b>Contact Type:</b> Complaint	
<b>Source:</b> Organization		<b>DNC?</b> N	
<b>Comments:</b> NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: I was offered a free sample for \$4.95 shipping costs and they ended up billing me for \$99.95! When I tried calling the place I ordered it from, they connected me to another number that put me on hold for 15 minutes and no one ever answered.			
<b>Was the complaint resolved?:</b>		<b>Complaint Resolution:</b>	
<b>Data Reference:</b> <a href="#">More Information on Data Contributor Complaints?</a>			
<b>Entered By:</b> IC3-USER		<b>Entry Date:</b> 12/2/2013	
<b>Updated By:</b>		<b>Updated Date:</b>	
<b>Complaint Source:</b> Internet Crime Complaint Center		<b>Product Service Code:</b> Other (Note in Comments)	
<b>Amount Requested:</b>		<b>Amount Paid:</b> \$99.95	
<b>Payment Method:</b> Bank Account Debit		<b>Agency Contact:</b> External Agency	
<b>Complaint Date:</b> 12/2/2013		<b>Transaction Date:</b>	
<b>Initial Contact:</b> Internet/E-mail		<b>Initial Response:</b>	
<b>Statute/Rule:</b>		<b>Law Violation:</b>	
<b>Topic:</b>		<b>Dispute with Credit Bureau?:</b>	
<b>Dispute with Credit Bureau - Responded?:</b>		<b>Dispute with Credit Bureau - Resolved to Satisfaction?:</b>	
<b>Member of armed forces or dependent?:</b>		<b>Gross Border Complaint?:</b> No	
<b>Consumer Information</b>			
<b>Consumer</b>			
<b>Complaining Company/Org:</b>			
<b>First Name:</b> (b)(6)		<b>Last Name:</b> (b)(6)	
<b>Address 1:</b>		<b>Address 2:</b>	
<b>City:</b> OVERLAND PARK		<b>State:</b> Kansas	
<b>Zip:</b> (b)(6)		<b>Country:</b> UNITED STATES	
<b>Home Number:</b>		<b>Work Number:</b>	
<b>Fax Number:</b>		<b>Ext:</b>	
<b>Email:</b>		<b>Age Range:</b> 20 - 29	
<b>Military Service Branch:</b>		<b>Soldier Status:</b>	
<b>Soldier Station:</b>			
<b>Subject</b>			
<b>Subject:</b> Vapex E-cig			
<b>Address:</b>			
<b>City:</b> Phoenix		<b>State/Prov:</b> Arizona	
<b>ZIP:</b>		<b>Country:</b> United States	
<b>Email:</b>		<b>URL:</b> Vapex e-cig email	
<b>Area Code:</b>		<b>Phone Number:</b>	
<b>Ext:</b>			

		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	



Record # 22 / Consumer Sentinel Network Complaints			
Reference Number: 50494104		Originator Reference Number: 11260009822961	
Language: English		Contact Type: Complaint	
Source: Organization		DNC? N	
<b>Comments:</b> on their website vaperlite.com they states that I may order a one month starter kit for a e-cig for the cost of shipping only (\$4.95) in very large type on their home page. I placed a order for the started kit on Nov 10. After a few clicks and they get your credit card info and they confirm you order, with a total purchase price of \$4.95 in bold print at the top of the page. only when you look about halfway down the page did I read in small print that you will be on auto ship. Nothing else is mentioned about price. Its only after they charge your credit card for \$99.95 that I read the terms. They state they will charge you \$99.95 twelve days after you PLACE the order (allowing 7-10 days to receive your order per their website but I didn't receive mine for 13 days) , Then another \$99.95 eighteen days after that, and a further \$99.95 every thirty days after that. I called the customer service number when I noticed the charge on my card, and talked to 'Barry' he said that is company policy and I would just have to deal with it, but he would cancel my contract so I wouldn't be charged anymore, and that is all he could do. I had called customer service and talked to this same 'Barry' on 11-23 which is the same day I received it because the battery would not charge and he stated he would replace it, not mentioning that they were going to charge me \$99.95. I then received a email saying they would be refunding \$50.00 for the defective equipment which confused me since Barry had said nothing about that and I had only paid \$4.95 for it After checking my credit card balance Bottom line is they charged me \$99.95 then refunded \$50.00 for a faulty e-cig and left a \$49.95 charge on my card. At this point I am out \$49.95 and still do not have a working e-cig. I offered to send anything they sent me back if they would refund my money since my experience with them was less then satisfactory but it was refused. --- Additional Comments: I would like to forget I ever dealt with this company but since that is not possible I would like a full refund and I will return any equipment they have sent me at their expense. also I would like to warn other people about this company because they are a scam and I am sure I am not the only one they have scamed			
Was the complaint resolved?:		Complaint Resolution: NO RESPONSE. The business failed to respond to the BBB or the complainant.	
<b>Data Reference:</b>			
Entered By: BBBPHAZ-USER		Entry Date: 11/30/2013	
Updated By:		Updated Date:	
Complaint Source: BBB AZ Phoenix		Product Service Code: Tobacco Products	
Amount Requested:		Amount Paid: \$49.95	
Payment Method:		Agency Contact: External Agency	
Complaint Date: 11/30/2013		Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		Cross Border Complaint?: No	
<b>Consumer Information</b>			
<b>Consumer</b>			
Complaining Company/Org:			
First Name: (b)(6)		Last Name: (b)(6)	
Address 1:		Address 2:	
City: TUCSON		State: Arizona	
Zip: (b)(6)		Country: UNITED STATES	
Home Number:		Work Number: (b)(6)	



Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject: Vaper Lite			
Address: 3260 N Hayden Rd Ste 210-325			
City: Scottsdale		State/Prov: Arizona	
ZIP: 85251		Country: United States	
Email: vaperlite.com@domainsbyproxy.com		URL: http://www.vaperlite.com	
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Owner/Manager Name:		Title: Complaint Handler	

<b>Record # 23 / Consumer Sentinel Network Complaints</b>			
<b>Reference Number:</b> 50712649		<b>Originator Reference Number:</b> 799219	
<b>Language:</b> English		<b>Contact Type:</b> Complaint	
<b>Source:</b> Organization		<b>DNC?</b> N	
<b>Comments:</b> NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. -- Consumer wants a full refund -- Topic Description: Consumer signed up online for a 12 day trial of of a ecigarette vaper product. The website offered a free 12 day trial for \$4.95 shipping, and the consumer will automatically get additional shipments at regular pricing after the 12 days unless they cancel.Consumer was billed the \$4.95 shipping to her credit card 11/28/2013. Consumer was billed \$99.95 12/6.Consumer never even got the starter package until after the \$99.95 charge.Consumer contacted the supplier and was offered a \$30 refund.Consumer has filed a dispute with her bank over the charges.No atty			
<b>Was the complaint resolved?:</b>		<b>Complaint Resolution:</b>	
<b>Data Reference:</b>			
<b>Entered By:</b> OH01-USER		<b>Entry Date:</b> 11/28/2013	
<b>Updated By:</b>		<b>Updated Date:</b>	
<b>Complaint Source:</b> Ohio, Attorney General		<b>Product Service Code:</b> Unauthorized Debits or Charges for Unknown Products	
<b>Amount Requested:</b> \$99.95		<b>Amount Paid:</b> \$104.90	
<b>Payment Method:</b> Bank Account Debit		<b>Agency Contact:</b> External Agency	
<b>Complaint Date:</b> 11/28/2013		<b>Transaction Date:</b>	
<b>Initial Contact:</b> Internet Web Site		<b>Initial Response:</b>	
<b>Statute/Rule:</b>		<b>Law Violation:</b>	
<b>Topic:</b>		<b>Dispute with Credit Bureau?:</b>	
<b>Dispute with Credit Bureau - Responded?:</b>		<b>Dispute with Credit Bureau - Resolved to Satisfaction?:</b>	
<b>Member of armed forces or dependent?:</b>		<b>Cross Border Complaint?:</b> No	
<b>Consumer Information</b>			
<b>Consumer</b>			
<b>Complaining Company/Org:</b>			
<b>First Name:</b> (b)(6)		<b>Last Name:</b> (b)(6)	
<b>Address 1:</b>		<b>Address 2:</b>	
<b>City:</b> NEWARK		<b>State:</b> Ohio	
<b>Zip:</b> (b)(6)		<b>Country:</b> UNITED STATES	
<b>Home Number:</b>		<b>Work Number:</b>	
<b>Fax Number:</b>		<b>Ext:</b>	
<b>Email:</b>		<b>Age Range:</b>	
<b>Military Service Branch:</b>		<b>Soldier Status:</b>	
<b>Soldier Station:</b>			
<b>Subject</b>			
<b>Subject:</b> Vaper Lite			
<b>Address:</b> 3260 N HAYDEN RD			
<b>City:</b> Scottsdale		<b>State/Prov:</b> Arizona	
<b>ZIP:</b> 85251		<b>Country:</b> United States	
<b>Email:</b> help@vaperlite.com		<b>URL:</b>	

Area Code: 888	Phone Number: 6187963
Ext:	Subject ID Type:
Subject ID	Subject ID
Issuer State:	Issuer Country:
Representative Name:	Title:



<b>Record # 24 / Consumer Sentinel Network Complaints</b>			
<b>Reference Number:</b>	50378605	<b>Originator Reference Number:</b>	11260009815533
<b>Language:</b>	English	<b>Contact Type:</b>	Complaint
<b>Source:</b>	Organization	<b>DNC?</b>	N
<b>Comments:</b>	They told me its \$1.99 risk free and then charge me \$99. Vaperlite.com website offers some special for a free ecigarette, their website advertised Free starter kit only pay 1.99 shipping and handling. I bought this about 10 days ago. It finally arrived Monday 5 days ago. Today, less than a week after the kit arrived I noticed \$99 had just been charged on my card, I called them immediately to cancel this and they said I had agreed to a 12 days free trial and then if I didnt ship it back I would be charged the full price. I thoroughly explained that I had never agreed to it, in fact their website says FREE STARTER KIT! Since they have a logo that says Satisfaction Risk Free Guaranteed I asked to return the free ecigarette, they told me it would take 60 days to get a refund and there was a \$49 restocking fee. They refused to refund the money they had charged me without my authorization. --- Additional Comments: I want a full refund as this is false advertising.		
<b>Was the complaint resolved?:</b>	n	<b>Complaint Resolution:</b>	NO RESPONSE. The business failed to respond to the BBB or the complainant.
<b>Data Reference:</b>			
<b>Entered By:</b>	BBBPHAZ-USER	<b>Entry Date:</b>	11/25/2013
<b>Updated By:</b>		<b>Updated Date:</b>	
<b>Complaint Source:</b>	BBB AZ Phoenix	<b>Product Service Code:</b>	Tobacco Products
<b>Amount Requested:</b>		<b>Amount Paid:</b>	
<b>Payment Method:</b>		<b>Agency Contact:</b>	External Agency
<b>Complaint Date:</b>	11/25/2013	<b>Transaction Date:</b>	
<b>Initial Contact:</b>		<b>Initial Response:</b>	
<b>Statute/Rule:</b>		<b>Law Violation:</b>	
<b>Topic:</b>		<b>Dispute with Credit Bureau?:</b>	
<b>Dispute with Credit Bureau - Responded?:</b>		<b>Dispute with Credit Bureau - Resolved to Satisfaction?:</b>	
<b>Member of armed forces or dependent?:</b>		<b>Cross Border Complaint?:</b>	No
<b>Consumer Information</b>			
<b>Consumer</b>			
<b>Complaining Company/Org:</b>			
<b>First Name:</b>	(b)(6)	<b>Last Name:</b>	(b)(6)
<b>Address 1:</b>		<b>Address 2:</b>	
<b>City:</b>	NORTHRIDGE	<b>State:</b>	California
<b>Zip:</b>	(b)(6)	<b>Country:</b>	UNITED STATES
<b>Home Number:</b>		<b>Work Number:</b>	(b)(6)
<b>Fax Number:</b>		<b>Ext:</b>	
<b>Email:</b>		<b>Age Range:</b>	
<b>Military Service Branch:</b>		<b>Soldier Status:</b>	
<b>Soldier Station:</b>			
<b>Subject</b>			
<b>Subject:</b>	Vaper Lite		
<b>Address:</b>	3260 N Hayden Rd Ste 210-325		
<b>City:</b>	Scottsdale	<b>State/Prov:</b>	Arizona
<b>ZIP:</b>	85251	<b>Country:</b>	United States

<b>Email:</b>	vaperlite.com@domainsbyproxy.com	<b>URL:</b>	http://www.vaperlite.com
<b>Area Code:</b>		<b>Phone Number:</b>	
<b>Ext:</b>		<b>Subject ID Type:</b>	
<b>Subject ID Issuer State:</b>		<b>Subject ID Issuer Country:</b>	
<b>Representative Name:</b>	Owner/Manager	<b>Title:</b>	Complaint Handler



## Record # 25 / Consumer Sentinel Network Complaints

Reference Number:	50378643	Originator Reference Number:	11260009815268
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	I went to this site to order a Free Vaper Lite cigarette for the shipping cost of \$4.95 and then got a phone call about receiving gas coupons and a monthly trial subscription that I turned down while on the phone. I never received the vaper lite cigarette and now they have hit my bank account for \$100 that I did not authorize. I have shut down my bank card and will now begin the fight for my money back. They broke the contract by not sending me what I ordered within the 2 to 3 business days so that I could evaluate it. I never received it! --- Additional Comments: I want my money refunded and this company and I want them to cut all ties with me. I do not want this to happen to anyone else.		
Was the complaint resolved?:		Complaint Resolution:	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.
Data Reference:			
Entered By:	BBBPHAZ-USER	Entry Date:	11/25/2013
Updated By:	BBBPHAZ-USER	Updated Date:	12/18/2013
Complaint Source:	BBB AZ Phoenix	Product Service Code:	Tobacco Products
Amount Requested:		Amount Paid:	\$99.95
Payment Method:		Agency Contact:	External Agency
Complaint Date:	11/25/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		Cross Border Complaint?:	No

## Consumer Information

Consumer	
Complaining Company/Org:	
First Name:	(b)(6)
Address 1:	
City:	NAGS HEAD
Zip:	(b)(6)
Home Number:	
Fax Number:	
Email:	
Military Service Branch:	
Soldier Station:	
Last Name:	(b)(6)
Address 2:	
State:	North Carolina
Country:	UNITED STATES
Work Number:	(b)(6)
Ext:	
Age Range:	
Soldier Status:	

## Subject

Subject:	
Address:	
3260 N Hayden Rd Ste 210-325	
City:	Scottsdale
ZIP:	85251
Email:	vaperlite.com@domainsbyproxy.com
Area Code:	
State/Prov:	Arizona
Country:	United States
URL:	http://www.vaperlite.com
Phone Number:	



<b>Ext:</b>		<b>Subject ID Type:</b>	
<b>Subject ID Issuer State:</b>		<b>Subject ID Issuer Country:</b>	
<b>Representative Name:</b>	Owner/Manager	<b>Title:</b>	Complaint Handler

## Record # 26 / Consumer Sentinel Network Complaints

Reference Number: 49659860	Originator Reference Number: 07340001484146
Language: English	Contact Type: Complaint
Source: Organization	DNC? N
<b>Comments:</b> I received an email on October 28, 2013, regarding an offer on their product. The starter kit would only be \$4.95 and that was for the shipping and handling. I started filling in the information, then it got to the billing section. I stopped. Then an hour later I received another email offering the shipping and handling for \$1.95. I completed the billing information. The product would arrive in 2 to 5 days. Today makes the 5th day and I haven't received the item yet. I called the company and I got a runaround from everyone I spoke to. When I called them this morning, one guy said it wasn't shipped, because it was on back order, I called back and spoke to another person who said that it shipped on the 29th early in the morning. Another person put me on hold and came back and said it was shipped out by DHL, but she had no tracking number or information. After the phone calls I started to dig around on the internet. I found that after the first 12 days, they charge your card \$99.95 plus shipping and handling for the extra refills, which they don't tell you about when you're ordering it nor in their solicitation. Then every 30 days after until you cancel. You have 30 days to cancel. If you don't cancel prior to the first billing cycle, you are charged \$49.95 and \$50.00 for the Auto Ship cancellation. I called the bank, they cancelled the card to prevent further unauthorized debits from my card. This company is not ethical, they tried to deceive me and take my money. --- Additional Comments: I want the company to refrain from trying to withdraw unauthorized funds from my account and do not contact me again.	
Was the complaint resolved?:	Complaint Resolution: TRANSFERRED TO ANOTHER BBB. This complaint is about a business that is located in another BBB's service area.
Data Reference:	
Entered By: BBBSAMO-USER	Entry Date: 11/5/2013
Updated By:	Updated Date:
Complaint Source: BBB MO Saint Louis	Product Service Code: Shop-at-Home/Catalog Sales
Amount Requested:	Amount Paid:
Payment Method:	Agency Contact: External Agency
Complaint Date: 11/5/2013	Transaction Date:
Initial Contact:	Initial Response:
Statute/Rule:	Law Violation:
Topic:	Dispute with Credit Bureau?:
Dispute with Credit Bureau - Responded?:	Dispute with Credit Bureau - Resolved to Satisfaction?:
Member of armed forces or dependent?:	Cross Border Complaint?: No
<b>Consumer Information</b>	
<b>Consumer</b>	
Complaining Company/Org:	
First Name: (b)(6)	Last Name: (b)(6)
Address 1:	Address 2:
City: SAINT ANN	State: Missouri
Zip:	Country: UNITED STATES
Home Number:	Work Number: (b)(6)
Fax Number:	Ext:
Email: (b)(6)	Age Range:
Military Service Branch:	Soldier Status:
Soldier Station:	

Subject		
Subject: Vapex Ecig		
Address: 197 E 800 N		
City: Salt Lake City		State/Prov: Utah
ZIP: 84130		Country: United States
Email:		URL:
Area Code: 800		Phone Number: 5545447
Ext:		Subject ID Type:
Subject ID Issuer State:		Subject ID Issuer Country:
Representative Name: jason rhodes		Title:



Record # 27 / Consumer Sentinel Network Complaints			
Reference Number:	49736275	Originator Reference Number:	11311040654344492
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: 11-2-2013 received offer for FREE TRIAL STARTER KIT of there product that is risk free. Charged for this offer. Misleading, false, unsavory business practices that are deliberate to scam funds from misinformed customers. They make an offer to send a FREE TRIAL KIT, yet after VAPEX obtains the credit information they charge customer within days. The charge is 99.00 dollars if not cancelled or 49.00 plus the initial 4.95 when the program describes it being a FREE RISK FREE TRIAL. This type of "scam", business practice leaves much to be desired, they are not honest and upfront, and purposely misleading people to obtain undeserved cash. In order to cancel the item you must call them and they attempt to further avoid cancellation and become argumentative when you point out to them this is not a "risk free offer". The concept of false advertising appears in a variety of federal and state laws. Generally under these laws, "false advertising" refers to a representation or omission that is likely to mislead a consumer who is acting reasonably under the circumstances. These state and federal laws exist to protect consumers from being misled as well as protect competitors from inaccurate statements that would tarnish their brands, goods, or services.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:	More Information on Data Contributor Complaints?		
Entered By:	IC3-USER	Entry Date:	11/4/2013
Updated By:		Updated Date:	
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	\$55.00
Payment Method:	Credit Card	Agency Contact:	External Agency
Complaint Date:	11/4/2013	Transaction Date:	
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	FITCHBURG	State:	Massachusetts
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	

<b>Fax Number:</b>		<b>Ext:</b>	
<b>Email:</b>	(b)(6)	<b>Age Range:</b>	50 - 59
<b>Military Service Branch:</b>		<b>Soldier Status:</b>	
<b>Soldier Station:</b>			
<b>Subject</b>			
<b>Subject:</b>	Vapex		
<b>Address:</b>	197 East 800 North		
<b>City:</b>	Bountiful	<b>State/Prov:</b>	Utah
<b>ZIP:</b>	84010	<b>Country:</b>	United States
<b>Email:</b>		<b>URL:</b>	https://tryvapex.com/us/eval-a?affid=296444&subid=280&ClickID=11_14746137_a5242f69-a87b-426b-adac-490fbb2a0b01&CID=258654
<b>Area Code:</b>	800	<b>Phone Number:</b>	5545447
<b>Ext:</b>		<b>Subject ID Type:</b>	
<b>Subject ID Issuer State:</b>		<b>Subject ID Issuer Country:</b>	
<b>Representative Name:</b>	Vapex	<b>Title:</b>	



## Record # 28 / Consumer Sentinel Network Complaints

Reference Number:	49277994	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	The company provides bait and switch. I recieved an email indicating product was \$4.95 for shipping. I closely looked through offer and there was no mention of any future charges on the ordering link. I have now been charged another 99.95 and they indicated it is in the small print on the website. A completly different website than I orgininally visited. All products have been returned.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	11/2/2013
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Shop-at-Home/Catalog Sales
Amount Requested:	\$4.00	Amount Paid:	\$99.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	11/2/2013	Transaction Date:	10/21/2013
Initial Contact:	Internet Web Site	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of No armed forces or dependent?:	No	Cross Border Complaint?:	No
<b>Consumer Information</b>			
<b>Consumer</b>			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Loveland	State:	Colorado
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Military Service Branch:		Soldier Status:	
Soldier Station:			
<b>Subject</b>			
Subject:	Vapex		
Address:	197 East 800 North		
City:	Bountiful	State/Prov:	Utah
ZIP:	84010	Country:	United States
Email:		URL:	www.vapexecig.net
Area Code:	888	Phone Number:	9597602
Ext:		Subject ID Type:	



Subject ID	Subject ID
Issuer State:	Issuer Country:
Representative Name:	Title: Customer Service

