

Record # 16 / Consumer Sentinel Network Complaints			
Reference Number: 49951899		Originator Reference Number:	
Language: English		Contact Type: Complaint	
Source: Consumer		DNC? 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			
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By: FTCCIS-FTCUSER		Entry Date: 12/8/2013	
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: 12/8/2013		Transaction Date: 11/16/2013	
Initial Contact: Initiated Contact		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			
Consumer			
Complaining Company/Org:		Last Name: (b)(6)	
First Name: (b)(6)		Address 2:	
Address 1:		State: Florida	
City: Jacksonville		Country: UNITED STATES	
Zip: (b)(6)		Work Number:	
Home Number:		Ext:	
Fax Number:		Age Range: 40 - 49	
Email:		Soldier Status:	
Military Service Branch:			
Soldier Station:			



Record # 4 / Consumer Sentinel Network Complaints			
Reference Number:	50719081	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:	<a href="#">More Information on Data Contributor Complaints?</a>		
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: