



Better Business Bureau

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## BBB BUSINESS REVIEW

Is this your Business?

### THIS BUSINESS IS NOT BBB ACCREDITED

#### Vapex

(888) 589-4370

[View Additional Phone Numbers](#)

4525 S 2300 E Ste 100, Holladay, UT 84117-4426

<http://tryvapex.com>

[View Additional Web Addresses](#)



On a scale of A+ to F

Reason for Rating

[BBB Ratings System Overview](#)

BBB Business Reviews may not be reproduced for sales or promotional purposes.

### BBB Accreditation

Vapex is not BBB Accredited.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets [BBB accreditation standards](#), which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

### Reason for Rating

BBB rating is based on 16 factors. [Get the details about the factors considered.](#)

Factors that *lowered* Vapex's rating include:

- 82 complaints filed against business
- Failure to respond to 25 complaints filed against business.
- 12 complaints filed against business that were not resolved.
- Business has failed to resolve underlying cause(s) of a pattern of complaints.
- BBB does not have sufficient information to determine how long this business has been operating.
- BBB does not have sufficient background information on this business. BBB made two or more requests for background information from the business. BBB has not received a response from this business and/or has not been able to verify information received from this business.
- BBB does not have sufficient information to determine size of business. BBB evaluation of business is based on rating formula's smallest size classification.

## Customer Complaints Summary

[Read complaint details](#)

82 complaints closed with BBB in last 3 years | 82 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	19
Billing / Collection Issues	17
Delivery Issues	9
Problems with Product / Service	37
Guarantee / Warranty Issues	0
<b>Total Closed Complaints</b>	<b>82</b>

### Additional Complaint Information

This business has a pattern of complaints in which consumers allege signing up to receive a "free trial" of product and being informed they must pay \$49.95 for the starter pack/trial when attempting to cancel within 12 days. BBB has reviewed the business' website, terms and conditions as well as the "satisfaction guaranteed" claim and made contact with the business to request clarification. To dates the business has not responded to BBB concerns.

### Government Actions

BBB knows of no significant government actions involving Vapex.

What government actions does BBB report on?

### Advertising Review

BBB has nothing to report concerning Vapex's advertising at this time.

What is BBB Advertising Review?

## Additional Information

BBB file opened: 01/10/2014

### Contact Information

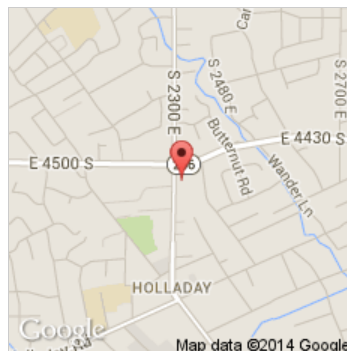
Principal: Steve Miller  
Mr Scott Barth (Registered Agent)

### Business Category

e-cigarettes, Business Services - General

### Alternate Business Names

Vapex ECig, Vapex LLC



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