

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

- 1 I PURCHASED A 'TRIAL' OFFER FROM PRADO E CIGARETTE CO., THE MIDDLE OF AUG. I RECIEVED THE PRODUCT. TODAY I WAS CHARGED \$151. ON MY DEBIT CARD. WHEN I CALLED THEM TODAY, I WAS TOLD THAT I HAD AREED TO THIS CHARGE. THERE WAS NOTHING STATING THAT ANYWHERE WHEN I PURCHASED THE 'TRIAL' OFFER. THEY REFUSED TO REFUND MY MONEY. I KNOW THERE ARE MANY, MANY OTHER COMPLAINTS AGAINST THIS COMPANY. WHYAT CAN BE DONE TO HELP ALL OF US THAT ARE OUT OF MONEY WE CAN'T AFFORD TO BE SCAMMED OUT OF??? THANKS FOR ANY HELP YOU CAN BE ON THIS ISSUE. --- Additional Comments: \$151.10 returned to my account. And for them to be PUT OUT OF BUSINESS!! A CLASS ACTION SUIT WOULD BE GOOD. SOMETHING NEEDS TO HAPPEN TO THIS SCAMMING BUSINESS.'
- 2 I ordered the free trial of the E-cigarette from this company, but when I discovered that they would charge \$149.90 to my checking account I returned the item not opened , return to sender unwanted material as soon as it arrived. Today the charge of \$149.90 was charged to my account anyway. When I contacted the company they said that I could only receive a refund of \$70.00 as I did not call and get an RAM (whatever that is) before I returned the item, and that they have no way of checking that the item was returned to the company, which I find hard to beleive. My bank will not cancel the charge as I did authorize the initial \$9.95 shipping fee but not the \$149.90, so now my bank account is overdrawn and I have no way of paying the overdraft fees or getting back the additional \$79.90 and I do not have the product either. So now I have to cancel my bank card to ensure that the company does not try to take anymore money from my bank account. --- Additional Comments: I would like to have the purchase price refunded in full to my bank account'

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3

I ordered an e-cigarette from this company on their website for 4.95 and shipping was 14.95 for a total of 19.90. I ordered this product 08/07/2010 and put it on my visa account. My product came and the only paperwork that was with the product was the amount of my purchase. The companys address was up at the top, the zip code they gave was a 4 digit zip code???? <br />I was looking at my visa statement on 08/25/2010 and noticed someone or somebody put a charge on it for 149.90 plus a transaction fee of 4.50???? on 08/22/2010. I called the number that was listed on my visa statement to find out what this was all about. I talked to Julie about this 149.90 being put on my visa. Julie told me that it was past my 14 day trial period and that I could not return the product for a refund. I asked to talk to a supervisor and was told by Julie that the supervisors are in a meeting. I went to the company website and Julie is right it does say 14 day trial period but it also says something about auto ship. I am ready to eat the cost of this product but feel this business has some shady practices. I believe a company that ships you something in the mail that is a trial period should also include this information about this 14 day trial period and when the customers account will be debited for the remaining balance. The customer should also be made aware of the auto ship policy. I have learned a very costly lesson and will NEVER order another product off the internet. I know there are legitimate companys on the internet because I have ordered from them in the past. Companys like this give all other businesses a bad name. Another point worth mentioning when a customer ask for a supervisor one should be available. What else are you hiding from your customers??? You lost all my trust not just in you but all internet companys, I hope you are proud of youselves. I will communicate to everyone I know how you conduct business, your loss.<br /> ---  
Additional Comments: Refund for undisclosed remaining balance at time of delivery, this should be communicated at the time of delivery and the 14 day trial period should be extended to 30 day trial period, but this would affect your bottom line now wouldn't it. I feel your product is great but the way you conduct your business is wrong and makes you untrustworthy of my businness or anyone else I know and this will be communicated to all I know.'

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4

I received an email advertising a free PRADO e-cigarette kit. Upon following the instructions to receive additional information, I was given the opportunity to order the kit at a discounted price, as well as other products. I made an order and paid for that order on my debit card (October 22, 2010). I received two receipts for payments of \$4.95 for shipping and the other for \$29.80 for products. In fact, they charged my account \$4.95 and \$39.75 and today another \$149.95 charge is going through my bank account. At no time was I told I would be charged the extra \$10 on product nor the additional \$149.95. When I called the customer service number, I was told that in the terms and conditions it allows them to set you up for a charge of \$149.95 and a monthly autoship for additional products. At no time did I see this advertised and I have kept my original promo and receipts in my Inbox for my email. Customer service allowed me to cancel the subscription they had signed me up for but refused to credit my account for monetary discrepancies. I am shipping back the 'free product' and expect to get a refund; however, this has damaged my bank account due to withdrawal of unavailable funds with an unexpected withdrawal.

If a company is sincere in their advertising efforts customers would not have to get a microscope and attorney to determine what the actual charges will be to their accounts. Banks are under obligation to allow the withdrawal until such time that a determination is made. This company is guilty of misrepresenting their promotions--none of which are actually FREE or for that matter, even reduced in price. I view it as a scam and one which the FTC would have a hayday with. I was told by a friend that the first step is to contact the company which I did and that the second step is to contact the BBB. I hope you can take some action to stop this company from sending out unsolicited emails with false advertising within. It costs us all at a time when none can afford it. --- Additional Comments: I desire that they clearly state within their unsolicited email exactly what a person will actually pay for their FREE products, and that they state that they will be charging your card on an ongoing basis up front rather than hidden in text the customer can't see or read or glean from their email. I desire a full refund as all items are returned. I have been removed from their arbitrary 'contract agreement' with cancellation # b(6) by calling their group. '

5

I ordered the E-Cigar4ette/Prado from the internet according to there website was only to be billed \$14.95. This company billed my visa account for \$39.40 and then \$150.01 on 4/30/10.

The above charges have been paid by my bank and the bank has also put in a complaint to  
SolutiontoNet/SmokeFreely-E-Cigarette. I have since cancelled my bank card so no other  
purchases can be taken from my account.

I would like this company investigated for false advertisement and possibly try to get  
a refund.

I await a response.

Sincerely,  
b(6) --- Additional Comments: I would like for this company to advertise the correct information and possibly a refund.

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- 6 I received an email from Prado advertising a free trial offer for the e-cigarette. What appeared to be a free kit, paying only the shipping and handling and purchase additional cartridges. After receiving a billing of \$149.90 10 days later, I look into Prado and it appears I'm not the only one that felt the advertisement was misleading. I called the customer service and waited 10 minutes to speak to someone. I was finally connected to a customer service rep that hung up when I ask for the legal name and address of the company. I called a second time and they offered to stop the monthly charge and refund a portion. I had to ask the customer service rep to slow down twice so I could try and understand what she was saying. THIS COMPANY NEEDS TO REFUND CUSTOMERS AND CHANGE THE ADVERTISING.<br /><br />www.consumeraffairs.com/misc/prado\_ecig.html <br /><br />I would like a refund of the \$149.90 plus the transaction fee of \$4.95. <br /><br />On top of everything else, I was automatically enroled FREE in sometype of buying service and was told I need to call an with 30 days to cancel or I would be charge. I automatically call the number back immediately, within 5 minutes of receiving the call and cancelled. As you can see below I was charged \$11.98.<br /><br /><br />01/12/11 01/13/11 PROFINITY\*PROTECT 11.98 <br /> Cardholder: b(6) <br />Merchant Category: BUYING/SHOPPING SERVICES, CLUBS <br />Merchant Phone Number: 866-407-7043 <br />Merchant Location: 866-407-7043, FL <br /> <br /> 01/12/11 01/12/11 FOREIGN TRANSACTION FEE 0.45 <br /> Cardholder: b(6) <br />Merchant Category: Not Available <br />Merchant Phone Number: Not Available <br />Merchant Location: Not Available <br /> <br /> 01/11/11 01/12/11 ELECTRICCIG-8776473735 14.95 <br /><br /><br />01/26/11 01/26/11 FOREIGN TRANSACTION FEE 4.50 <br /> Cardholder: b(6) <br /> <br /> <br /> 01/25/11 01/26/11 ELECTRICCIG-8776473735 149.90 <br /> Cardholder: b(6)<br /> /> Merchant Location: 877-647-3735, <br /> --- Additional Comments: \$149.90 plus transaction fee of \$4.50'
- 7 This company sells a so-called 'free trial' with fine prints on a website clugy enough to make those fine prints unreadable or unlikely to be read. Such sale conditions are unlike any usual selling practices.<br />In fact, the moment you place your order, a 14-day grace period (which basically covers the shipping time) starts, so when you receive the product you are also hit with 149\$ charge (which was not advertised, but part of the fine print above mentioned).<br />So far, not free at all.<br />Then you discover that another part of the fine prints was that you are signed in for a monthly charge for cartridges refill which usually gives you more cartridges than you need so when you ask them to interrupt charging you and shipping the cartridges, you get hit with another fine print: the so-called lifetime warranty ON THE ORIGINAL ELECTRONIC EQUIPMENT expires as soon as you cancel the monthly charges!<br />So you find yourself in less than 6 month without any form of warranty coverage other than the 'friendly discounts' on re-purchasing the broken part.<br />In short, this Prado e-cigarette is structured as a continuous money drain with no support you haven't paid for and no responsibility on their part, so your best bet after having been duped is to cut your losses and interrupt any further relationship.<br />I just wanted any potential further duped customer to be forewarned.<br /><br />Have a nice day<br />Clark Misul --- Additional Comments: Full refund of all money paid for cigarette and cartridges for the time spent between calls and discussing unfriendly sale practices.'

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8	<p>I ordered a product called the e-cigarette. The charge was 12.95, which I paid with my debit card. I recieved the product, although I didn't like it and haven't used it but once, I didn't return it or make any other communication with that company. Today I recieved two boxes of 10 refill cartridges and my account was charged 149.90 back in February. It overdrew my account and I recieved charges of 125.00 for it. I have cancer and am trying to quit smoking, I thought this was a dream come true, something to help me quit. It has turned into a nightmare. Because I have cancer, I don't do things that I used to do like balance my checkbook, or even check on my balance (until it was too late!). I am also on SS disability and don't make ends meet as it is, this 149.90 really messed me up and I'm so upset I don't know what to do. I will try to get to my bank on Monday to see if I can get my money back. I don't want my account charged again with any more money to this company. What can I do. Please look into this company, I have checked their web site and another called Rip off Report and they have had many, many complaints. I need help please. Thank you in advance for your help in this matter. I have never in my 49 years reported anyone to the Better Business Bureau, but this company deserves this and a whole lot more. Thanks again. b(6) --- Additional Comments: I need to be paid back in full. '</p>
9	<p>I received am email for a free Prado e-cigarette. I was only to buy the filters. I purchased filteers, there was from 10 to 30 cents 'service charge' on each transaction, made at the same time...only company divided them all up into several. This week-end, was reviewing my bank statement on line. This company had charged my account \$149.99. For what???? I went to the bank, changed my card, filed a fraud form. Came home and THEN read the complaints about this company on the internet. They are truly a scam. Hope you can do something about this. There are lots of people out there, like me, who live on a very fixed income. People just can not afford to be taken like this.&lt;br /&gt;b(6) --- Additional Comments: IDEALLY, WOULD LIKE MY MONEY BACK. WANT THIS COMPANY SHUT DOWN FOR FRAUDULANT BUSINESS PRACTICES, FALSE ADVERTISING, AND TAKING MY MONEY OUT OF MY BANK ACCOUNT.'</p>
10	<p>I got the e cigarette as a free trial and when I recieved it it does not work and the numbers they called me from are disconnected and no I can not cancel a subscription I never signed up for --- Additional Comments: I want my susposed to subscription cancel because I never signed for one and I want my money back and money for having to cancel my credit card to start all over also I want what I paid for '</p>
11	<p>My wife had filed a claim earlier tonight. Without really knowing I thought that an e cigarette was a great idea so I also requested a free trial when my wife told me after I already order what was going on I tried to call and cancel and found out that I was not able to cancel and was also put on a subscribe list that I never signed up for either and now my wife has a worm on her computer and lost all of her files for her college classes and all her personal stuff so now I have to get it fixed --- Additional Comments: I want the money back and also I want what I have for time and energy to fix my wifes computer and all the emotional problems this caused and emotional distress for documents my wife can not get back for school classes'</p>

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12

In reality, this company has issues in nearly ALL the above categories; perhaps with the exception of delivery...<br /><br />Advertising:<br />They advertised a 'free trial.' We had no problems with paying shipping and handling, and a bit more for some useful accessories. However, we must have missed the small print stating we were signing up for a subscription of \$69+ per month for refill cartridges, and \$149 for the single e-cigarette unit if we kept it. They state a 30-day trial. Most people were charged no more than 10 days after they gave their credit card information.<br /><br />Billing:<br />Shipping charges totaled \$12.95. Her accessories and extra cartridges were \$19.85. The charges to our account were \$8.01 and \$25.05? I have already contacted our bank to find a way to stop them from debiting our account any further, given warnings on RipOffReport.com from MANY other customers who have tried to get refunds, return the product, or cancel their agreement.<br /><br />The Product:<br />At first glance, the product looks to be of high quality, with a high-quality case and multiple charging options (provided you purchase them separately). Unfortunately, my wife's arrived DOA. The additional accessories, according to the box label, should have been included WITH the product, not as separate items.<br /><br />I could go on, but it seems there is a limit set on this page... --- Additional Comments: At least complete refund for current (and future possible) charges, any NSF charges incurred, and my time at \$15 an hour, as a PC Technician, to eliminate virus that was an added 'bonus' of using the USB charger. Process takes about four hours to restore all software, programs, and documents. My wife is in school via the internet, and may suffer lower grades and higher stress levels because of this inconvenience as well.'

13

I bought an e cigarette starter pack because i want to get off tobacco. They had a deal for a free starter pack for 7.95. Now 2 weeks later they charge my account 150.00 I call then and they tell me the 7.95 was to try the ecig and if I didnt return it in 2 weeks they charge the full price. I had no idea about this they are scammers!! Then after using some choice words on the phone to customer service they offered to cancel my account and re credit 70 dollars. Can you please look into this company so others dont lose their hard earned money --- Additional Comments: Id like my money back and change to clear posting on their website on how your going to get scammed. A full NY times page apology would be nice also.'

14

I ordered a risk-free trial e cigarette package and they started sending me more goods and charging my account. I researched it and there is some confusing fine print on their site but it's set up to make one think they are actually getting a risk-free trial package with no additional charges or costs. I never authorized any other products to be sent and when I called they said it was too late to get a refund and they couldn't do anything about it. Now my only option is to cancel my credit card and get a new one which is very time consuming when all our bills are paid online. --- Additional Comments: I would like to be refunded the amount they charged without my consent and they should be black-listed from doing business online. This is an online scam. '

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15

I received an email with 'free offer' of a starter kit for their Prado e-cigarette. All I was supposed to do was pay shipping & handling charges. Then I got pop-up offers for the cartridges and I bought two of them. The charges were posted & I received my kit & refills. All is OK & then I go on vacation & when I come back I have an overdraft notice -- the company has charged me \$149.90 plus charges for the kit. I call them & they tell me that by buying the kit initially I had to go on to their site from my email and that on the site they state that the 'free introductory offer' is just a trial and that I was supposed to try the product and return it within 2 weeks for a refund if I didn't use it -- otherwise I was to be charged full price for the kit. That is soooo untrue!! They said I was supposed to read on their site that this was just a trial to be returned! Now, in addition to the charges for the e-cigarette, I have \$70 in overdraft charges for the unexpected charges from the Prado company. They argued & argued with me that it was my fault for not reading on their site what their 'free introductory offer' was about. Then she offered to give me a discount on future orders!! It seems I was now enrolled in a monthly program where they automatically charge me for refills too! What a scam!! I told her I was going to pursue a lawsuit against them for bad business practices. Then she said she would give me an RMA # & to send it back properly & when they received it they would credit me the \$149.90 and that was it. She said she would cancel my account. Now I have to mail it back at my expense & get a tracking # or they can claim they never received it. They actually told me that. Very bad business. This is the first time I've been stung by an e commerce site and it really bites! --- Additional Comments: I want \$149.90 plus banking charges of \$4.50 plus bank overdraft charges totaling \$70 plus shipping charges to return product so my bank can take action.'

16

On June 3,2011 I order an e-cigarette starter kit for \$7.95. Received said product, all was well. On June 20,2011, noticed a debit, unauthorized to my account for \$149.90. After repeated attempts to contact the company, I finally reached customer service spoke with 'Lily' and told her I wanted my money reimbursed. They kept wanting to sell me more of their product. I told them I did not wish to purchase any more of their product just wanted my money reimbursed. They said they would refund me \$70.00 of \$149.90. No deal I told them. After threatening them with the fact that I was going to contact the BBB, they said they would return my monies after I return their product. Going to return product today with an attached delivery confirmation. These people state that in their promo there are terms and conditions, none of which I was able to see. Scamming people out of money is dead wrong. Now I have to cancel my debit card and will be keeping an even closer watch on my account. --- Additional Comments: return of \$149.90'

17

I got a special advertized deal for a free trial kit of their e cigarette, just pay shipping. Two weeks later \$119.95 was taken out of my checking account. I tried to call several times and was told each time that all customer service reps, supervisors and managers are not available but they will call me back within 24 hours. No one has called me back. Their website states you have a 30 day return policy no charge, all you need to do is get a return number from a customer service rep. It is not possible to get a return number because no one returns your calls. I also tried to address this issue using their email address, at which time I was directed to call customer service to resolve any issues. HELP!!! This is really bad business. I will be sure to tell everyone I know who is contemplating using the e cigarette. --- Additional Comments: I would like a refund of the \$119.95 or even a return number so I can return the item and get my money back.

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- 18 I purchased an electronic cigarette kit from a kiosk at the mall near my home (Lincolnwood, IL). I had first heard about this product from an acquaintance who let me try his e-cigarette. I was very impressed because it felt and tasted like a real cigarette; I got a buzz and a lot of smoke came out of my mouth. After I purchased this e-cigarette, I noticed immediately that it was not the same experience that I had with the acquaintance's e-cigarette. I went back to the kiosk about a week later to either get a refund or exchange because the product was defective. The salesman ended up talking me into buying two new atomizers at a cost of \$10; he said I wasn't using it right. <br /><br />Well I took his advice, and I even called the customer service number and spoke to someone who explained over the phone the correct way of using it as well as viewing users on Youtube who were showing how to use this product. I did everything I was supposed to do and it is still defective! I am out \$175 and I cant' dispute the charges with my credit card company because I purchased it with my debit card. When I try this product, not only do I not get a buzz or smoke when I exhale, but there is a horrible metal after-taste. When I tried switching cartridges, the e-cigarette just broke because there is a red wire sticking out of the top.<br /><br />A week ago I sent an email to the feedback address and have not received a response. Today I tried to call the customer service number but the phone just rings and rings. Their website states that their product comes with a two-year warranty, but does not give you any information as to HOW you return the defective product for a new one. --- Additional Comments: Since they do not give a refund on used items I would like a replacement of the two e-cigarettes that came with the kit and four atomizers (the kit came with two and I was forced to purchase two more for \$11 when the salesperson refused to exchange it). I also used up eight cartridges in the hopes that that would help make the product work better but of course it didn't.
- 19 I ordered the Prado E-cigarette and it worked for about 2 weeks then quit so I replaced it through them with another that only lasted a week this time and will not recharge at all. I have tried on a number of occasions to contact by phone and email to have it replaced with no success. --- Additional Comments: I would just like a refund as this product is not what it is advertised to be nor do they stand behind thier products.
- 20 Fro an mail offering a free E-Cigarette kit for only \$4.95 for shipping only. Now they have charged me \$119.95 plus an International Service Assessmet fee of \$2.40. I contacted them and was told it was a 14 day trial, that I must return the kit and be charged \$23.99, 20%, restocking fee. This was not in their advertisement. Now I have checked on the internet for complaints and have found many others with my same problem. I read the free trial email very carefully before ordering to make sure I wasn't signing up for future shipments to me or further charges and was not finding anything, only the free trial. --- Additional Comments: I would like a refund of the \$119.95 plus the International Fee of \$2.40 without having to spend more time and expense of returning their product. I would also want my name off any further products from them.

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21

3/17/2013 there was an offer for electronic cigarettes EMAILED TO ME, and all i would pay is 4.95 shipping and handling, after i put all my credit card info, it took me to a different screen that said 'ERROR GO BACK', so i went back and all my info was gone. I looked for a customer service phone number, and there was not one, only an email address to which i sent an email saying 'CANCEL MY ORDER YOU THIEFS' @ 'info@regalcigs.com,support@regalcigs.com' then i went to 'google' and searched for a phone number for them 888-822-5977, i called and spoke to Crystal (3 times she answered being i had to call back each time she hung up on me) i told her i wanted to cancel my order, she said she could not do that....i went nuts on the phone, she finally said she cancelled the order, but could not give me a cancelation number, they would send me an email saying it was cancelled in 24 hrs. Then i asked her for a confirmation number on my refund of 4.95, she said i would not be getting a refund for the 4.95 shipping and handling. These ppl are big time scammers, i had to cancel my credit card, TO AVOID FURTHER UN-AUTHORIZED CHARGES. Please stop these ppl!!!!ONLINE COMPLAINTS I FOUND WHILE SEARCHING FOR A CUSTOMER SERVICE NUMBER<http://content.spinfuel.com/2012/06/scam-alert-regalcigs-is-another-prada-ecigs-please-read/>, <http://regal-cigs.pissedconsumer.com/regal-cig-s-free-e-cigarette-trial-scam-20120422313929.html>,Th is is the offer sent to my email.....click to close it, it won't let you; <http://www.healthyconsumerdiets.com/?AFFFSUB=550222&ptok=disable&fuid=xxx-xx-xxxx> --- Additional Comments: I would like the 4.95 refunded which was charged to my mastercard for shipping and handling, since i cancelled the order. I would like a confirmation code for the cancellation of my order, being Crystal said she cannot do that.I WANT ONE! AND MY 4.95 REFUNDED, BEING I HAD TO CANCEL MY CREDIT CARD BECAUSE THE 4.95 WAS A 'MEMBERSHIP' FEE AND I DID NOT WANT ANYMORE CHARGES, I WANT A REFUND IN THE FORM OF A BUSINESS CHECK MAILED TO MY ABOVE ADDY, this comp also needs to change the verbage,this RIPOFF

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22

Regalcigs.com contacted me by e-mail with a free trial offer of their e-cigarette for a shipping and handling fee of \$4.95 which they withdrew from my debit/checking account. What they did not disclose concisely or clearly was the full price of the trial kit, which was \$119.95 in addition to the outrageous monthly membership fees for refills. I was unfortunately unaware of any additional charges. Had I been aware, I would have never agreed to the terms. Upon receipt, I even examined the packaging and found no notice of a charge for the 'free starter kit' or the excessive additional monthly fees. After my account was charged the \$119.95 I called them to get a Return Merchandise Authorization number because I was not satisfied with 'hidden' fees and automatic renewal, which was not disclosed until after the initial transaction was processed. I believe these practices are unethical. They told me there would be a 20% 'restocking fee', which also was not mentioned in the e-mail or packaging. So I am out \$29.00 plus the shipping fees to send it back and none of this was disclosed at the time of order. Adding to my frustration, when I called in it sounded as though there was a party going on I even asked the CSR if she happened to be sitting at a bar. After I expressed my dissatisfaction the CSR repeated herself several times about how much money I would save by not having to buy cigarettes all of the time (which I don't smoke by the way, I smoke an occasional cigar and I found myself repeating this to her) then I repeatedly asked to speak with a supervisor, as she continued to repeat herself. Then when she finally decided to allow me to speak with someone else, she did not advise me that she was placing me on hold, in fact I was still listening to the rowdy group in the background as I continued to ask for a supervisor, which I thought she was simply ignoring. Once another party was on the line, I explained my dissatisfaction with the practices again and asked that the restocking fee be waived, the man that was then on the line dismissed my request. Telling me that it was not his fault that I did not read the terms and conditions. He stated that there was nothing he could do since it was 2 days past my 14 day trial period. Sincerely, b(6) --- Additional Comments: I would like a full refund of the \$119.95. I understand that the shipping fees I already incurred may not be non-refundable and that I am responsible for shipping the product back to the company.

23

at the end of october 2013, i received an email saying you could purchase a starter vaperxs e-cigarette starter kit for just 4.95. the site said it would take 7-10 days to arrive. i entered all of my information, including my credit card info. they sent me a confirmation email. then also in the confirmation email, there was something odd i noticed about now being in a home delivery plan and it would save so much money, etc. there was no mention originally of any additional fees, or automatic delivery of additional products, etc. i immediately checked my card and did see that it had been charged the 4.95. i have not received the product. i am also very worried that at some time, this 'company' will be charging me for things that i do not want authorized. i found 2 telephone numbers posted to attempt to reach someone. one of which said was available 24/7. but when you call, all you get is a few seconds of noise and then it goes blank. no hold, no voicemail, no recording, nothing at all at either number. --- Additional Comments: i would like to know why i was charged for a product that i never received; why in the confirmation email it sounding like i was going to be enrolled into something that i was not authorizing; why the telephone numbers do not work; and my refund!

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(Obtained by TINA.org via FOI request)

- 24 | I ordered their e-cigarette trial kit on November 4, 2013. I still have not received it. They said in their terms that it wont be taken out until I receive the kit. I called them today about it and they said their computers did that. It's all automated.He told me that the computer shows that it wasn't shipped. So I asked him then why did you bill me? Oh that was a computer error. He told me he is only authorized to give me a \$50.00 refund today and reship the product. I told him to just cancel the whole order. He said he can't do that. I have heard from other people that have had the same problem with this company. --- Additional Comments: I would like a total refund in the amount of \$99.95 and them to cancel the order and any and all future shipments.
- 25 | 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, VaporLite charged my credit card (debit card) \$99.95. I contacted VaporLite 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 VaporLite. I returned the product by USPS certified mail on 11-19-13 and it was received by VaporLite 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 VaporLite 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.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

- 26 On 11/26/2013 I placed an online order at [www.vaperlite.com](http://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.
- 27 I saw an internet Ad from VaperXS offering a Free Trial for a E-cigarette on 11/26/2013 , I ordered the product for the Free Trial which had a shipping charge for \$4.95. When I received my conformation email I saw an ad saying \$1.95 for shipping . I called there customer Service and they issued me a refund on my debit card . On around 12/12/2013 I called VaperXS as I had never received the free trial kit . They gave me a USPS tracking number which was no good , USPS had no record of that number . I had also gotten an email from VaperXS on 12/04/2013 that said my order had shipped . I never received the Free Trial . On 12/16/2013 while checking my bank statement I saw that I had been charged by VaperXS \$99.95 for supply's for the Free Trial Kit that I never received . I called my bank and filed a complaint to stop payment on this charge of \$99.95 but was told it would take 10 days before they could possibly offer me a refund . I then called VaperXS with my complaint . They took my complaint . and said that when I sent the Free Trial kit and the supply's they sent back to them , they would issue me a return credit . They have used my money for something I had not yet received . I understand a Free Trial is a Free Trial not a Charge of over \$100.00 . There conformation email said it was Free and also showed \$99.95 which was not charged . I believe this was deceptive . Not only did I not get a Free Trial of there product , I was charged for something that as of yet I have not received . I believe that I was not given a chance to try the product , before I was charged over a \$100.00 and had no chance to try the product . --- Additional Comments: Return the Full \$101.90 that I was Charged .

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

28

This company charged my debit card without authorization two days after I was assured by one of it's representatives that I would NOT be charged for the e-cigarette that I signed up for a 14 day trail offer for the cost of shipping in the amount of \$4.95... I called the company before the trail period was up, the trail period was until 12/19/13 and I called and cancelled on 12/16/13 and told them I was not happy with the product and the product was grossly over priced and I wanted to cancel my trail offer and any further shipments and I would be returning the product, I asked for the address to return the product to and I made it very clear that my debit card was not to be charged any additional fees. The representative gave me the address, I have returned the product, and he assured me that he canceled my trail offer and that I would NOT be charged ANY amount for the product. On 12/18/13 my debit card was charged \$99.95... I called the company again and told the representative everything that I have written so far, and she said that she would forward my complaint and I would receive an email from someone. She would not let me talk to anyone else at the company that could help me and she would not say that my money would be refunded, only that I would receive an email. I insisted that I speak with someone else or that someone else call me back and she would not comply. I have yet to receive an email or phone call from them as of today 12/22/13. --- Additional Comments: I would like my money refunded to my account, in the amount of \$99.95 and never be charged again from this company.

29

I ordered a e cigarette. My account was charged and I did not receive the product. When I called they said the product had been sent out. It had been 10 days and they charged my account for the use of the product. I told them I never received the product to test it so I did not want the charge on my account and to cancel it. They told me to send it back so I did now they say I needed a number but I was not given a number and I just returned to sender so they had My name on the account. They refused to give me my money back and would only give me 50 instead. I did not test the product nor did I open the product because it was sent to me after the fact. --- Additional Comments: I want my \$99.95 back.

30

Late November I requested a free e-cigarette from this company vaporlite it was \$4.95 for s&h i used my debit card for the s&h, i got it charged it, it didnt work i called them right away and told them what happened they gave me return info said theyd send another out id have to pay for s&h again i said no thanks, the next day i saw a charge for \$99.95 on my online statement, i was beyond shocked, called right away, said i didnt cancel auto renewal, 1st i heard of that no where does it say u have to cancel they said theyd give me a refund but i called them over @ over and they wont issue my refund. ILL NEVER SHOP ONLINE WITHOUT PAYPAL AGAIN. These people are CRIMINALS AND SHOULD BURN IN HELLL!! --- Additional Comments: REFUND \$99.95

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

31

When signing up for a free trial for an e-cigarette from this company (as advertised) risk free. I saw no Terms and conditions expecting to see them during checkout process... however they were not present so after info had been submitted and immediately my bank was charged for shipping...i received an email from the company showing the order... no order number... and it was listed as 99.95 billed in 12 days from purchase... so i searched out and I managed to locate the terms and conditions which read that you may call and cancel at any time. I called immediately after reading their terms which i did not agree with and would not have if they were not hidden at the bottom of their page... anyhow i called wishing to cancel and was told oh we will give you discount and ascentitive mumbo-jumbo... and that they couldn't cancel because of streamlined shipping process... upon asking for manager they got argumentative and rude eventually was hung up on by 3 customer service reps... i read online about this company... to my horror there seemed to be quite a few people suckered into their hidden terms and agreements...stating they would enroll you in auto billing for up to 6 months of 99.95... however it says you can cancel anytime... catch is they also introduce a restocking fee and charge you for the e-cig anyhow... i here that many people were not successful obtaining refunds... as well as many other complaints that i see on the internet about this company as well... I just wanted to cancel my order and they are forcing me to accept it and will not cancel till i call them back with the product... which i have noticed in many of the complaints that does not even come till it has been billed and without shipping confirmation or order number...I wish my account deleted and to be removed from their records as well as not be billed i will be marking their package return to sender and videotaping the process possibly pay for tracking back to the company to make sure they get it... this is bull this company should be shut down until they can make their business practices acceptable to their so called clients... --- Additional Comments: a i said above ... I wish to have this account with them cancelled and have my info removed from their system and not to be further charged billed to shipped to or contacted from this company ever... and if they do ship me their product i will ship it back immediately via return to sender...

32

I ordered what I thought was a trial e cigarette. It turns out the free 4.95 shipping turned out to be shipping and not the cost of the product. In fine print it states they will take 99.95 out a month I did not read. I cancelled my order and was given 2 seperate ship dates while trying to retrieve my money back. On the third try I did speak to someone stating it was never sent out. I was informed by the previous persons I spoke to that it was shipped out on the 9th of Jan and the 22nd of Jan. I needed to return the product in order to get my money back. I feel this company miss leads in advertising and gets people in by stating it is only 4.95. I did finally get a verbal on money will be returned in 3-4 working days as of Feb 3, 2014. --- Additional Comments: I was given a verbal on money being returned in 3-4 days. If this doesn't happen by Feb 7, 2014 I will report again requesting you help get the money returned to me

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

33

I was on a Walgreens site a box pops up and tells me I won a free E-cigarette, So I thought I would get it for my son who is a heavy smoker, It tells me all I had to do is pay shipping, So I put my information and credit card number for shipping so I did that and they sent me a email that they woud be sending it to me, went to bed, checked my email next day they sent me another email, they that I will be charged a monthly charge for chemicals, and I could cancel it, so I called and canceled that day, they tell me I had to wait tell I got the E-cigarette before I could cancel it, so I got it in the mail and called to cancel it, they gave me a RA number b(6) to cancel it, they told me a 20 percent restocking fee would be charged, come to find out they charged me \$23.99 They should of told me this when I got the first email about the monthly chemical fees, and a restocking fee, they wait then send me a second email, after I order the FREE E-cigarette, that was misleading me, they are crooks, they should of let me know about these fees before I ordered the E-cigarette, No they wait tell I order it, then sent me a second email to tell me that there will be a monthly fee. --- Additional Comments: I want my money back after they mislead me.

34

I ordered the e-cigarette product and was told on web site that satisfaction was guaranteed. The product was received approximately January 6 or 7, and within the 12 day period I informed the customer service personnel the product did not work and I wanted to return the product and not be charged for it. I was transferred to another person, and while waiting was disconnected. So I visited the web site that a recorded message instructed me to visit. This web site was for ordering the product, not returning it. So I called them up today and said I wanted the \$99.99 charged returned to me because the product didn't work. They told me because I tried the product, I could not return it. How can I find out the product is defective if I don't try it?? They might as well have sent me spent cigarette ashes. This company is unethical, at least with me. I urge you to warn others of their practices. How can a company sell something that absolutely doesn't work and then tell the customer it is their problem? --- Additional Comments: I should be refunded the \$99.99 charge to my credit card. I will gladly return the product to Vaperlite or throw it away, as they wish.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

35 I have contacted vaporlite on two occasion. The first time was to see where my order was and why it's late. They told me that to please give it a couple of more days. I did just that and more. I contacted vapor lite again 1-24-2014 @ 2:15pm cst. I was treated rudely by the customer service person I spoke to, because I am fed up with their run around and had asked for them just to refund my money. \$14.95 for e-cigarette and \$4.95 for cartridge. After I had asked for the refund he got upset and said that I just needed to wait another 24 hours because he had just placed another shipping request for my product. I told the customer service guy that I was not wanting that and demanded a refund.. Told he could not do so because he put in the request to his shipping department.. I told him I did not care what he had just done, and I again demanded my money back. He just told me to have a nice day and hung up on me. I called them back and this time I spoke with a lady,who's name I do not recall. She too gave me the run around and told me that it would be another 24 hours before I could do any type of work to receive my money back. So I asked to speak to a supervisor and she had told me that there is not one available. I said fine, then I would like to speak to your boss. Of course, he's not available. She said that he or she was not there. I found that to be very suspicious. I told her that I did not believe that her statement wasn't not satisfying because she kept telling me to rest assure that she did what she could and I should be receiving a refund,but could not send me something that would allow me to rest assured. I did argue with her a bit,but it did not make any differences on reassuring me. After all the bickering,she just kept telling me to rest assure. I also found out that they charged me for something that I never authorized for them to do and I did not see any type of statement stating that I would be charged \$99.95 for something which I have no idea of. I am disputing that charge with my bank (Commerce Bank ) I closed my credit card - debit card with Commerce Bank today 1-24-2014. I have received new cards and my bank is aware. I have exalted all my means to resolve this matter. I've given them plenty of time to have my product received by now,but still nothing. --- Additional Comments: All I want is to have them refund my money. I do not want their product or any other type of service from them. I would just like all of my money refunded which is the total of \$119.85. I just want to be made whole again. I am not looking to benefit anything from this awful company! I do believe that this company is completely fraudulent and has no business being honest. I believe that they are all just out to take people's money,and they hope that they don't get complained about because with all the fraudulent business that they do all that money they take is very hard to get back and they know it! I would like them to be shut down. I've noticed that there are other complaints about them all with the same issues as mine.

36 I ordered an e cigarette for 4.95 and never received product, and they took 99.95 from my bank accountI ordered an e cigarette from this company via an email saying they were selling the product for 4.95 and never received the product so I called to inquire as to why, so they said they were reshipping this product..which I did not receive.. almost a month later they take 99.95 out of my account for the same product (never received) I call again to inquire as to why they took this amount from my account and they say that it was terms and conditions that they charge me for that product, I still tell them I never received this product but they tell me they shipped me a package on DEC 14, 2013.. no matter my insistence that i didn't receive this product they still refuse to give me my 99.95 back. The 'customer service department' is very rude, and no matter how many times you call you always get the same person, depite trying to be nice I was still talked down to.. considering they ripped me off for almost 100.00 they should've been very nice and helpful. --- Additional Comments: I would appreciate my money back from this company and to not 'receive' anymore shipments from this company.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

37	<p>I ordered the free trial from Vapex also.They took \$4.95 out of my debit card.I did receive the trial.Then they took \$99.95 out for some junk stuff they sent.I didnt order it and I called them.I went to my bank and changed my card number so they would not take anymore out of my card.My checks bounced because of this and my bank said to send it back,so I sent it back.After a about 2 weeks (not hearing from them)I called them.They said they had received the products and I would be given a refund.Well it has been over a half month and I still havent gotten my refund.When I called them they said it would take 3 to 5 days for the refund.I am still waiting.I guess I will have to write them off and the costs of the bounced checks they caused.Lesson learned,I guess.&lt;br /&gt;Product_Or_Service: VaperXS E-Cigarette's --- Additional Comments: DesiredSettlementID: Refund&lt;br /&gt;\$99.95</p>
38	<p>Employee stole goods out of my truck while I was waiting to be helpedMalek the owner called me last night to buy my engine stand off of craigslist. I got there a little early (took my lunch btw) and ended up waiting an hour before the owners son could even help. Picture was posted on Craiglist and everything with correct title heading. When I was finally helped they told me they needed a Transmission stand not an Engine stand.... So that was that, until, I got back in my truck and noticed my E-cigarette case with all of my non-smoker materials was missing from my drivers seat. So I thought, maybe I left it at work. Drove back to work and it wasn't there. One of their employees had stolen it out of my truck as there was no one else in that car lot at the time I was there other than the employees. I went back to Malek Auto and asked if anyone had scene it. They all lied and acted as if nothing happened. Dishonesty and idiocy rules at this foreign owned car dealership. BUYERS BEWARE!!!!!! Do not purchase a vehicle from here. Who knows what you might end up with. --- Additional Comments: would like the employee found and reprimanded.'</p>
39	<p>I bought the ego-C Twist e-cigarette and after 3 weeks the battery stopped charging properly. The heater also stopped heating sufficiently to create enough steam. I tried to take it back 3 weeks after buying it and they wouldn't exchange it or let me return it.Product_Or_Service: ego-C Twist e-cigarette packageOrder_Number: 168036 (transaction --- Additional Comments: DesiredSettlementID: RefundI don't like how this brand operates and I want a full refund. I know of a more reputable store.</p>
40	<p>Billed for \$179.90 charges for e cigarette that I never authorized. Fradulent ad on the NBC Today Show website. Said all I had to pay was \$4.95 SamPH. --- Additional Comments: Quit scamming people! My credit card company issued a credit and tried to call them. Of course, no answer. They should be put out of business!'</p>
41	<p>This company is fraudulently misleading its customers about charges. They offer a apostrailapos of their e-cigarette leading to unwanted billing --- Additional Comments: Refund my money I will return all that they sent me.'</p>
42	<p>I saw a online ad that said I could get a kit for the e cigarette for 4.95. I recieved the kit about 8 days later. instead the bill was 109.95. --- Additional Comments: Credit my account for 109.95'</p>
43	<p>Emerald used a very deceptive online selling method to lured me in buying their E-Cigarette. The product never worked. --- Additional Comments: I would like Emrald to either make a refund of \$55 that I paid them or provide a working product. Over a period of 6 months, they provided numerous replacements, apparently to pass the Credit Card 60 days dispute time window, but none of the replacements worked, they were all faulty. Now they are refusing to refund the money or to provide a working product. '</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

44	Email offering a e-cigarette starter kit, never mentioned trial or 14 day in the advertisement. It turn out they charge me after 6 months 109.95 --- Additional Comments: Refund the money and stop using technicalities to rip off people.'
45	Misrepresentation. It was my understanding that all I had to do was pay the shipping to receive a free e-cigarette. --- Additional Comments: My money back.'
46	I ordered an electronic cigarette from this company, and chose the standard shipping option which basically was 5-10 days. After day 11, I called to see if perhaps there was a problem. It took 3 calls on my part to get a response, to which the man blamed the shipping delay on Chinese New Year where these products were made. Ok, fair enough. I suggested that next year he put a disclaimer on his website telling customers of this.I received the e-cigarette a few days later, (after 15 days for the record), and it worked for a couple days then quit working. I wrote to them to ask about their sales return policy and that I wasn't too happy having to wait for so long despite the promises of shipping time on their website, only to receive an item that stops functioning after a couple days. I resent this letter twice and have tried to call again, and to no avail. I'm getting no response. I warned the man I spoke with originally that I was about to file a complaint with the BBB because of the shipping delay, but since he *finally* got back to me, that was fair enough. Now I am holding an non-functioning item with zero contact. This warrants a complaint. I WANT MY MONEY BACK!!!Product_Or_Service: Electronic Cigarette Starter KitOrder_Number: b(6) Account_Number: Don't have one --- Additional Comments: DesiredSettlementID: RefundI simply want a full refund. I'll ship the items back, no problem. But not BEFORE I have contact. Even with tracking, they can still say they never received them or it might've gone to the wrong place, and I do NOT trust this company. I JUST WANT A FULL REFUND, SHIPPING INCLUDED since none of this was my fault!
47	I ordered an electronic cigarette from this company, and chose the standard shipping option which basically was 5-10 days. After day 11, I called to see if perhaps there was a problem. It took 3 calls on my part to get a response, to which the man blamed the shipping delay on Chinese New Year where these products were made. Ok, fair enough. I suggested that next year he put a disclaimer on his website telling customers of this.I received the e-cigarette a few days later, (after 15 days for the record), and it worked for a couple days then quit working. I wrote to them to ask about their sales return policy and that I wasn't too happy having to wait for so long despite the promises of shipping time on their website, only to receive an item that stops functioning after a couple days. I resent this letter twice and have tried to call again, and to no avail. I'm getting no response. I warned the man I spoke with originally that I was about to file a complaint with the BBB because of the shipping delay, but since he *finally* got back to me, that was fair enough. Now I am holding an non-functioning item with zero contact. This warrants a complaint. I WANT MY MONEY BACK!!!Product_Or_Service: Electronic Cigarette Starter KitOrder_Number: b(6) Account_Number: Don't have one --- Additional Comments: DesiredSettlementID: RefundI simply want a full refund. I'll ship the items back, no problem. But not BEFORE I have contact. Even with tracking, they can still say they never received them or it might've gone to the wrong place, and I do NOT trust this company. I JUST WANT A FULL REFUND, SHIPPING INCLUDED since none of this was my fault!

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

48	<p>E-cig companies scamming people out of money. Then wont issue refunds!Dear Sirs,I am writing to address an issue these new e-cigarette companies, trying to get people addicted to their product. Also health concerns about the construction of product and long term effects.As well as their method of stealing money from people.I got an email that said, try e-cig only \$4.95. They charged my debit card \$4.95. BUT,I looked at my bank statement a couple weeks later and they charged me over a \$100 more dollars, and enrolled me into program to recieve more of there product to charge my account more money on a monthly basis.None of this was described in email I recieved.Only gave me a 14 day trial period.I would have never even ordered it to begin with,if I knew they were going to pull that stunt.I could have bought a similar ecig kit at a gas station for \$25.00.I called and tried to get a confirmation # to return it for a refund, but they wouldnt give me one.Wanted me to try it for longer.I just want to return the items and have my money refunded.Sincerely,b(6) Debit Card 6-24-2013 \$114.95 7-08-2013 \$74.90 --- Additional Comments: DesiredSettlementID: RefundI just want to return the items and have my money refunded.</p>
49	<p>Upon clicking a link out of my email offering a free sample of this company's Electronic Cigarettes ('Only pay \$4.95 shipping'), I ordered their starter kit in order to try it. The company proceeded to wait 14 days then charge me an additional \$99.67. I have been back through the link in my email, the subsequent 3 websites it redirected me through, and nowhere did it indicate that i would be enrolled in any kind of re-occurring charges, or that I would have to pay anything beyond the original \$4.95.When I called the company for clarification and a REFUND, the lady had a horrible attitude, and informed me that I did not scroll to the bottom of the page, where their terms/conditions are hidden, to see that I was enrolling. There was no check box, no radio button, nothing to indicate to me that i was agreeing to anything beyond the \$4.95 that i originally authorized. Now they tell me that if I return the merchandise they MIGHT offer me a PARTIAL refund, because it's after 14 days.... Are you kidding?Product_Or_Service: E-Cigarette Starter kitOrder_Number: NoneAccount_Number: none --- Additional Comments: DesiredSettlementID: RefundFull Refund of the \$99.67 paid back to the original card charged. I am happy to return the merchandise for a FULL refund. Not partial.</p>
50	<p>After using an E-cigarette from this store ( vapor labs) , the first puff created a leaky liquid entering my mouth forming a white sore inside my cheek. I spent gas money trying to return the item, only to find out they refused. I attempted to resolve this matter with my credit card company, however, because 'all sales are final'. This is a health, customer service and monetary matter. Thank you in advance for hellping me with this situation. --- Additional Comments: I would like my gas &amp; product money refunded, and only if my mouth gets worse paid doctor bills ..thank you</p>
51	<p>Ordered AiR brand e cigarette cartridges on January 3, 2011. Today is January 12 and still have not received them. When I call customer service there is a recorded message that cuatomer service is not open. They took \$79.75 direct from my bank card and I have not received the product. Would like the product or money returned to me. --- Additional Comments: Either refund or merchandise ordered'</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

52

I ordered an e-cigarette starter kit with three cartridges around Tuesday, 11/27 and received it on Sunday, 12/2. The delivery time was great, however, they shipped me the incorrect product. From Sunday night, 12/2 until the evening of 12/14; I have sent numerous emails to the email address that was on a business card enclosed with the shipment as well as a couple of the other email addresses that were on the automated recording when I called. I also called and left at least half a dozen voicemails attempting to resolve this issue. In the nearly two weeks of calling, I never once had the opportunity to speak with a person. Either the recording stated that they were closed (during standard 9-5 hours), or it just said to leave a message. I had ordered a cherry flavored cartridge in the light strength. What I received was a regular tobacco flavor in a regular strength. As a light or ultra light smoker and not ever really caring for a plain tobacco flavor, I would never have ordered a tobacco flavored full strength cigarette. I am frustrated and disappointed in the lack of response over a two week period. I have even Googled and cross-referenced the phone number on the card enclosed with that of the website and they are the same. I had intentionally ordered this e-cigarette a couple weeks before I was having surgery in order to quit smoking cigarettes completely. I had surgery this morning and as of one hour ago, I still have not received a response to my emails or voicemails (and I called and sent another email as recently as tonight). I would like to see this situation resolved and either get the correct product over-nighted to me with an RMA to return the product they sent mistakenly as well as a credit for the time and trouble (and use of cell phone minutes) over the last two weeks of trying to reach them OR a full refund so that I can take my business elsewhere. This has been ridiculous and bad business for a company said to have stellar customer service. Thank you, b(6) --- Additional Comments: I would like to see this situation resolved immediately and either get the correct product over-nighted to me with an RMA to return the product they sent mistakenly as well as a credit for the time and trouble (and use of cell phone minutes) over the last two weeks of trying to reach them OR a full refund so that I can take my business elsewhere.

53

I was knowingly sold a counterfeit e cigarette. Spent \$76.33 on an Ego-C electronic cigarette that was later confirmed as counterfeit and defective. I returned it less than 24 hours later with receipt and pictures of genuine vs fake. The owner assured me that it was genuine. When I provided pictures of the genuine model with serial numbers and design differences I was asked to leave the store. I was refused refund. --- Additional Comments: I am seeking a full refund.

54

Fro an mail offering a free E-Cigarette kit for only \$4.95 for shipping only. Now they have charged me \$119.95 plus an International Service Assessmet fee of \$2.40. I contacted them and was told it was a 14 day trial, that I must return the kit and be charged \$23.99, 20%, restocking fee. This was not in their advertisement. Now I have checked on the internet for complaints and have found many others with my same problem. I read the free trial email very carefully before ordering to make sure I wasn't signing up for future shipments to me or further charges and was not finding anything, only the free trial. --- Additional Comments: I would like a refund of the \$119.95 plus the International Fee of \$2.40 without having to spend more time and expense of returning their product. I would also want my name off any further products from them.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

55

3/17/2013 there was an offer for electronic cigarettes EMAILED TO ME, and all i would pay is 4.95 shipping and handling, after i put all my credit card info, it took me to a different screen that said 'ERROR GO BACK', so i went back and all my info was gone. I looked for a customer service phone number, and there was not one, only an email address to which i sent an email saying 'CANCEL MY ORDER YOU THIEFS' @ 'info@regalcigs.com,support@regalcigs.com' then i went to 'google' and searched for a phone number for them 888-822-5977, i called and spoke to Crystal (3 times she answered being i had to call back each time she hung up on me) i told her i wanted to cancel my order, she said she could not do that....i went nuts on the phone, she finally said she cancelled the order, but could not give me a cancelation number, they would send me an email saying it was cancelled in 24 hrs. Then i asked her for a confirmation number on my refund of 4.95, she said i would not be getting a refund for the 4.95 shipping and handling. These ppl are big time scammers, i had to cancel my credit card, TO AVOID FURTHER UN-AUTHORIZED CHARGES. Please stop these ppl!!!!ONLINE COMPLAINTS I FOUND WHILE SEARCHING FOR A CUSTOMER SERVICE NUMBER<http://content.spinfuel.com/2012/06/scam-alert-regalcigs-is-another-prada-ecigs-please-read/>, <http://regal-cigs.pissedconsumer.com/regal-cig-s-free-e-cigarette-trial-scam-20120422313929.html>,Th is is the offer sent to my email.....click to close it, it won't let you; <http://www.healthyconsumerdiets.com/?AFFFSUB=550222&ptok=disable&fuid=xxx-xx-xxxx> --- Additional Comments: I would like the 4.95 refunded which was charged to my mastercard for shipping and handling, since i cancelled the order. I would like a confirmation code for the cancellation of my order, being Crystal said she cannot do that.I WANT ONE! AND MY 4.95 REFUNDED, BEING I HAD TO CANCEL MY CREDIT CARD BECAUSE THE 4.95 WAS A 'MEMBERSHIP' FEE AND I DID NOT WANT ANYMORE CHARGES, I WANT A REFUND IN THE FORM OF A BUSINESS CHECK MAILED TO MY ABOVE ADDY, this comp alsoneeds to change the verbage,this RIPOFF

56

I purchased the Vapur Ultra e-cigarette starter kit and a pack of cartridges on March 22nd. The product, a hand written note thanking me for my business and stating if I have any issues to please contact via e-mail, and a business card with a phone number and e-mail address arrived in the mail. I did not receive a copy of my receipt or instructions for use of the product with my shipment. Initially, I was very pleased with the product, until I tried to charge it with the supplied USB port connector. The device never charged despite multiple attempts in different USB ports. I attempted to contact the company via phone, in which the automated menu states that 'the company is currently closed' and I left multiple messages thinking this was due to the Easter holiday. I also attempted to contact via e-mail several times. I have never received contact back. I then purchased a replacement battery, pack or cartridges, and USB charger from the company website on April 3rd, which arrived promptly a few days later and again, no receipt, no instructions, and this also would not take a charge. I again attempted to contact the company via e-mail and phone with no success. This time I also filed a return request to which I never received contact back. --- Additional Comments: I would like to return the products for a refund as I have since purchased an e- cigarette from another company.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

- 57 Last month I responded to an advertisement for an e-cigarette that Dr. Oz recommended, Regal Cigs. Their website [www.regalcigs.com](http://www.regalcigs.com) advertised an e-cig starter kit for \$4.95. I received the starter kit. The great news, according to Dr. Oz, was that you don't get a recurring bill like you do from most places. I didn't like the product and found a superior substitute. A month later, I received notice that they had begun billing me for recurring shipping of \$69.99, plus they'd already taken \$119 out of my checking account, plus the \$4.95. When I called to stop payment for the \$69.99, they told me they'd give me \$30 back if I shipped their inferior product back, at my expense. When I began filing a complaint, I realized thousands of others have experienced the same issue. I would like to voice my complaint and hopefully, resolve this matter through monetary reimbursement. --- Additional Comments: I can't describe how infuriated I am at having been scammed this way. This company needs to be SHUT DOWN. And I want my money back!
- 58 Regal Cigs contacted me by e-mail with a 'Free' offer of their e-cigarette for a shipping and handling fee of \$4.95. I ordered on 7/23/2013 and they withdrew \$4.95 from my girlfriend's checking / debit account on 7/25/2013. I received the product as described on 8/3/2013. A fourteen day trial was mentioned in the advertisement as well as a 30-day '100% money-back guarantee'. What they do not disclose is that the product must be returned / received within 14 days of the order date or that the product actually costs \$119.95 which they billed my girlfriend's checking / debit acc. 13 days and 17 hours after responding to their ad. ( Three days after receiving product, one day was a Sunday, leaving an unrealistic amount of time to try the product and have returned for them to RECEIVE within 14 days of responding to the ad). As soon as my girlfriend saw the 'pending' transaction on her account for \$119.95, she called the (888) number listed with the transaction for the vendor requesting the transaction (RegalCigs) as well as her bank. The RegalCigs customer service rep was extremely rude and argumentative. He told her she must be out of her mind if she really thought they were going to send out an electronic cigarette starter kit for free and that the company has every right to charge customers for the kits. After insulting my girlfriend, he then explained, (not politely), the terms of the 14 day TRIAL period and how the 14 day trial period starts the MINUTE you respond to the offer and ends EXACTLY 14 days later and that the company has to have issued a return authorization number AND RECEIVED the returned product before the 14 days are over. As far as the 30 day 100% Money Back guarantee goes, she was told that only applies to customers who have paid the full purchase price (never disclosed) of \$119.95 and is counted 30 days from time of response to ad. He told my girlfriend there was no way the company would reverse / stop the pending transaction even when she insisted we did not want to keep their product and that we were EXTREMELY dissatisfied with the company's failure to disclose full terms of the offer. She even explained that there were not enough funds in her debit account to cover the transaction and that if Regal Cigs did not credit the debit back, she would end up with overdraft fees. The CSR was a real jerk on the phone and told her it wasn't his problem, that RegalCigs has every right to debit the account. She did manage to find out that before she could even return the product, she would need a return authorization number, although he did not bother giving her one. She then called the bank to try to stop the transaction from going through. She explained the dispute but was told (politely) that the bank can not dispute 'pending' transactions and only the requesting vendor can cancel the transaction. She then called RegalCigs again, hoping for a more polite CSR, who did issue her a return authorization number --- Additional Comments: I feel my girlfriend deserves a FULL REFUND of all monies she is out as a result of RegalCigs nondisclosure, failure to respond quickly to complaint, as well as a letter to the bank for unauthorized debit and a letter of apology for the rude and derogatory CSR. \$4.95 initial offer, \$119.95 unauthorized / undisclosed debit on her account, \$95 in resulting bank overdraft fees, and \$6.09 for postage with

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

required tracking / ins. Comes to a total of \$225.99.

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Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

59

Regalcigs.com contacted me by e-mail with a free trial offer of their e-cigarette for a shipping and handling fee of \$4.95 which they withdrew from my debit/checking account. What they did not disclose concisely or clearly was the full price of the trial kit, which was \$119.95 in addition to the outrageous monthly membership fees for refills. I was unfortunately unaware of any additional charges. Had I been aware, I would have never agreed to the terms. Upon receipt, I even examined the packaging and found no notice of a charge for the 'free starter kit' or the excessive additional monthly fees. After my account was charged the \$119.95 I called them to get a Return Merchandise Authorization number because I was not satisfied with 'hidden' fees and automatic renewal, which was not disclosed until after the initial transaction was processed. I believe these practices are unethical. They told me there would be a 20% 'restocking fee', which also was not mentioned in the e-mail or packaging. So I am out \$29.00 plus the shipping fees to send it back and none of this was disclosed at the time of order. Adding to my frustration, when I called in it sounded as though there was a party going on I even asked the CSR if she happened to be sitting at a bar. After I expressed my dissatisfaction the CSR repeated herself several times about how much money I would save by not having to buy cigarettes all of the time (which I don't smoke by the way, I smoke an occasional cigar and I found myself repeating this to her) then I repeatedly asked to speak with a supervisor, as she continued to repeat herself. Then when she finally decided to allow me to speak with someone else, she did not advise me that she was placing me on hold, in fact I was still listening to the rowdy group in the background as I continued to ask for a supervisor, which I thought she was simply ignoring. Once another party was on the line, I explained my dissatisfaction with the practices again and asked that the restocking fee be waived, the man that was then on the line dismissed my request. Telling me that it was not his fault that I did not read the terms and conditions. He stated that there was nothing he could do since it was 2 days past my 14 day trial period. Sincerely, b(6) - -- Additional Comments: I would like a full refund of the \$119.95. I understand that the shipping fees I already incurred may not be non-refundable and that I am responsible for shipping the product back to the company.

60

I was on a Walgreens site a box pops up and tells me I won a free E-cigarette, So I thought I would get it for my son who is a heavy smoker, It tells me all I had to do is pay shipping, So I put my information and credit card number for shipping so I did that and they sent me a email that they would be sending it to me, went to bed, checked my email next day they sent me another email, they that I will be charged a monthly charge for chemicals, and I could cancel it, so I called and canceled that day, they tell me I had to wait tell I got the E-cigarette before I could cancel it, so I got it in the mail and called to cancel it, they gave me a RA number b(6) to cancel it, they told me a 20 percent restocking fee would be charged, come to find out they charged me \$23.99 They should of told me this when I got the first email about the monthly chemical fees, and a restocking fee, they wait then send me a second email, after I order the FREE E-cigarette, that was misleading me, they are crooks, they should of let me know about these fees before I ordered the E-cigarette, No they wait tell I order it, then sent me a second email to tell me that there will be a monthly fee. --- Additional Comments: I want my money back after they mislead me.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

- 61 I inadvertently ordered the Vapor Ultra e-cigarette and called the company immediately to cancel the order. i was told that I was not able to cancel the order but to call the company as soon as I received the cigarette for return instructions. The ad states that their would be a 30 day trial period during which I would be able to evaluate the cigarette. I was told that I would receive the cigarette in a few days and would have plenty of time to call them before my account was charged 99.95 for the Starter Kit. It is now 14 days since I placed the order. Today my account was charged the 99.95 and I hav e still not received the cigarette. I called again and was told that I had to wait for the package to arrive, not open it, and call them in order to get return instructions. After they receive the package they will credit my account within 5 days. Clearly, the practices of this company are suspicious. I am extremely annoyed in light of the fact that I called so quickly after the order was placed. It is amazing to think that their is a company which would refuse to cancel an order in this day and age. --- Additional Comments: I want my money back IMMEDIATELY!!! I also wish that there was a way to put this company out of business and to alert others of their poor business practices.
- 62 I received an item from the business that did not function as advertised. It never worked. After attempting to contact the company for over 1 week from within my account on their website, by phone and voicemail and through a third party email site the company would not respond at all, leaving me with a 'science project' type of product that does not work at all. The product was an alleged E-Hookah. This is similar to an E-Cigarette. The product arrived in pieces and never worked. It was the 'first generation' product that never operated as stated on the website.Product\_Or\_Service: E hookahOrder\_Number: #b(6) --- Additional Comments: DesiredSettlementID: ReplacementI would like an item that works which is not too much to ask for. I would like to receive what I paid for as a customer. If the company knows that their first generation ehookah's do not work at all, I would like for them to respectfully return my money as it is not a replacement item that I ask for. It is the fulfillment of the agreement due to the fact I never received what I paid for.
- 63 I ordered, on line, a starter kit from XO Cigs (e-cigarette)to use for educational purposes. They advertised a special for \$4.95. Today, 5 weeks later, I received 10 refills in the mail that I had not ordered. When I called the companies customer service number I was informed that I was to have let them know if I was happy with my starter kit within 14 days or I would be charged \$114.95 for the starter kit. I do not remember reading this anywhere at the time of order and since it was already past 14 days my charge card has been charged the \$114 plus \$75 for the refills I received today because I had not responded to emails. Their emails have been going to my junk mail and I have not been reading them. I have found the exact same complaint about this company from another customer on a web site called Ripoff Report.Product\_Or\_Service: XO Cig electronic cigarette starter kitOrder\_Number: b(6) --- Additional Comments: DesiredSettlementID: RefundI believe I should get my \$114.95 plus the \$75 refunded to my charge card.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

- 64 | The XO cigs on Trysocc.com offered me to try electronic cigarette for 4.95\$ on May 13, 2013. They did not state clearly and openly that after trial I would have to pay 114.95. I was looking on the page for some kind or 'conditional sentence' but could not find any. It was clearly stated that 4.95\$ was a promotional price. They did not openly say that after 14 days I would have to pay 114.95\$ if I do not notify them. I did not like the e-cigarette and did not want to buy it. After a two weeks, on May 28 XO cigs charged my Visa \$114.95. I was totally not aware that the authorization to charge my \$114.95 was given when I pressed the button to confirm my order. I called them and explained my confusion but they refused to refund the money. Product\_Or\_Service: E-Cigs Starter Kit --- Additional Comments: DesiredSettlementID: RefundI would like the XO cigs to refund \$114.95 to my Visa.
- 65 | i was charged 3 times for the same product, and product coupon code was invalid no items were received, CS will not answer or return my callsi purchased a vaporshark e cigarette, i was charged 3 times and the code i received was invalid they have failed to answer my calls or respond to my attempts to contact them via email or phone messages --- Additional Comments: i would like a full refund of \$75.00
- 66 | I have been receiving a bill of 45.88 & form Caremedia for what is said on bill for over 10 minutes of smoking cessation. I have sent two letters to Caremedia disputing the bill on the grounds that I did ask The doctor to recommend something to help me quit smoking. His response was the e cigarette and he told me that he had a coupon at the other office if I wanted it. That was the end of the conversation, therefore it was not anywhere near 10 minute, let alone over that.They have failed to respond to my letters to date and are still billing me. --- Additional Comments: DesiredSettlementID: Other (requires explanation)I would like the bill erased from my account and stricken from my what is very good credit.Thank you

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

67 | I am complaining against www.smoketip.com I became a customer of Smoketip a while back and had no credit card at that time so my Ex Girlfriend b(6) really liked the fact that i wanted to quit smoking and she purchased that starter kit which included all of the essentials that i needed to use there E Cigarette Products including charger with white dotted light. and for months now and every month i have spent hundreds of dollars on there products and if i include my spending more of starter kits for my mom and aunts as referrals i have spent close to \$1000,00. My Complaint is that Smoketip has a lifetime Guarantee on all of the items that comes with the starter kit and for the first time out of all of these months i need to return/exchange an item which is a battery gone dead that is included in the lifetime guarantee, i spent a whole day sending proof of the fact that i am deserving of the replacement of my dead battery by proving to them that although my ex girlfriend b(6) ordered the products for me with her credit card that i was the person that there product were shipped to as stated here by SmokeTips Help Desk Person Stating ( Your request (#b(6)) has been deemed solved.To review, comment and reopen the request, follow the link below:[http://smoketip.zendesk.com/tickets/b\(6\)](http://smoketip.zendesk.com/tickets/b(6)) Customer Service, Oct-18 20:46 (EDT):Please refrain from language - we will not respond to rude comments.See attached: Your original kit purchased by b(6) (as biller) sent to you b(6) on order: b(6) purchased on 6/23/2011 )... and i should be able to get a New Battery through the Lifetime Guarantee, all i have gotten has been inconsideration, slick and rude sales talk and in one case telling me that i had not spent that much, only around \$300.00, they went from basically telling me that they have no record of me purchasing the Starter kit to saying that i never purchased the appropriate/New Charger for the battery, then they deemed my request solved after i just became tired and called the person responding to me an idiot, My last ditch response to the Smoketip Representative was that out of desperation i did purchase a New Battery from them that i received just this Monday the 17th of October 2011 and if i only a couple of days ago purchased a New Battery that works for the charger that i have already that was initially purchased months ago with my ex girlfriends credit card, then how is it that that i can buy a new Battery just days ago but they cant send me the same battery through there Guarantee that they say i don't have the appropriate charger for, this is so unprofessional and to me a breech of the Guarantee that they clearly offer on there web site and seems more like a scam to get people to purchase there items then a little later say, oh, the guarantee does not go for you because what you have is obsolete and your in need of an upgrade.. Ok fine, but the Battery i just purchased the other day with my money is the exact same --- Additional Comments: I would like a New Replacement Battery a Sincere appology and for a promise never to give me this sort of treatment every again or all future desired items that this company provide are free to me b(6)

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

68

I ordered this e cigarette on it's 14 day free trial via email. BIG MISTAKE. According to their records that was on 10/05/10. I received the package on 10/12/10. They say I contacted them on 10/22/10 to stop further shipments to me. This is false. 10/22/10 was like the 3rd time I tried to contact them. All that they would do for me on the 22nd is cancel future orders. They said the 14 day free trail was up. I did try to contact them to get their RMA number. They wouldn't give me one. Twice the phone just rang & rang. I noticed on my bank account that there was like a hundred dollar hold on my account for several days. Neither me or my husband could figure why this was. Then we saw the \$99.90 deduction from Direct E cig. I called them ASAP. They told me my 14 day free trial was up. That I had not called to return the item. That I had just called to cancel future shipments. False!! They are claiming now that the 14 day free trial started on the day I e-mailed them & placed the order. That was 7 days of my trial time. To try their product. This company is scamming me out of my money. I reported it to my bank and they are working on the issue. I've had their package ready to return like three days after I got it. Then they sent me another package. I still have their product to send back to them. I wish I would have looked on the BBB site before this all happened. What a bunch of bull. How can people do this to other people? Does it make them feel special that they swindled me out of 100 bucks of my unemployment? I have all the documents that they sent to my bank if you would like copies. --- Additional Comments: My bank reimbursed my money \$99.90 but now they might reverse the decision. I am still working with my bank to keep my money into my account.

truth

inadvertising

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

69 | I purchased the E Cigarette Starter Kit from Directecig on Dec. 1, 2010 for \$7.95 S&H and it was shipped on December 3, 2010. I received it around December 7 or 8th. I can check with FedEx and get that date. I printed off the payment page because I cannot see very well. On Friday, Dec. 17 I received an email thanking me for my order of additional products and Dec.18 they stole \$109.90 out of my account. I did not place another order. As a matter fact I have not used the starter kit. I sent emails on Saturday and talked to the company by telephone on Monday several times at least five times and they hung up in my face. I was requesting that they put my money back and they refused saying it was company policy because that was in the terms when I placed the order for the starter kit. As stated above, I printed off the purchase page to read it carefully because I have an eye condition and I need a magnifying glass to read small print. There was no mention of the 14 days nor the \$109.90 on my printed page. I went back to the site today and looked at the screen and it did have the conditions, which were hard to see under ACT NOW SUPPLIES ARE LIMITED, but I read the small writing with my magnifying glass at the screen. This did not print off on December 1, when I made the purchase. There was no reason for me to believe that my printed page was different from the page on the screen. I consider this deceptive advertisement especially for people who has an eye condition like mine. INFORMATION ABOUT THE ORDERS b(6) Memphis, TN b(6) Dated: December 17, 2010 11:16 P.M. CST Order #b(6) (which I did not order) Customer #b(6) Total Charge for your order is: #109.90(I did not order) Dated: December 1, 2010 12:53 p.m. CST DC Starter Kit MRL 16mg Order #b(6) Customer #b(6) Total charge for you order is: \$7.95(I did place this order) I paid for the product with my visa debit card. As of today the account with Directecig is closed as per an email I received from them but they refused to give me my money back nor give me a number to send the starter kit back. I have not received the other products that they charged me \$109.90. It appears that this company is more interested in stealing money from people rather than selling a product that people will purchase every month if they like the product. --- Additional Comments: I want them to give me my \$109.90 back and I want them to stop the deceptive advertisement and make their entire page that is shown on the screen printable in reference to the page to commit to purchase. Additionally, there should be some warning on their web page in reference to the small print to ensure they are in compliance with the ADA. They are not the only company that has small print for their important information and that is the reason I started printing off the commit to purchase page. I have been a strong advocate of the American Disabilities Act long before I developed a problem with my eyes. Please help me to get my money back and help all of us who can't see well to read small print that's shaded and hard to read. I thought printing it off would solve the problem but I guess not if the printed page is different from the print on the page.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

70

On Saturday 1/22/11, I responded to an advertisement by SmokelessDirect.com for an e-cigarette 'introductory' offer. The price quoted in the advertisement was \$7.99. I ordered the introductory package. The same day I received an email from customer service at SmokelessDirect.com announcing that the price for the 'introductory' offer was \$109.90, and that my order was being shipped. I tried to contact SmokelessDirect.com by telephone, email, complaint to their website, all to no avail. When the phone number (1-866-733-0516) is called, there is only a busy signal. For days I got a busy signal. Finally, on January 26, after waiting 20 minutes, I got an answering machine. I left my name, phone number and a message as to why I was calling. I have received no follow-up phone call. My Discovercard has been charged \$109.90. As I could not reach these people, I mailed the SmokelessDirect 'introductory' offer back to the company, Certified Mail, Return Receipt Requested. Today, I get ANOTHER package from the same company, this one containing cartridges for the e-cig. I am very upset. The order number for this item is #b(6). This company is obviously a scam. Why else would there be no answer, a busy signal and no response to my repeated emails and complaints? I paid \$7.68 to return the item via Certified Mail, and I would like this amount included in my refund of \$109.90, making the total refund \$117.58. --- Additional Comments: I have returned the item at my own expense and I want this company looked into and I want my Discovercard credited for the amount stated above.

71

Direct E-Cig offered a deal for \$4.95 for shipping on E cigarette. I found this on the web. I ordered the product on 12/30/10. I received a phone call on 1/3/11 confirming my order. I agreed at that time to pay for the \$4.95 shipping and nothing more. I received the product on 1/6/11. I ordered this on my debit card. My bank account cleared the \$4.95 on 1/5/11. On 1/18/11 my bank account cleared the amount of \$109.90 to E-Cig. I called customer service to inquire about this. I was informed that I did not cancel the product within 14 days. This cancelation statement was not on the advertisement, nor was this explained to me at the phone call confirming my order. I feel that this practice is a non-disclosure in advertising and a definite bait and switch. --- Additional Comments: I want the \$109.90 to be credited back to my bank account.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

72

I saw an advertisement on the computer, not sure if it was facebook as I am always on facebook. the ad was to try for FREE, their e-cigarette. I just had to pay \$4.95 shipping. I gave them my card # for the \$4.95 and waited for my product. ( Dec, 22nd ) On Jan. 4th when I came home from work, I had a note on my door from Fed-Ex saying that I had a package and that someone needed to sign. (Adult) Well, the next day 5th they tried again, so I called Fed-Ex and told them nobody is home at that time of the day do to work could they bring it later in the day? They said no but that I could pick it up. I told them I would pick it up the next day (6th) I did after work. I looked at the product but did not open, figuring I would do so at a time when there was more time to read about it and how to use it. Still have not had time, but when I got to work today (9:00a.m. Mon. Jan. 10th) I checked my bank account online because I had bills to pay through my bank, and saw a charge of \$109.90 from these people. I tried to dipute it with them and they wouldn't here of it!! They said that my 14 day trial ended and that I owed the money!! 1) They never said ANYTHING about a 14 day trial when I first paid \$4.95 they said FREE!!! that all I had to pay was shipping. 2) I did not even get the product until the 6th!! And I haven't even tried it! 3) When I received it from Fed-Ex on the 6th, NOTHING (no paper work or anything) said anything about a 14 day trial! Please help me, I am very Low income and I NEED to have that \$109.90 back or I am going to loose my phone! That money was for my Phone that I was already late on do to the Holidays. Those people should not be aloud to get away with doing this to people. It's ROBBERY and they need to pay for it just like anyone else. --- Additional Comments: These people took \$109.90 out of my checking account WITHOUT my permission!! They told me I only owed \$4.95 for shipping. I just want my money back, but it would sure make me and all bet alot more people happy to see the owners of the Company either loose their Company or go to Jail! They can't be aloud to rip people off like they do with their FALSE advertising!!

73

Order # b(6) Jan 2011 e-cigarette trial offer. This is a valid company, but their terms and conditions are hidden within their site. If your not looking very closely you will get charged an additional 109.90 after your trial offer. Would just like to report this so other people don't get taken like we did. --- Additional Comments: Would like the 109.90 refunded to my visa. Not likely because we didn't read the hidden fine print. Companies should be made to post this directly under the 'NO-RISK FREE TRIAL' Not hidden in another link.

74

I order from Direct e-cigarette an electronic cigrette and they charged me 4.95 which was the introductory amount. In Decemeber they charged my account 109.00 for the e-cigareete plus filters and they said they would return the money and cancel the order. I received in the mail yesterday Dec. 3, 2011 the order that was supposedly canceled. I have talked to them and they refuse to refund any money and I feel this is wrong and I did not authorize any funds to be taken out of my account. --- Additional Comments: I just want my 109.00 refunded and everything cancelled.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

75

I purchased a trial package of the Direct E Cigarette on 12/29/2010, The item which was extremely slow to arrive was delivered on January 5th 2011. On January 3rd, 2011 I sent an e-mail thru the companies web site to customer service inquiring to where the package was and when it would arrive. I received a speedy response that it should arrive in a few days. When received I noticed that the product was very cheaply made and was not a product I would like. So once again thru the web site I sent a message requesting that the trial offer be canceled and not to bill me. I received no response and assumed that the trial was cancelled and that was that. On 1/18/2011 I received an e-mail stating that my order had been shipped and received a charge of \$109.90 on my debit card, so now realizing that the e-mail sent was not responded to and that the company was not doing what the customer requested I then called and spoke to John ( no last name) , who informed me that the trial was over and that I never returned the product so there for my second shipment was sent and I was charged for the product. I complained and asked to speak to a supervisor, only to be told that there was not a supervisor to speak to and that there was nothing that could be done as I did not return the product or receive a return authorization to return the product. I asked if they received my e-mail, John answered yes and stated that I did not call in to receive a return authorization. I questioned that if an e-mail was sent, then I should have received a response with instructions to can and acquire a return authorization or at least a response at all to the e-mail with some instruction? I then became frustrated that this company is playing a game and taking my money. I tried to contact my bank to stop the payment but since the company had taken the funds I could not stop the payment. I find this company to be acting and working under questionable practices and since they are not replying, I formally request that the Attorney General look in to their practice, as they also have an 'F' rating with the Better Business Bureau. --- Additional Comments: Allowed to return and receive a refund for of the \$109.90.

76

On 12/19/2010 I received an email from these people offering a free trial offer for the e-cigarette for just the shipping charges of \$4.95. My wife and I both signed up for it since we are trying to quit smoking. Now two weeks later I get another email about another order being shipped to me and my credit card will be billed \$109.90. I didn't order anything other than the free trial offer. Directecig are con artists and should be arrested. --- Additional Comments: Do not charge my credit card for something which I did not order

77

I ordered what was advertised as a \$19.95 E Cigarette Starter kit. I was never billed for it but a month later or more I received filters for the kit and an invoice for \$109.90. Apparently the very small print in their promo indicated you were signed up for these monthly filters. Upon communicating with them via e-mail (they refuse to answer their phone it seems) they refused to accept the return of their product although it was in the original cartons it was shipped in. They did discontinue any further orders but adamantly refused any return or refund. The VISA card people could do nothing since they have small fine print in their ad on the Internet. My order Number is b(6) and I dealt with a no name Customer Service dept. --- Additional Comments: Return of the products and a refund of \$109.90.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

- 78 | I purchased an E cigarette from company in February. This was 'free', the only cost to me being shipping, which was \$9.95, charged on 2/2/11. I have now received two seperate charges of \$99.90 posted to my Check Card account. I had until March 6th (proof in email) to cancel this order and avoid any charges (additional to shipping). I have had no help from the customer sevice line and have been placed on hold for over 10 minutes each time, when trying to discuss this issue. --- Additional Comments: \$99.90 X 2= \$199.80 plus lost wages, as it has taken time out of my work day to deal with this. 2 hours @ my hourly rate of \$17/hr= \$34.
- 79 | On 2/7/2011 I ordered a FREE e-cigarette package from Direct E-Cig. I received the FREE package and the product never worked. I thought oh well, it only cost for the shipping \$9.95. I arrived at work today to find my checking account charged for \$99.90 when I called Direct E-Cig they hung up on me and told me they would not refund my money. I now see on the internet that these people are ripping people off all over the United States with their free thing that in NOT FREE. By the way they have overdrafted my checking account with their charge! Please shut these people down, nowhere on the sign up page did it say it was a trial or any other payment would be do. I now see on the internet that they may continue to charge my account therefore, I will need to change my debit card number so they will be unable to do this again. --- Additional Comments: I want my \$99.90 refunded to my checking account and also want the \$39.00 bank fee for the overdraft that they have caused me to occur. PLEASE SHUT THESE PEOPLE DOWN!
- 80 | Order was made online in January - special \$4.95 order for starter package (e-cigarette, charger and package of nicotine filters)- received pagage Fed-Ex DID NOT HAVE TO SIGN. was never notified that there was a trial membership (have signed up or bought many things online where there is such a thing - i know how these things work - was Never notified.) March 1st I receive in mail at new adress (moved from Montana to New Mexico) a package containing 3 boxes of cartridges that I did not buy. I look on bank statement - the purchase is ther \$109.09. I call after hunting down the number online. I was basically told to pound rock salt. The woman on the phone was very rude and told me that signing for the package from Fed-Ex ment that I signed up for something. I never signed - it was just delivered. She also said that signing for this newly deliver package ment that I accepted it and couldn't return it - it came USPS and was not signed for it was left in the the mail box. I informed her that the company website said that I could return any product she said no I asked to speak to a supervisor at that she got very irrate and said I could not I asked why not and she hung up. She did discontinue what ever membership I did not sign up for but was scammed into however I did not get a refund for my money and I am on social security disability. The unordered scam product was: SK2-IS-TR-08-MN-C1 Intro Offer Firts Ship Cartridges Menthol 8 mg Quantity 1 Unit Cost \$99.95 plus shipping \$9.95 Grand total \$109.90 --- Additional Comments: I simply want to return what I did not order and as sent. I also want my money back - it was SK2-IS-TR-08-MN-C1 Intro Offer Firts Ship Cartridges Menthol 8 mg Quantity 1 Unit Cost \$99.95 plus shipping \$9.95 Grand total \$109.90

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

81

In Feb 2011 I found a offer for a free starter kit of a e-cigarette. It said nothing of future charges or replacement cartridges being sent to me and billed to my credit card. Yesterday, Mar 16,2011 a package was delivered to my home with supplies and a statement for 109.90 plus 9.95 for shipping. I called my bank and found out that they took this money out of my account on Mar 10, 2011. I looked up Direct e-cig on the internet and found a totally different web-site than the one I ordered my 'free kit' from (just pay shipping and handling of 4.95). I called the number and sure enough, it was the same people that billed my card. I spoke with a Monique who would not give me a last name or employee number. She told me they would credit me \$50.00. I said no, that I didn't agree to this or place the order. Then she offered me 79.95 back, all I had to do was send the product back. I said no. Then she offered me the full 99.95 back, all I had to do was send the product back, and pay for that shipping cost, and the shipping cost of 9.95 that they charged my card for something I did not order or agree to. I said no. I called my bank and filed a claim regarding this charge. I also cancelled the card of mine that they used. I sent them a e-mail that stated I will be happy to return their product to them. I requested that postage be sent for the return of their property. I am not paying their postage for them. I notified them that I am going to wait for them to send the postage for two months, and that on May 16, 2011, it's going in the trash can. And by the way, I asked to speak with a supervisor, and she (Monique) would not transfer me to one. I asked several times (she just kept putting me on hold and coming back with a higher refund each time). Bottom line, they charged me \$109.90 for something I did not agree to, or order. --- Additional Comments: I want my money back. I filed a claim with my bank for the charges direct e-cig billed me: \$99.95 for product and \$9.95 shipping. I also cancelled the card. I do not want to see this happen to other people. I want this complaint on their record.

82

Ordered refill supplies for e-cigarette late in 2010. Tried several times to call/email company. No answer to either - not even the phone. Finally got an email from a person saying he would see that I get the proper supplies within two weeks. That was a month ago. They will not answer their phone, email, or the letter I wrote on February 20. --- Additional Comments: I would go for a refund of \$150.00 for the supplies that were wrong and the original product I cannot use now.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

83

On Dec. 14, 2011 we ordered Vapor Mate E-Cigarette for \$69.95. We still have not received it and our debit card has been charged \$210.80. We only authorized them to take out the initial \$69.95. Better yet, they have given our debit card number to two different companies, however, these two companies have the same address. We received coupon packets in the mail from both of the following companies, stating they spoke to us on Dec. 14 and we authorized them by phone to deduct \$14.95 per month. Very untrue, all we did was order the Vapor Mate on Dec. 14. We have never even heard of anything like this. Savings 2 go is the first one and Everyday Bargains is the second one. Both of these companies have charged \$14.95 each on our debit card. We called these two companies on Dec. 29, 2011 and told them we never authorized them to take money out of our account and all they said was they would credit it back and cancel our membership, which we never had a membership. We went to the bank today, Dec. 30 and they haven't credited the money back yet. We have a freeze on our debit card for outgoing transactions now. These 2 companies are supposedly a product provided by Stonebridge Benefit Services, Inc. at 2700 W. Plano Pkwy, Plano, Tx 75075-8200. The Vapor Mate customer service number is 1-866-678-3732. We have never been able to get ahold of anyone there. I'm not sure if there is a class action law suit out there, but there should be. These people are stealing money out of hard working people's accounts and it is very crooked. --- Additional Comments: We want our money back. Now we have to get a new debit card, so these people cannot sell our number to anyone else. We would like to see places like these taken off the streets. They are all scam artists. Unfortunately people cannot be trusted anymore. They should reimburse us for the havoc we have gone through. '

84

I PURCHASED A SET OF ELECTRONIC CIGARETTES (2 CIGARETTES CAME IN THE SET) ON 4/1 FOR \$98.00. SINCE DAY 1 ONE OF THE CIGARETTES WOULD LEAK THE LIQUID OUTSIDE THE CIGARETTE (NOT ONLY OUTSIDE THE CONTAINER THAT HOLDS THE LIQUID BUT OUTSIDE THE CIGARETTE) STAINING EVERYTHING IN SITE AND GETTING VERY MESSY. THE ELECTRONIC CIGARETTES ARE GUARANTEED FOR 28 DAYS SO, I WENT BACK TO THE STORE TO HAVE IT REPLACED. THE ATTENDANT REFUSED TO REPLACE IT AND TOLD ME IT WAS MY FAULT AND MISUSE OF THE CIGARETTE AND REFUSED TO EVEN HEAR MY SIDE OF THE STORY WHEN I EXPLAINED THE OTHER CIGARETTE IN THE SET WORKED FINE AND I EVEN REPLACED THE CAP OF THE MOUSE PIECE (WHERE THE LIQUID IS STORED). HE WOULD NOT HEAR OF IT AND TOLD ME FLAT OUT HE WOULD NOT REPLACE IT! THEIR POLICY IS AS FOLLOWS: Defective parts We will replace any defective part with a brand new replacement that is identical or better and newer if available. MY CIGARETTE IS DEFECTIVE AND I EXPECT A REPLACEMENT. Product\_Or\_Service: JoyeTech eGo-T E-Cigarette Original Joyetech eGo- --- Additional Comments: DesiredSettlementID: ReplacementI WANT THE CIGARETTE REPLACED OR A FULL REFUND GIVEN TO ME.

85

Advertising indicated that I only paid for shipping and a few days later there appeared a charge for \$109.95. Shipping was \$4.95! Product\_Or\_Service: E Cigarette --- Additional Comments: DesiredSettlementID: RefundRefund of my money.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

86

I just purchased a E Cigarette for \$200.00, one of the nicest ones they carry. The manager sold it to me and promised the world as far as guarantees. He said I had 30 days to bring back the product in case anything went wrong. I have had the merchandise for 26 days and its leaking real bad. Because of it leaking i'm going through more e-juice. I brought in the product and the associate told me that she thought the threading was stripped and was causing the leaking. So I asked for a new one to prevent it from leaking anymore, she then called for the manager at the time and she says there is NO guarantee through them, I had to call the manufacture to resolve the issue. I pay top dollar for this product and was told I had 30 days to bring back anything that might not work properly. All I wanted was a new tank that holds the fluid but it seemed like the employees were trained not to give the customer ANYTHING for free. A tank would have cost them about 10.00 if that but instead they treated me like it was my fault! HORRIBLE CUSTOMER SERVICE!!! VERY RUDEProduct\_Or\_Service: E Cigarette Account\_Number: N/A --- Additional Comments: DesiredSettlementID: RefundI do not want to do business with these people at all!! I want full refund \$208.76It's not even the money anymore, it's so unbelievable to me how a company will do absolutely nothing to make the customer happy or satisfied.

87

My Mother ordered an e- cigarette from clear vapor and that advertised it as 4.95 for the shipping and handling...that was on nov 20th 2013..and on dec 8th 2013. clear vapor charged her account 99.95. i myself called clear vapor at the number provided on thier website and a gentlemen told me, that she needed to stop payment, cause it was a scam and a fraud.my personal problem with this that they promote this on thier website. knowing its a scamProduct\_Or\_Service: e-cigaretteOrder\_Number: N/A.name is MeredithAccount\_Number: N/A --- Additional Comments: DesiredSettlementID: Refundwe would like the 4.95 for the shipping and handling and also the 99.95 that was charged

88

I purchased an E-cigarette from this company for \$5 on a deal they had on a website. They then charged for \$69 two months in a row. I called to get my refund and they refuse to give me the refund. I did not order any extra product which they have sent me for the last two months which i have not opened and even offered to send back for the refund. They said I agreed to a trail offer from the website (which I did NOT)! These scammers need to get shut down ASAP! --- Additional Comments: I want my full refund back. They gave me 1/2 of my money back and said they would not refund the full amount. This is unacceptable because they still owe me \$69.',

89

Got the new e-cigarette in the mail well package. I followed the direction on the charging issue to get it started. However it doesn't work so I went online and on their website to look up troubleshooting and still the merchandise is defective. I haven't heard a responds to the place i got it from. I just want an exchanged. --- Additional Comments: I want a replacement i believe i have a defective merchandise! '

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

90

www.smoking-everywhere.com that is the company the took my money and ran. i called the company for 2 days. it seems they are picking up and hanging up on me. i haven't giving them a reason to do this. i spent about 70.00 for the e-cig kit. in their FAQ. it says every kit comes with 2 batteries. that was a lie. it didn't come with my atomizer. so even before i got my kit the company would pick up the phone and answers my questions. now that i have a problem they never pick up. now on the third day they picked up. i told them my problem and they hung up on me. my order date is 2011-02-03 11:09:28. its for the gold e-cig kit. also i got the ONE DAY PROMO: 5pcs Flavor GOLD Cartridge - High (16mg nicotine)so according to the title it says 5packs. well i only got 1 pack. the total price was \$63.89. i payed with a pre payed credit card. --- Additional Comments: i would like my ONE DAY PROMO: 5pcs Flavor GOLD Cartridge - High (16mg nicotine)like the title says 5pcs of flavor, not 1pcs of flavor. a E-Cigarette Atomizer Gold that was suppose to come with my kit. this is from the FAQ on their website How long will the battery last before needing to recharge? The battery will last for approximately one day with normal use, however with the Smoking Everywhere E-Cigarette starter kit, you are getting 2 batteries, so you can always have one charged, while using the other. and i bought the starter kit.here is what the product that i bought states on the sightElectronic Cigarette - GOLD ONE Kit :::: ONE DAY SALESmoking Everywhere E-Cigarette Starter Kit: It looks like a cigarette, it tastes like a cigarette, it feels like a cigarette, but it isn't a cigarette, it much better!i want what they didn't give me. also i dont want to have to pay anymore shipping because they messed up. i tried giving them e-mails. no response. that's why i am turning to you.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

- 91 On Aug 30 2010, I purchased a trial electronic cigarette from New Age Lab LLC for \$4.95. The website was small and only a couple of pages. The Main Page which also had the order info block and a confirmation page after I made the purchase. Never did the website show information that there was a monthly charge or services agreement that I was agreeing to be a part of. The package arrived within a week or so of ordering and contained only the unit, (2) packages of replacement cartridges and instructions for use, nothing else. There was no mention in the instructions of a purchasing agreement and no reorder paperwork. I tried it, but the unit did not work as advertised. I figured it was defective and I never did anything with it as it was only \$4.95. I never heard from or received anything else from New Age Lab LLC in the 2010 calendar year. In January 2011, I received a package in the mail from Lux E Cig (USPS Delivery Confirmation #b(6) which I did not request, order or sign for. In the package is 5 cartons of ecig replacement cartridges only, no paperwork or invoice was included. I did not use them as I discarded the non functioning unit and my intent is to mail them back to them. On Aug 30, 2010 they billed my credit card for \$4.95 under the name SMOKEECIGS.NET On Jan 21, 2011 they billed my credit card for \$99.67 under the name ECIG-1-866-830-1281 On Feb 6, 2011 they billed my credit card for \$69.62 under the name ECIG-1-866-830-1281 On Feb 23, 2011 I contacted them at 1-866-830-1281 and asked who they are and what the billing was for. I was not familiar with the name used on the charge. They did not answer the phone as E CIGARETTE, they just pick up the phone. The individual was reluctant to identify himself, but finally identified themselves as E CIGARETTE after I asked a third time who they are. I gave him my name and questioned the charges. He told me I was enrolled in a monthly program for \$69.62 and it was part of the end user agreement posted on the web that I agreed to with the original purchase. He told me the agreement stated I had 2 weeks to try the product and cancel. I told him there was no visible wording explaining this agreement or showing a minimum monthly cost posted on the website when I made the original purchase and I never received anything in the mail with the product explaining this alleged agreement. He told me to go to [www.ignitemyecig.com](http://www.ignitemyecig.com) to read my user agreement. I tried to access this web address while I was on the phone with him and the browser came up with invalid web address. I tried it multiple times and verified the web address with him which he said was correct. I told him the web search came up with a no valid address reply and he said they were in the middle of updating the website. I asked him to direct me to the website that I used in August with only the 2 pages, the order page and the confirmation page. His response was that site is not available anymore and I have to pay \$69.62 a month regardless and there was nothing I could do about it as I agreed to their terms and conditions. I asked why, if I had a program that began in September 2010, did they never contact me or send me anything from Sept 2010 through January 2011? He told me they were having system difficulties, but that did not change my services agreement with them and I still will be billed for the year. I told him once again I was not made aware of any agreement with the purchase and I was going to file a formal complaint. He literally laughed at me when I asked for his name and the name of his manager. He told me his name is Levi and his manager's name is Allen and he is not available to talk at this time. I asked for the hours his manager worked. He told me he could not give me that information. I asked for their address which he gave me while he continued to laugh and he told me to do whatever I wanted to do as it will not change anything and I will still be billed. --- Additional Comments: Settlement
- 92 The smoke everywhere e-cigarette (kit-goldone-o) I bought Monday Feb.21 doesn't work. The extra cartridges I also ordered were wrong, I ordered regular cartridges but got mint and vitamin ones. The problem was on the day I got it (sat. feb.26). I purchased it online and paid for it by credit card. plus they dont offer any refund only exchanges on the stuff not used. The invoice# is b(6) and the rep. was #1 --- Additional Comments: I want a full refund of \$80.88

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

- 93 I signed up for their \$4.95 trial offer. the offer came with 5 vials of liquid nicotine plus the E cigarette and a wall charger. Approximately 2 weeks later I was charged another \$99 and 2 weeks after that another \$69. I have disputed the charges with my credit card company and have emailed Lux E cigarettes to STOP charging my credit card. I was given a number by my credit card company for Lux Cigarettes and will try to call them, This is a SCAM and needs to be stopped. There is no reason for the \$99 & \$69 charges. I am quite sure many others have been taken in by this company! --- Additional Comments: I want my \$99 & \$69 charges refunded. I'd also like them to state any and all charges they intend on their unsuspecting customers.'
- 94 I purchased a 'Lux E Cigarette' from the company 'Heres To Living' around Sept of 2010. I was told that if I returned the product I would be issued a \$99.67 refund. Cancellation confirmation number b(6).The product was returned on Nov 1, 2010. I have the US Postal Service Delivery Confirmation Receipt # b(6). The product was delivered. I received an e-mail from info@luxsmokeclub.com on November 3, 2010. The e-mail stated I was issued a refund that would take 3-5 days to process. It gave me a customer order number b(6) and a phone number to call with further questions 1-877-766-5306. I still have the e-mail. I have not been issued the refund. I have called the company on Jan 21, Feb 24, Mar 16 and Mar 18. The reasons I have not received the refund have been; it will show up in your next credit card statement, there were problems with the credit card so a check will be mailed, your account has been cancelled, and we will send a request to our corporate office. Today I was issued another refund request confirmation number b(6) with the refund again to be issued to my Credit Card. The Lux E cigaretette was paid for with my Mastercard. The charge was posted on 10/1/10 from Heres To Living, LLC 08883892781 NV for \$99.67. Please contact me if you have further questions. Thank You, b(6) --- Additional Comments: A refund for \$99.67'
- 95 I ordered a V2 STANDARD KIT on 03/12/2001.(e-cigarette starter kit).The cost was 79.95 and 5.25 for shipping USPS priority.To arrive no later than five days.The cost of 85.20 deducted from my checking account the day the order was placed.After a week,I tried to check on my order.I was unable to contact them by phone,e-mail,or internet. To my surprise, I found them on Facebook and learned that I am not the only one with this problem. I live on a small Disability check and I ordered this product to help me quit smoking cigarettes.I understand that it has not been that long but with the number of complaints on Facebook.Along with the fact that I cannot contact them,I felt that there was a problem. --- Additional Comments: I would like to have 85.20 refunded to me.(the amount deducted from my account).Hopefully I can find a more dependable source.'

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

96

I placed an order for the \$3.95 offer of the Vibe My Last Pack e cigarette on Friday April 1, 2011. Obviously an appropriate date since this company now appears to be an April Fools Day joke. After providing my bank info for the \$3.95 trial charge, I received an email stating that after a fourteen day 'free trial' I would be billed two further payments of \$55.95. I IMMEDIATELY CANCELED my order and after never hearing or receiving any confirmation of my cancellation, I called the 'customer service' number during office hours only to get a voice mail repeatedly. I then began to smell a rat. Today, Saturday April 2 at 2:30 pm I checked my bank account to find that not only was there a NINETY NINE DOLLARS AND NINETY FIVE CENTS 'PREAUTHORIZE' BUT ALSO A NINETY NINE DOLLARS AND NINETY FIVE CENTS CHARGE, making this a complete scam for a crap product I can get down the street for \$10.99. I will be receiving full refunds either through my local bank or through Mastercard and will file complaints and full details of this transaction with every business monitoring organization I can find. More proof that Boca Raton Florida is full of liars and money whores. JRD --- Additional Comments: I will have the full amount of \$99.95 refunded TWICE to my bank account to cover both the 'preauthorize' and the 'charge' both of which succeeded in depleting my account for the \$99.95 twice.'

97

NOV.29,2010 I MADE A CHRISTMAS PURCHASE ON LINE. AFTER COMPLETE PURCHASE AN AD POPS UP FOR 1 TIME FREE E-CIGARETTE. JUST PAY FOR SHIPPING W/CREDIT CARD. AFTER THAT MY CARD WAS CHARGED \$69.62 DEC2010-MAR2011.PLUS ONE TIME \$99.99 THEY DID ALSO SEND PKG REFILLS EVERY MONTH. BUT I HAD NOT CAUGHT THE CHARGES YET. I CALLED TO ASK TO PLEASE CREDIT MY CARD SINCE I HAD NOT ORDERED THE PRODUCT. I SAID I WILL EVEN SEND YOU BACK ALL YOUR UNUSED PRODUCT.(NEVER USED IT) THEY SAID THEY CANT DO THAT, BECAUSE THE TRIAL PERIOD EXP. THE AD SAID ONE TIME FREE OFFER. WITH MY X-MAS PURCHASE. JUST ONE FREE OFFER, NOT CHARGE MY CREDIT CARD \$350.00+ WITHOUT MY APPROVAL. DISHONEST AD! --- Additional Comments: CREDIT MY CREDIT CARD FOR FULL REFUND. THEY ARE MORE THAN WELCOME TO HAVE THE PRODUCT BACK.'

98

I placed an order on 6/24/2011 for their free offer. When I found out about all the scams and charges they practice I called and canceled the order. I spoke with Levi on 6/24/2011. He guaranteed that my CC would not be charged and that the product would not ship. Today (7/1/11) I received the product and when I called I spoke with a rep (Raphael) who claimed that I was informed when I canceled it that they would still ship the product and charge me, which is the total opposite of what Levi told me. I canceled the order the moment they opened. I asked to speak with the manager and they stated they would refund the shipping charge. I also stated that they had better not charge the account again. I was AGAIN assured that it would not be charged. However, they still charged the account for \$109 even though the product was shipped back. As of right now, I have been assured several times that the account was canceled and that nothing would be charged, and yet they still continue to charge the card. --- Additional Comments: I want the company to reverse all charges and quit charging my CC as well as charged with improper business practices and closed down. The company is practicing scamful behavior on a regular basis. From several consumer review sites I've found (<http://www.complaintsboard.com/complaints/lux-e-cigarette-c336741.html>) they have a habit of continuing to charge accounts long after the accounts have been canceled.'

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

99

Smoke Anywhere among many of their aliases smoke51.com, starsmoker.com, and many more are scam artists. I purchases a trial offer from them and paid for the shipping. a month later I still have not received their package. After checking countless forums I have seen they do this and charge your card later for \$89.95 and \$29.95 a month and you will NEVER receive the product. So I took the money from my account and they have attempted to charge me 2 times now. So no knowing at the time that it was the same company I tried to go to smoke51.com and order another kit a couple of weeks later. I am charged \$77.55 and a week later receive a broken product. I contact them a few times and never get any response. Finally I threaten to file a credit card dispute and all of a sudden I hear back. They are unwilling to let me return my broken unit for a refund even though it states it in their terms. So I have been going round and round with these people in the process I get an email seeing that smoke51.com tried to charge my card 20 days later for the \$89.95. I immediately become enraged because the first \$9.99 from starsmoker.com website was charged by vaporcorp and now smoke51.com was trying to charge me for the \$89.95 for the product I NEVER received initially. So at that point I am aware that they are 1 in the same company. I confronted them upon one of their responses and we have been going round and round. I want everyone to see what kind of people these are that they have many different names, sites, and packages in pricing to fool people. I am disputing my charges with the credit card companies and filing complaints with <http://www.ic3.gov/default.aspx> and I want other people to be aware they can do this too. To finally bring these crooks down. I have read countless postings in forums of so many people with the same problems and it boggles me why these people are not in jail yet. Order number for starsmoker.com b(6) Submitted 8/8/2010 08:48:39 Order number for smoke51.com b(6) Submitted Aug/19/2010 15:51PM I have all paperwork and emails from both of these companies. The kits were both the same even though only 1 was received. Smoke 51 e-cigarette Gold Trio. And the 2nd order that was placed I order accessories with it which is included in the total above. Both orders were paid for with the same mastercard. Feel free to contact me, I will be happy to supply any information. Thanks --- Additional Comments: I want my \$9.99 shipping and handling from the first order. And I want my \$77.55 from the second order. And would love to get my \$22 faxing fee back from Fedex/Kinkos for this dispute but doubt that will happen, but it would be nice since this is all their fault to begin with.'

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I ordered an electronic cigarette from LUX E cigarette. The model is SMOKE 51. When I tried to contact them they also use the title of ignite cigarette. It is made by VaporCorp. I purchased the free trial offer for 30 days and agreed upon just paying shipping of \$4.98. I received a packaged in the mail 9-8-2011 with no billing information, with extra merchandise. When I called LUX E cig @ 1-877-766-5306 and talked to a lady Chazell about the packaged, she stated that I had agreed on the terms & conditions and couldn't do anything about it. I have already been charged for \$69.62 on a monthly payment. I have called my bank, and they have on record where this charge has been sent through. I have stopped my current debit card to stop future charges. By reading on various web sites, there seems to be many consumers like myself that has been taken by this business transaction. Thank you for your time. Also I noticed that on the packaging that came yesterday, the address label states LUX E cig, 1602 Alton Rd #565 Miami Beach, FL 33139, which I saw on one of your pages as being called Here's to Living, using this same address. --- Additional Comments: I know I will probably not be refunded, but this practice of doing business needs to be more publicly observed. Thanks again. b(6)

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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1

I had agreed to enter into a trial offer with this company for an E Cigarette. I agreed to a charge of \$7.95 for shipping only to try this. I did not receive any confirmation from them that my order was placed even after giving them my email address and bank/check card information. I emailed them to ask if my order was shipped on August 8th. Again I received no response. The company then took the shipping charge on Aug 10 2011 and I received the item. I had emailed them yesterday(Sept 6th) to inform them that I was returning the trial. Figuring that at this time I might be at the very end of my offer period. My email bounced back. I tried to call and their number saying was out of service. After that I did a search of this company through Google and I was severely disappointed to find out that this was a scam. That many people had been duped by this company. This morning (Sept 8) I called again I got through to a representative who informed me that I was passed my trial period and that I was being sent other things. I told her I no longer wished to receive anything from them and that I would be returning their product immediately. The woman I spoke to just kept saying she would send me things even after I told her I wanted nothing more from this company. She told me that my account would be put on hold and that when I received the other things there would be no more charges. I told her I never agreed to any other charges. She just kept telling me that she'd send me more stuff which is not what I wanted! After this conversation I went right to my bank and told the representative what had happened he printed my account history and I saw 2 charges that I had never authorized. The one charge was for \$109.67 on August 28 2011 and the other was just yesterday! September 7 2011 for \$69.62. I contested both charges as I never agreed to either charges, was never contacted by the company to be made aware that these charges would occur. The product that this company send me was from Smoke 51 which is a product of Vapor Corp. I am not sure what either has to do with Lux E Cig or if they are aware that things like this are happening with their products. The number of the product, the only product I received was #J110620. I am returning this and anything else that comes to my address. --- Additional Comments: I DO NOT WANT ANYTHING ELSE FROM THIS COMPANY!! I would like there to be no more charges to my account and the unauthorized charges refunded!

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2

Smoke-corp advertised a 51 trio smokeless e-cigarette for the cost of shipping (4.99) in the bold front text of the online advert, but I feel they hide the monthly subscription costs of 69.99 for replacement filters if you do not ship them the originally purchased item by 14 days. It may not be illegal, but it is misleading, and an abuse of the obscure intent to inform the consumer through 'terms and conditions'. Product\_Or\_Service: 51 trio e-cigarette --- Additional Comments: DesiredSettlementID: No settlement requested - for The obvious terms of buying, such as actual price paid by the consumer, should be stated Obviously and plainly. '

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

10 3	<p>I signed up online for a trial of the e cigarette for \$4.95 with no indication that I would be charged anything else. When I received my bank statement I noticed I was charged the \$4.95 on 9/26/11, 15 days later on 10/11/11 I was charged \$109.67, then 14 days after that I was charged \$69.62. I did not authorize these charges. When I called the number provided on my bank statement I could not get any customer service , I just got a recording. I would like to be refunded for the \$109.67 and \$69.62. After researching online I found that this seem to be an ongoing practice with this company and others like it to get people to sign up for a trial and then quickly charge up their credit card. The product caused the person that i purchased it for to have a bad taste in their mouth and a sore throat. My account is under the name b(6), and the visa card charged was under b(6). The purchase date on my statement is 9/23/11. Please refund my money, I do not wish to do business with your company. Nothing in my email or in the packaging with the product gave me any information to contact you, the only way I had a number for you was on my statement --- Additional Comments: I am seeking a full refund of the charge of \$109.67 and \$69.62 total 179.29'</p>
10 4	<p>On 10/18/11, I ordered an e-cigarette from this company for \$4.95. Unbeknownst to me, it was only a trial offer. There were no disclaimers on the website indicating such. On 11/4/11, I noticed on my bank account statement that I was charged an additional \$109.67 without having given authorization for this charge. I immediately called to dispute this and demanded the return of my stolen money, but I was told that the appropriate information was provided to me on the website, which was not true. I explained that I would contact my bank and other agencies to report this fraudulent activity. --- Additional Comments: I would like the additional charge of \$109.67, which I did not authorize, refunded to my bank account and no further charges deducted. And I would like this company to be unable to continue their dishonest practices. '</p>
10 5	<p>I accepted an offer to receive a free electronic cigarette and pay only the shipping. I was called by telephone to confirm this order and told that I would receive confirmation in the mail and a number to call to cancel any subscriptions. I was told I would have thirty days. I received a notice from my bank that I was charged \$109.67 for this product after only 14 days. I called and they would only offer me a partial refund and told that I could not return the product for a full refund.I was also told that I wouldn't receive anything in the mail because this was over the Internet. I also was not told about the extra charge with the telephone call.I asked for the Internet address and this is not the site that I had ordered the product from. Also, when I was contacted by phone I was told I would have thirty days. Like I had stated I tried to return the product but they refused. Also, the product on the Internet site is not the product that I received. The product I received is called Fifty-one The Trio, the product that they advertise is called Lux E-cigarette. I was told that I would receive partial refund and a gift certificate. I told them that I wanted to return and receive a full refund.Product_Or_Service: Fifty one the trioOrder_Number: b(6) Account_Number: b(6) --- Additional Comments: DesiredSettlementID: RefundI would like a full refund plus extra charges I incurred. I was not told the truth and when I confronted them about this they refused to let me return the product for a full refund.. Because I am unemployed and not receiving unemployment the charges for this product over drew my bank account. I have overdraft protection, but that is \$35 for the overdraft.The total that this cost me was \$144.67.'</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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6

This company advertises that you receive a \$4.95 trial for smokeless e cigarette starter kit. I was happy to find this offer due to the fact that I had never tried the product and it was just what I needed. I received the product but thought it was odd that no invoice was included with the delivery. I never received an invoice through mail or email after purchase as well. When I received my credit card statement I found that the company had charged the \$4.95 which I had authorized as well as an additional \$119.25. When I contacted customer service for the company they refused to take the charge off since I did not want the product due to the price as well as the product not suiting my needs after further review. Customer service would not give me to a manager to assist in the matter and kept referring to their terms and conditions. After reviewing their terms and conditions, which was never made clear to the consumer when purchasing, the terms and conditions were not readily made available before purchasing. The advertisements led me as well as other consumers to believe that it was a one time offer for the \$4.95 cost. It was defined that if you had order this '4.95 starter kit' that you will be charged 119 and then \$70 dollars every month there after. Customer service representatives refused to refund my money after I had realized this. I feel that this constitutes a severe consumer mistrust and that this company should be held responsible for their misleading and misguided marketing ploys. --- Additional Comments: Desired Settlement ID: RefundI would like to see this company not further mislead consumer and be banned from these misguiding marketing techniques. I think that their terms and conditions should be readily available to the consumers well before the purchase and just as visible as they are after the consumer purchase. I would like to see the company take responsibly and refund my amount of \$117 which I had not been informed I would be billed. '

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i bought the v2 e-cigarette.the economy kit,then an order for 20 cartridges.in two days i discovered the e-cig is not for me.i returned it at u.p.s.the next day i received the cartridges (with out opening them returned them u.p.s).they say that they will not return 20 piece cart. for sanitary reasons.i went to the mail today and they shipped them back.they are and will remain unopened!because i share a debit card with my mother right now,the order is under the name Barbara smith.i need help for satisfaction.yours truly: b(6). --- Additional Comments: DesiredSettlementID: Refundrefund.'

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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8

I was looking to try e cigarettes and looked on the web to order. I saw a web site that offered a free starter kit for \$4.95 shipping. I did not see any terms or agreements. I received the starter kit and my bank account was charged the \$4.95 on or about 11/05/11. Without my knowledge or consent, I was charged \$109.67 on or about 11/18/11. I found out I was charged after my bank notified me of an overdraft! I called the company whose name appears on the actual kit: VaporCorp, www.vapor-corp.com and was immediately referred to 877-766-5306 (Ignite Electronic Cigarette). I called on 11/29/11 and spoke to Tristan who was very rude and talked over me without letting me get a word in. I asked him to transfer me to a supervisor or management and he refused stating they would tell me the same thing, that I should have read the fine print closer and I wouldn't be refunded. I called back and spoke to Grace who told me I would be canceled from future product and could be refunded part of the \$109.67. I could hear her laughing while she asked me to hold a moment and asked her about it. She would not tell me why she was laughing. This is the most shady operation I've ever seen. I want a full refund of every charge to my bank account and I will be mailing the e cigarette starter kit back to them. I had no idea that this company would charge me \$109.67 for a free starter kit. I have received nothing but, the starter kit and have no idea what the additional \$109.67 is for. I'm completely shocked that this company can charge my bank account at their will without my knowledge or consent. This has caused financial hardship for me as this transaction cause my bank account to be over drafted and overdraft fees. Product\_Or\_Service: electronic cigarette --- Additional Comments: DesiredSettlementID: RefundI want the \$109.67 charge refunded. I'm returning the starter kit as I don't want anything from a company that conducts business like this and treats people rudely.'

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9

I purchased a V2 Cig starter pack on 1/5/12... the order took over a week to arrive, when I received it I started using it right away and after a couple of weeks it stopped working. I contacted V2 cigs to get a replacement cigarette which took about 2 weeks for that one to arrive as well. As soon as I got the replacement, that one wasn't working either. That's when I contacted customer service and asked for a refund and was told that I cannot get a refund since it's been over a month since I bought my cigarette, unfortunately for me they do not count the long wait period I had to wait to receive my original order and my replacement. Had they expedited the shipping and not waited so long I would have qualified by their rules for a full refund. Either way, I decided to try another replacement since a refund was denied, so I ordered another replacement - waited 2 weeks and it never arrived, no email confirming it's been shipped, nothing! So I finally decided to contact them again and was told that it was never shipped to me because they were out of stock. At this point I'm already upset because I was denied a refund and now my replacement hasn't even been shipped, and I wasn't notified. So I contacted customer service and they apologized and said they'll get a different replacement cigarette for me... and here we go again, 2 weeks are passing by, nothing shipped, no email notifying me of any problems, etc. so basically I spent \$56.91 on an e cigarette and got nothing but bad cigarette and terrible customer service from v2cigs.com. I finally contacted customer service again today, explained my issue and was told I would get a call from a supervisor within 30 minutes, finally got a call back 3 hours later from a supervisor who now tells me that she got pulled into a meeting and she'll call me back within an hour - guaranteed! Well, over an hour passed by and still no call back and I'm super upset about this whole situation. I want my money back and you can keep you cigs and your terrible customer service for other customers... I will not be one of them! --- Additional Comments: Full refund of amount paid for starter kit. total amount of \$56.91'

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

11 0	I recently signed up for an E cigarette starter kit from lux vip smoke club. I received my starter kit in the mail (nothing else) based on my payment of \$4.95. I also had two small incremental charges of less than \$2 each.Two weeks later (without receiving another shipment of any type) my credit card was charged for \$109.67. I read online that this was a scam, and you were immediately enrolling individuals into a subscription without notification. Nothing in my confirmation email,my order receipt or any other communication indicated a subscription.After further research, I found many blogs that this was a scam. In fact, the website is no longer even valid. I want to ensure others do not lose money on this scam. I am happy to return the product for a refund but, cannot get a hold of anyone at the number. In fact, they have been very rude, just hanging up.Product_Or_Service: ecigarettesOrder_Number: b(6) --- Additional Comments: DesiredSettlementID: RefundRefund of the \$109.97 immediately. '
11 1	I saw this add that said that it was ok by the BBB.. For Trio Fifty- One e- cigarette.. The add said that for \$4.95 for the trial offer only to be billed \$109.95 unknowingly. I used my Debit card.. Now I have no money in the bank unknown to me And they said that I will be billed every month..I will be calling them on Mon.....TY So --- Additional Comments: DesiredSettlementID: RefundI want my money back asap... I now have to go the whole weekend with no money.. I can't even eat..'
11 2	I saw an ad on weather.com for E-Cigarette's and went to their sight were it indicated to try this item for \$4.95 shipping and no other indications of any other type of payment. About 15 days later I find out that my banking was charged \$109.67 for this item. At this point I contacted Lux Electronic Cigarette, 1602 Alton Rd #565 Miami Beach, FL 33139, Customer Care 1-877-766-5306 and spoke with Kay from the company and pointed out to her that I was dissatisfied how this company charged money with no indication on the site about this happening. I asked for my money back and they would only give back \$50 and remove the subscription from my name. The letter that i received with my items states 30 days for a refund if i wasn't happy. Then she also let me know that I would have been getting charged \$68 a month for more material without me knowing this was to happen (did not state this in the letter). She did say that their were Terms and Conditions on the site that indicated this and I did not see this anywhere on the site. They owe me \$59.68 plus \$12.00 for a overdraft from my bank (total of \$71.68). I feel that this is false advertising and I feel I should get a full refund. I will never do business with this company again.Thank You b(6) Jr.Product_Or_Service: Electronic Cigarette Starter Kit --- Additional Comments: DesiredSettlementID: RefundI should have a full refund of \$71.68'
11 3	On 06/11/12 I ordered a trial of the Lux E-cigarette advertised for \$4.95 shipping only. I reviewed the ad thoroughly and nowhere did it state there as a trial period or mention of future shipments. On 06/13/12, my credit card was charged \$4.95 as I expected, however, on 06/27/12 my card was charged \$109.67 and then on 07/13/12 was charged \$69.62. I spoke with Kathy @ Lux on 07/21/12 and was told my order would be cancelled and I would receive a credit for \$40.00. This is absolutely unacceptable to me. The confirmation e-mail that I received further did not state anything about a trial period or future shipments. I am 61 years old with a terminally ill husband and the type of money for something like this is devastating. I just wonder how many other individuals have been scammed in the same manner. Any help you can render would be greatly appreciated.Product_Or_Service: Lux E-cigarette --- Additional Comments: DesiredSettlementID: RefundI would like to have the \$109.67 and \$69.62 refunded as I did not agree to these charges.'

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

- 11  
4 No flame e-cigarette advertised a free no flame e-cigarette, all you had to pay was shipping. Today September 4, 2012 I was sent 4 cartridges in the mail and was charged August 25, 2012 for \$69.62. I never ordered more cartridges nor did I give them permission to access my account after purchasing the free cigarette. I would like the company to refund my money and I will gladly send back the cartridges. --  
- Additional Comments: My money credited back to my account, and send no more cartridges.
- 11  
5 I placed an order on or around 7/25/12 for a free e-cigarette trial, all I had to to was pay shipping which was \$4.95. No where in any thing that I read or was able to see during this process did it say that there would be more charges or that it was a 14 day free trial. It took about a week to come in the mail. Today on 9/11 I received something in the mail from the same company. I was shocked because I had not ordered anything. The last time that I had looked at my online credit card statement was when I had paid my bill on 8/15. On 8/21 my account was charged \$59.57 without my authorization, and what surprised me more was the pending charge that I saw on my account for \$69.62 on 9/6. Two charges that I DID NOT approve. I called the phone number I found for the company & the man I spoke with was very unhelpful & difficult to understand. I explained to him what happened. He told me that they attempted to charge my account \$100 something & couldn't (my balance was high) so they charged me a less amount and sent me refills. I told him that I wanted the 'account' to be canceled and the charges reversed, I said I would send back anything they sent me. He said the he could cancel the account, but wanted to know my opinion on the product. When I told him I did not want to talk about the product, only the issue he continued to say that he can cancel the account & asked me at least a dozen more times how I liked the product. I finally got incredibly frustrated with his broken english and inability to assist & told him that this call was not about the product, but about the unauthorized charges and asked if he could actually help or not. He said that he could only refund me \$30 even if I sent everything back. Only \$30. This company was charging me \$129.19 and all he could do was give me \$30 even if I returned the unwanted product. I requested to speak with a manager/supervisor & was told none were available. I continued to insist. The man put me on hold for 30 seconds, came back and told me that his manager approved a \$70 refund. I continued to insist that I speak with them and he would not allow me to. If I go to a restaurant & get bad service I can always speak with a manager. If I have an issue with my bank, I can always speak with a manager, no problem. But this man flat out refused. After spending 12 incredibly frustrating minutes on the phone with someone who essentially was refusing to help me I accepted the \$70 and cancellation of the 'account.' This was a scam. This company falsely advertised a free trial with only a shipping cost of \$4.95. Nowhere during the process of signing up for or paying for the \$4.95 was I told that I would be charged more. The man I had to deal with was rude, unhelpful, and basically refused to allow me to speak with one of his superiors. I did not sign up for this. I did not agree to these charges, and this company should not be allowed to to things like this, it is unethical and it is stealing. This company is stealing from people!!!! If I had wanted to order from them then I would have. I don't need the to decide for me when it is appropriate to spend MY money! This company needs to be fined or dealt with in some way. I did not authorize them to charge my card more than the Initial \$4.95 and if there is any way for me to be refunded the remainder of the \$129.19 that would be wonderful. I just want to stop this from happening again. I am also worried that they will not do as they have said they would and refund the \$70. They have already mislead me once what is to say they wont do it again? --- Additional Comments: I want to be refunded my money, money that I did not authorize them to take. They charged me \$129.19 of unauthorized and unapproved charges. I want a full refund and I want something to be done to stop this from continuing to happen. They need to clearly tell people that they are going to

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

charge them instead of just doing it. It is an unethical business practice and they should be put

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I received a text message stating the No Flame E-Cigarette could be obtained by ONLY paying for shipping and handling fees of \$4.95. I went to the web site and placed my order after reading the fine print. Fourteen days later, my bank debit card was charged an additional \$99.67 which I did not authorize to be charged. They need to hold to their advertising and billing pitches for what they should be. Had I known any additional fees would be charged again my account, I would NOT have order this product. --- Additional Comments: I wish to be reimbursed for the \$99.67 fee that I did not authorize to be charged. I also plan to return the product to the company. I am not seeking reimbursement of the \$4.95 as that is ALL I agreed to pay for.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

11 7	I purchased an e-cigarette on friday, march second. The advertised price was \$4.95, and that is the amount that showed on my e-mail receipt. On my Chase Freedom Mastercard credit card bill, the charge was \$99.95, NOT \$4.95. Another charge was made to the card by the same company for \$49.95. To get a full refund the company told me to return the product. I asked for their policy on how to return this product, sending emails to 3 different emails at Smoke 51. It has been over 24 hours and I have received NO RESPONSE. I must return the product according to the companies specifications to ensure I get a full refund, but I can not do that without them telling me their specific policy. --- Additional Comments: I want to receive a refund for all charges save the \$4.95 I agreed to pay. I also want to keep the product. I will return it if I must, but the non-response by the company indicates to me that it is not important to get the product back, and may even indicate an attempt to keep me from claiming a full refund. '
11 8	I contacted burn bright which does the billing for this company I signed up for e cigarette and was for \$4.85 shipping. Then my card was charged \$4.95 then it was charged \$99.67 then \$76.62 then \$40.00. They had no reason to charge this and when I called they sent me e-mails stating I would get a refund plus a e-mail saying my account was closed yesterday. I get a package from them which I am send back plus another charge for \$40.00 My bank says I can't do any thing because its a trail.Please help. Thank you --- Additional Comments: Just my refund like they promised.
11 9	I ordered an e-cigarette for myself - menthol- and no where did I read that this was a trial offer and would later be billed for \$99.67. I ordered on or about 9/10 and did not receive the order till 9/20, 9 days later I was charged for the additional 99.67. --- Additional Comments: I would like the 99.67 refunded to my checking account and an address to return the product to them. I have all of the original packaging and the product will not be used so it may be returned.',
12 0	On 9/14/12 I received a text message informing me of a free trail offer for an e-cigarette and provided a website for said offer. On 9/15/2012 I visited the website and agreed to pay \$4.95 shipping and handling for a starter kit. When I received the product I attempted to visit the website to ensure I didn't miss any disclaimers about future payments. However, the website had been taken down and I was unable to contact the company. On 10/2/12 I was charged an additional \$99.67. On 10/17/12 I received refills for the product and was charged \$79.62. Upon receiving the refills I was able to contact the company and asked to be refunded. They claimed that I agreed to the purchases and that there was a disclaimer located on the second page of the order form. They refused to give me a full refund even if I returned the product. --- Additional Comments: I would like to be reimbursed for the initial starter kit and the refills for a total of \$179.29. At the very least I would like to be refunded the full \$79.62 for the refills that I plan to return.
12 1	I purchased from <a href="http://www.store.e-cigarette-usa.com">http://www.store.e-cigarette-usa.com</a> . e-cigarette online. The product did not work and I returned it to the store. Instead of credit my account with 100% refund, store manager claimed they are charging me 25% re-stocking fee. I received only 75% refund. There is no information about additional fee that they are charging. I believe it is against the law not to send 100% refund for the product that is not working. --- Additional Comments: I would like to get 100% refund from the <a href="http://www.store.e-cigarette-usa.com">http://www.store.e-cigarette-usa.com</a> . store.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

12 2	I was sent an advertisement from no flam e-cigarette that said get the the hole kit for free only pay 5\$ for shipping. got the kit with in five days, loved it till i went to my bank where they said i had a pending charge of 99\$. after calling them they said they were charging me for a monthly charge for it, they are now putting forty dollars back into my account and taking me off there list. do not trust these people....(the trio e-cig inked edition) --- Additional Comments: i want nothing from them, i just want people to know that THIS IS A SCAM!!!!
12 3	I received an email to try an e cigarette and all you have to pay is shipping for \$4.95. When my power bill bounced and the bank charged me \$25 I went on my account and it said this company took \$59.65 out of my account. I called and they said I never called to cancel. I explain that I live on Social security and they made my power bill bounce I have no way to pay the charges. I told them I read nothing about being charged any more than the shipping of \$4.95 I told her (Zelyn) that I was going to call the better business burro that this is misleading and she said hold on. She said she talked to her supervisor named (Mel) and she said to refund me \$30.00.This is wrong if they are refunding anything they know it's wrong and I want my \$59.65 back in my bank account. I authorized 44.95 not \$59.65 I am 75% disabled and live on \$600 a month SSI. This is just wrong to do to people. --- Additional Comments: I want the \$59.65 they took from my account and the \$25fee the bank charged me for them making my power bill bounce.
12 4	Free_Trial E-Cigarette was name of e-mail. I figured it was true even though I never ever bother looking at stuff like this free is not free but just maybe they would in fact send you something and make money back on future purchases of necessary products needed to make the product work. I just feel they need to be shut down or this obvious loop hole in the legal system if in fact legal should be addressed and not let them take advantage of people who may not understand their hidden agenda of making money off of postage and renewing contracts should be stopped. Or if they do offer free make it clear upfront and an option to not have renewing charges to stop them from extorting good people trying to quit smoking.Regards,Drew PS I have never reported anyone but felt every person's voice helps to get a change accomplished. Thank you for your time. --- Additional Comments: Send actual product at stated FREE with non keep occuring charges and make the money on the future purchases of what you need to make product continually work. Mis representation of FREE is a sad and sleazy way of making a living. If you feel your product is actual good and worth giving away then do so without keep occurring charges.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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I ordered the No Flame E-Cigarette, online, on 11/4/12. My credit card was charged \$4.95 on 11/6/12, however I didn't receive the trial kit until 11/15/12. My order confirmation stated that I would receive the product in 3-5 days, however the package wasn't received until 11 days after my order. The paperwork that came with the kit states that you may return the product for a refund, but you must call customer service for a Return Authorization Number and return the kit within 30 days. Also, the kit must be in reusable condition. How can you possibly return a kit in reusable condition when you have to open the packages and put the cigarette in your mouth? Today I discovered that my checking account was charged \$99.67. I called the company today, 11/19/12, to let them know that I was unhappy with the product and would like to return it. (It tastes terrible!) They informed me that I was supposed to call within 14 days of PLACING THE ORDER in order to get a refund. I complained and told them this was not really fair as I didn't even receive the order until 11/15/12, and the paperwork states that I have 30 days to return the product for a refund. False advertising! They agreed to refund only \$40.00. Being very unhappy with the way this was handled, I decided to check this company out on your website and discovered that they have an 'F' rating! Anything you can do to help me recover some of my money will be greatly appreciated. b(6)-- Additional Comments: I would like a refund of \$99.67.

12

6

Hello! On Nov 4, 2012 I received a text from someone I thought knew me named Mike (1-405-314-3030) letting me know to try free e-cigarettes at the website [www.nosmoke77.com](http://www.nosmoke77.com), for just shipping charges of \$4.95. They did not even charge me until Nov 7. I did not receive the package until just 3 days ago (Thurs Nov 14). Today I happened to check my bank account & found they had charged me \$99.67 and would continue to charge me monthly. I adamantly told them I did NOT authorize this & the lady, named Macey, explained that I had 14 days to cancel, if I read the 'terms'. I find this deceiving, especially since they applied 14 days from day of order, NOT when charged or better yet, received! Not only did I plan on returning as it was disgusting, when I tried to get back on the webpage, it was no longer there and they sent NO paperwork with the product. So yesterday Nov 17 they applied the new charge, and today is the 18th, so, to me that is 14 days ANYWAY. I believe I was scammed and am willing to get my bank accounts changed to ensure this. SC already had our SSNs stolen, so maybe that is how they got my info. I don't know, but it appears deceitful AND illegal and they only want to give me a \$59.72 refund. I do not agree with this at all and wish a FULL refund now. Macey said the manager's name was Mel and would not put her on the phone with me today. I am so frustrated, upset and angry!!! The account/order # they gave me is AC0064A84C. The product name on the box is the new & improved Fifty-One E-Cigarette mini starter kit. I paid with my bank debit card. I sincerely hope these people rethink their strategy in trials!!! Please help me stop them!! As I said, no paperwork was sent, and you could not even go back to the webpage to check anything. --- Additional Comments: They are giving me a credit for \$59.72, but I feel they have been beyond deceitful, and wish a FULL REFUND! Especially for the fact you could not get back on their site to check up on the product. In speaking with them, they would allow no contact with management!! Sounds SO ILLEGAL! Yes, I want a full refund!

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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12 7	<p>I ordered no flame e-cigarette on line for a trial at a cost of \$4.95 I received the order and did not like it at all ! I then received 4 packets a month later that i did not order . And while after Googleing them I found out the scam they billed me \$100s totally without my knowledge ! After calling them and getting hung up upon two times I did get a girl to cancel my order and refund a small portion of the charges .I find this to be a total scam and hope someone stops them from scamming others ! --- Additional Comments: All I want is my money back I am willing to send back everything i have non of which i used . Credit my account back the full amount !</p>
12 8	<p>I purchased the No Flame E-Cigarette for an introductory period of \$4.99. In the package they did not clearly state the rules regarding refills and the company has since charged me over \$150 for the cigarette.The initial invoice sent to me does not include the date, price of product or specific rules regarding the refill program. It is a completely fraudulent company who misrepresents themselves. Their most recent transaction was this past weekend 12/7/12. They charged my Wells Fargo account for a purchase that I did not authorize.I called the company to complain and was not satisfied with their customer service at all. I want my money back. --- Additional Comments: I would like to be refunded for the whole product and the refills that were sent to me. I did not order them and do not wish to receive any further shipments. They also need to advertise more clearly and publish the truth.</p>
12 9	<p>I ordered the e-cigarette from this company from an e-mail I received. They sent me the product and gave me 14 days to try it. Well, first off the e-cig came in like 12 days of the time I ordered it, so I had 2 days to try it. The thing never worked, I charged it like they said and it never charged. I called the company to complain and they said they would send me a replacement battery and the 'filters' it was needed; since they sent me ones that never fit. They gave me another 14 days to try it. Again it took almost the entire 2 weeks from the time I called for the 'replacement' battery and filters that I needed to come. The lady that I talked to the first time 'guaranteed' that if I charged the thing for the entire 24 hour period it would work, it did not. So, they never sent ,me the replacement battery, they sent me the same filters as they did the first time, and then after I canceled the entire thing, they took it upon themselves to go into my bank account and charge me \$39.67 for the month of November, when I never was able to 'try' the product. How are they gonna charge me for something that I was never able to try. I called my bank and tried to cancel the payment, my bank stopped it, and then this morning I go check my account and they take the \$39.67 out again, even though I canceled the product. This is bullshit. The entire thing is a scam and I want people to know that this company is shit and to not order ANYTHING from them.Product_Or_Service: E-cigarette Serial # Trio-filt-men 813420013662 --- Additional Comments: DesiredSettlementID: RefundI want the initial \$4.95 they charged me for shipping the piece of shit. Because they told me that regardless I was paying the \$4.95 for them to ship me their CRAP! I disagree. I also want the \$39.67 they took out of my account after I canceled it. I also want them on your crappy and shady business accounts so that other people aren't scammed by their crap!</p>

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13 0	<p>cancellation # 237501.....\$79.00 plus which i did not know that they were taking this money out of my checking account!!!! so what they've taken is a lot lot more money....after cancelling the order that i did not know i had, on dec the 4th,12....on saturday i received another shipment.... --- Additional Comments: When i order the E cigarette i was not informed that they would be sending me boxes of filters a month at \$79.00 each time...when i ordered the e cigarette it was for the 14 day trial!...i was not informed of the other charges!!!! course with due respect the operator i talked to was foreign and i could barely understand what she was saying...now since the have been taking \$79.00 a month out of my checking account without my permission i want a full refund...i contacted dec. 4th, 2012 and found all this out and i cancelled, which i have the email from them showing cancellation....then thuis past friday i recieved another shipment!!!! something needs to be done about their business practices!!!!!!thank you..b(6)</p>
13 1	<p>I ordered the e cigarette online on 12/4/12. I received it on 12/9/2012 the ad stated to try our trial offer for 14 days for \$4.95 I checked my statement online and saw that they have charged my account \$4.95 and \$99.67 I never authorize a charge of \$ 99.67 I called the number listed on the package I was told that they do not have an account with my credit card info or name and address, I went through this for a week without any solution. --- Additional Comments: I am seeking my refund for unauthorized charges of \$99.67.</p>
13 2	<p>This company is ripping people off of their hard earned money by using deceptive advertising. I recently ordered their E-Cigarettes with the understanding that my credit card would only be billed \$4.95 during a fourteen day trial period. I placed my order on 11/16/12 but I didn't receive my merchandise until 11/26/12. Then on 11/29/12 my credit card was billed an additional \$99.00 this is deceptive advertising its not fair and they should be put out of buisness. I contacted them on 11/29/12 when I learned that my credit card had been billed again it wasn't a very productive conversation because I was told that I would only be refunded \$40.00 and mailed some additional flavored cartridges I made it clear I had not had the merchandise for the fourteen day trial period and I did not want it the CSR repeated that she could only refund \$40.00 and recommended I give the kit to someone as a gift something needs to be done about this company.Product_Or_Service: The Trio Fifty-One E-Cigarette --- Additional Comments: DesiredSettlementID: RefundRefund of the \$99.00 that was debited against my credit card on 11/29/2012.</p>
13 3	<p>Changed amount of cartridges as well as price. Date ordered 11/16/12 on Media Research Center web page had add. Ordered, said save Much \$ a year. Add 15 cartridges @ \$41.95, 12/11/12 said \$79 for 12 . Complained to Customer service this date, again on 12/17/12 explained price is misstated and could not save anything, add fraudulent and false,they said corporate would get in touch 2-3 days, no contact. Batteries last less than 1/2 time said. Am paying original start kit price \$99.67 and 2/3 of add \$41.95. I am cancelling today 12/24/2012. Thanks BET --- Additional Comments: This company should accept payment received and start telling truth to potential customers. As well as active customers. Their are reputable e-cig companies in business. Splendor is one. ECM e-cigarette.</p>
13 4	<p>I ordered a electronic cigarette kit from smoke51.com. ALL I agreed to pay was \$4.95 and that was the only charge in the agreement with them. They made a attempt to charge my credit card \$99 dollars more.Then I find proof on a website its a scam and these people need to be stopped. Here is the link with the info on it <a href="http://www.smokelessecigaretterevIEWS.com/e-cigarette-free-trial-offer-scam">http://www.smokelessecigaretterevIEWS.com/e-cigarette-free-trial-offer-scam</a> --- Additional Comments: I am trying to protect other people by reporting this</p>

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13 5	I ordered and was charged \$4.95 for the trial e cigarette on 12/24/12. I was charged \$99.67 on 1/4/13 - I did not authorize such a charge and am having a very difficult time reaching the company about this issue. The e cig I received is called Fifty-One with an web address of www.vapor-corp.com on the pamphlet. I have tried calling the phone numbers on the web site with no luck. My bank is in the process of filing dispute charges at this time. --- Additional Comments: A refund of the 2nd charge of \$99.67 to my account.
13 6	The advertisement said that the 'No Flame E-Cigarette' was available for \$4.95(?). I now find that, after given a 'trial period,' the corporation charges over \$100.00 for the use of the product.I am also VERY MUCH concerned about health issues regarding the 'No Flame E-Cigarette,' but can find no information about it. Is it 'safe' or is this simply a way to make money, while disregarding smokers' health?I do NOT expect to be charged over \$100.00 for 'trying' the product!The Better Business Bureau REALLY needs to 'check out' such illegal/unauthorized(?) advertisements!Very concerned,b(6) Goldsboro, NC b(6) --- Additional Comments: I respectfully request that the money I paid for this product be REFUNDED! I also respectfully submit a request that the money I paid to 'No Flame E-Cigarette' be refunded IMMEDIATELY and that I have no further contact with this company or corporation.Very gratefully,b(6) Goldsboro, NC b(6)
13 7	Placed order on 11/30/12 Invoice number b(6) Received 12/7/12 5 E-liquid for E-cigarettes, and 5 blank cartomizers for use with the e-cigarette Joye 510 battery.Out of the 5 blank cartomizers 3 were defective and would not absorb the e-liquid, when used began to burn hole through side of the cartomizer. I contacted Customer Service 12/10/12Cami said that she had turned off her computer for the day and I only have 3 minutes to tell her what is wrong. I stated that I had received 3 defective cartridges, she fought on the use of the term cartridge verses cartomizers. She then said to send defective product back at my own expense and she would consider doing an exchange.My significant other b(6) contacted on 12/14/12 as the order was placed on her credit b(6) spoke to Cami, Cami hung up on her the first time. Upon the second call she explained that 3 cartomizers were defective. Cami then stated that b(6) would have to send the cartomizers back. b(6) asked Cami if it would be at the expense of b(6) to mail said product back. Cami stated yes, then attempted to end conversation. b(6) asked to speak to Cami's manager, Cami replied she is the manager. b(6) stated it would be nonsensical to pay an extra 3 dollars to mail 5 dollars worth defective merchandise back. Then stated that the merchandise being defective has caused the waste of 1 out of the 5 E-liquids in an attempt to use the defective product. Cami stated 'I'll see what I can do, goodbye.' Then hung up on b(6) mid-sentence.I am not a first time user of this product I have been ordering from this company for the last year, I have used the same product for the last year. These cartomizers are clearly defective, these cartomizers are not expensive products, I am not being unreasonable to ask that they honor their terms of sale policy by replacing them. --- Additional Comments: Since 3 cartomizers were defective, and 1 bottle of E-liquid (specifically Red USA mix) was used to try to fill said cartomizers. I request the replacement of these items I have purchased that did not fulfill their purpose.If you are unwilling to do so; I demand a refund of \$4.19 for the cartomizers, \$3.59 for the one bottle of liquid, and 1.49 for the shipping price of the defective merchandise. For a total of 9.27, refunded directly onto b(6) Credit card ending with b(6)

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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13  
8

HELLO, I AM DISABLED VET MY DOCTOR SAID BE GOOD IDEA TO TRY THIS PRODUCT IN NOV. I RECEIVED A E-MAIL SAYING I COULD TRY THIS PRODUCT FOR FREE JUST PAY SHIPPING AND HANDLING SO I USED MY CAPITAL ONE CREDIT CARD AND PAID \$4.97 TWO WEEKS LATER AROUND NOV 21ST I RECEIVED 4 PACKS OF FILTERS NO INVOICE JUST THERE ADDRESS AND MINE TODAY DEC. 12TH I RECEIVED 4 MORE PACKS OF FILTERS SO I WENT ON LINE TO FIND THE COMPANY AND ASKED THEM WHY ARE THEY SENDING ME FILTERS THEY STATED THAT I HAD A 14DAY TRIAL PERIOD AND IF I WASN'T HAPPY WITH PRODUCT I NEED TO CALL AND CANCEL NO WERE DID THEY HAVE ANYWHERE ON THERE SITE DID IT SAY THAT THEY WERE GOING TO BILL ME \$69.62 A MONTH FOR FILTERS OR NO WHERE DID IT SAY THEY WERE GOING TO BILL MY CREDIT ACCOUNT \$109.67 FOR THERE E=CIGARETTE I CALLED AND SPOKE TO THEM TOLD THEM NEVER USED THERE PRODUCT AND THE CASE THEY SENT IT IN WAS BROKE THEY TOLD ME THAT I WOULDN'T GET A FULL REFUND WHICH ISN'T RIGHT SO I TOLD HER I WAS SENDING EVERYTHING BACK AND I WANT A TOTAL REFUND SINCE THEY WERE TRYING TO ROB A DISABLED VETERAN THEY GAVE ME SHIPPING NUMBER BUT NO REFUND THAT NUMBER IS b(6) PLEASE HELP. --- Additional Comments: I'M SENDING THEM EVERYTHING BACK I WANT TOTAL REFUND \$109.69. The \$69.62 FIRST FILTERS \$69.62 SECOND FILTERS I AM SENDING EVERYTHING BACK TO THEM THAT THEY SENT ME. PLEASE HELP NO WHERE TO TURN CAN'T AFFORD TO THROW MONEY AWAY WHEN THEY OFFERED IT FOR FREE AND NO WHERE DID I AGREE TOO THAT KIND OF MONEY. I AM ON FIXED INCOME I WOULD OF NEVER SAY YES TO SOMETHING I CAN'T AFFORD.

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I responds to an ad that I got in my gmail account for the No Flame E Cigarette on 12/8/12. Date: 12/8/2012 Order Number: b(6) Order Details: Electronic Cigarette Starter Kit I was charged \$99.67 without permission 14 days later. When I saw the charge, I immediately called the company and got 30 minutes of a run-around with a foreign person (Victoria) who told me I had agreed to their terms and conditions. I argued with her that I didn't know anything about that. After getting into an argument with her, and her refusing to refund my money, I finally threatened that I was going to report the company to the BBB. At that point, she said she would refund the \$99.67 to my account within 5-7 days PROVIDED that I DID NOT report them to the BBB and that if I did, they would not refund my money. I have still not received a refund and it has been 7 days. I would also like to note that when I received the product, there is a cardboard piece of paper that states the company's Guarantee. It states that 'if you are unhappy with the product for any reason, you may return the product for a refund. Obviously this is incorrect as the company does not stand behind their refund policy. They owe me \$99.67 and I have not received it. --- Additional Comments: I need help in getting my \$99.67 back from the company. It has been 7 days and I called the company again today (1/2/13) and they said they have processed my refund and that it must be my bank's issue. I called the bank and they said it was the No Flame E-Cigarette company's problem. I want to make sure that people know this is a non-reputable company and not to do business with them. I also don't know how they can threaten to not refund your money if you report them to the BBB. That sounds illegal to me.

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14 0	<p>As I wrote before I elected to try this e-cigarette on a trail basis and used my credit card which is on by bank account did not agree to keep or did noyt order more filters as it happened they automatically took 100.+ dollars out of my account which I did not authorise this company to do they sent me a package which I sent back unopened with original seals and have not recieved any return of the funds they removed from my account and no notce back from them of any kind ..I want an napology and my funds returned to me immediatly and I believe that there practicize are borderline to fraudulent advertizing for if I did not have to use my credit cards for shipping and handeling they would not have been able to take the funds out of my acount now I would like a responce of some kind .I am very upset and angry about these practices and want and need something to be done about this Thakyou for you time and pathience in this matter..b(6)... --- Additional Comments: Appology and return of my funds ...</p>
14 1	<p>The ad says free e cigarette only pay shipping and handling then they charge you \$99 after 30 days and send refills and charge you \$79.00. --- Additional Comments: To fully disclose what free means it is not free if it costs \$99 after 30 days.</p>
14 2	<p>I submitted order on 12/12/2012 for FREE trial of ecig product was to only pay shipping&amp;handling 4.95 received confirm email on Date:12/31/2012 Number: b(6) Details: Electronic Cigarette Starter Kit rec on 1/8/2013 read details with enclosed product saw that it was not a free trial as advertised upon cancellation of trial, product had to be returned in reusable condition. How was it possible unless you did not try it.opening &amp;trying meant you were locked into their service. NOT a FREE TRIAL called to verify,cancelled and have to pay to return product i then received an email as confirmation and then a separate email If you do not want to deal with returning the package you may always keep the product and get charged only small one time payment of only \$24.95 to keep the product. To activate this offer please call 1-877-766-5306.I still have the original ad that displayed free trial package had These Terms and Conditions (Terms) are entered into by the customer that accepts these Terms electronically (you or your means you and your agents, as applicable) and No Flame E-Cigarette (Company). These Terms govern your purchase of Company's electronic cigarette product (the Product.)These Terms were last updated on March 13, 2012.1. IMPORTANT DISCLAIMER2. PURCHASING THE PRODUCTUpon placing your first order for the Product you will be enrolled in the Company's Program. As a member in the Program, We will immediately send you a Starter Kit which includes one extended battery, one atomizer, usb charger, one pack of cartridges and an instruction manual and all you pay for is shipping and handling at a rate of \$4.95 (USD). In other words, upon enrollment in the Program, you authorize Company to charge your credit card \$4.95 (USD). As a member in the Program, you have 14 days to try the Product (the .Trial Period.). Please note that delivery time is subtracted from your Trial Period, and will reduce the number of days allocated to your Trial Period. If the Product is not right for you, call 1-877-647-3625 during the Trial Period, as long as you return the product in accordance with the time limit described in Section 4, Company will not charge you another dollar. Otherwise, at the end of your Trial Period, as a member in the Program, your credit card will be charged \$109.67 (USD) for the Product you already received. Then 30 days from your initial order of the Product (and every 30 days thereafter), you will be sent a new supply of the Product containing 4 packs of cartridges, (A total of 24 cartridges) and your credit cYour Return Authorization Number is b(6)'. All returns must include this RMA# inside of the package.Please ship the product to:Electronic Cigarette6538 Collins Avenue #95Miami Beach, Florida 33141If you have further questions or needs please do not hesitate to call us at 1-877-766-5306.We appreciate your patience regarding this matter.Best of Health,Customer Support --- Additional Comments: Return of postage paid to have it sent &amp; to have it returned.</p>

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14 3	I ordered the e cigarette on line. They advertised it as a trial offer for 4.95. There was not any thing saying that if did not return product in any sort of time I would be charged \$99. I just called their number and when I gave them my name and info,so we could straighten this out, they put me on hold. I sat on hold for 20 minutes. I've been scammed, please help me. --- Additional Comments: I am seeking a full refund of \$99.47.
14 4	<p>I ordered green puffer October 2012 billed \$4.95 it didn't work for me. I assumed that was it. Received on 11-2012 more filter cartridges did not open, returned with writing on package DID NOT ORDER CANCEL RETURN TO SENDER Bank statement posted 11-27-12 \$99.67. Received another package of filters on 1-14-13. There were no papers inside, only two filter boxes. I do not know what the charges will be I can only wait till my bank statement comes in. This package I will write the same thing on it and send it back. I do not have the order number. All I have is my bank statement. Check card 1108 Posted 11-13-12 amount \$4.95</p> <p>Check card b(6) Recurring Posted 11-27-12 amount \$99.67 Package front reads No Flame E-Cigarette 6538 Collins Ave. #95 Miami Beach, Florida33141 --- Additional Comments: I just want my money back. Stop them from sending anymore.</p>
14 5	<p>I responded to their ad in late December for a 4.95 trial offer of the e-cigarette. I apparently missed in their fine print that they do 'acceptance by default' advertising. I have seen on my credit card statements subsequent charges for \$99. on Jan 4/13 and \$81. on Jan 24/13, as well as the original charge of 4.95 for what I did order. When I called to complain I was then informed that I had no choice as I did not cancel within 2 weeks of the original order and they could legally do this. I called their 1 888 number to speak to them on Jan28/11 and was informed I could do nothing other than cancel my acct which I did. I was told I would receive an email confirming this, which they told me they sent, and talking to a rep named Vince toad, the 29th, have still not received, although he said he sent one as I was on the phone, again which I did not receive. He did give me a cancellation number, which was 30CC. I am 60 years old, and have been around the block enough to read stuff and with nothing to refer to from the original on line sales pitch, cannot even confirm they are legitimate in their legal claim. I realize that like many others this company has pick pocketed, I will probably have to write off their results of accessing my account, but at the least would like them to not be quite so blatant about their totalo lack of ethics, if not legality. Thank you --- Additional Comments: A refund, even partial,would probably be out of the question, I am sure, but just having an end to their use of my account and recognition for their unethical advertising.</p>
14 6	<p>Product - E Cigarette 51Purchase date: Jan. 8, 2013Order#: b(6) Starter Kit - \$4.95Paid by Debut CardFirst Of all the 14 trial period offered was misleading - they fail to inform the customer the 14 days start when the order is placed, not when you receive the product. When I contacted them for a full refund they were very argumentative and continuously offered different alternate options to avoid processing the refund - the product did not perform as advertised and therefore I requested a FULL Refund. After twenty minutes of convincing them I didn't want alternative offers, they finally agreed to a full refund within five to seven business days. It takes less than one minute to get your money and five to seven days to give it back. --- Additional Comments: Full monetary refund - product returned!</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

14  
7

Purchase date 1-8-13 Problem date- 2-5-13 Model- No Flame E-Cigarette I was not giving a account number, order number. Payment made on my MasterCard \$4.95 on 1-8-13, that I agree too. \$99.67 ON 1-19-13, that I DID NOT agree too. \$79.62 on 2-4-13, that I DID NOT agree too.-----  
-----My Complaint: I ordered what I thought was a FREE TRAIL of No Flame E-Cigarette. I read the entire tiny little print and I never read the wording that said I was joining a club! Not to mention that the free trail was NOT FREE! Instead it was 14 days and then they charge you over \$107.00 for the starter kit then bill you less then 30 days again for \$79.67 for refills. Refills I never ordered no less!! The E-Cigarette was from a company called Vapor Corp. and is called the 'The Trio' fifty-One. When I called and spoke to Customer Services person I was told he was very sorry but could only refund my card \$40 for the starter kit and refund the refills I was just bill (and did not receive) which was \$79.67. The CS rep also said he would cancel my account and delete my card number and no further charges would appear. I was still robbed for \$65.00. Not to mention the starter kit that came was terrible and tasted disgusting! I could take paying \$4.95 for something that turned out to be bad and unwanted but to be scammed like that and I didn't even like or use more then 1 puff of smoke! --- Additional Comments: I would like this company and others like them to stop advertising FREE TRIAL when they are really a limited time offer or special. Had I know that in 14 days I would be charged in total over \$100 I would not have ordered or paid for this product. I would like the balance of my money back but was told that would not be able and if I didn't return the refills I would be charged again for those! I never even got the refills! \*\*\*\*\* PLEASE MAKE THEM STOP ADVERTISING FRAUD \*\*\*Thank You for your time and consideration, b(6)

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I order this E-Cigarette for my FiancÃ© online for Christmas. The online add was Very misleading. It said try this E-Cigarette for only \$4.95 So I order it. When it arrived in the mail there was no information at all in regards to there demands or so called Contract. Nothing at all telling me if I failed to return this device in a few day they would bill me \$99.67. They should have included the contract in there shipping of this product of there intentions & demands so there is no misunderstanding. How hard would it to be to add a disclosure of there (Demands) intentions. I feel this is a huge scam to rip innocent people off. Why would I agree to pay \$99.67 for this when I can walk to any gas-station in town and buy the same thing for \$19.99. In two day the battery quit working we called them they sent us another one which also quit working. I did not worry about do to the fact it only cost me \$4.95 on 12/21/2012 so I thought. On 01/04/2013 is when they billed me again \$99.67. I called they where very rude. On 01/22/2013 they billed me again \$79.62 and then on 01/24/2013 I received filters in the mail. It took me calling my bank and them contacting them to get the \$79.62 refunded to my account which has not shown up yet. The women on the phone I spoke with was very rude and threatened me that if I was not satisfied that she would not process my refund for \$79.62. I told her five times yes I want my refund & I also want my \$99.65 refunded to me as well. That I would mail all this no working junk back to them. She then hung up on me. I have mailed them all there no working products back to them and demand my money returned to me all of \$99.67. There is lots of complaints about this online. They should be required to send a disclosure with there product of there contract to prevent such gross Misleading negligent to scam innocent people out of there money. You can go anywhere & buy E-Cigarettes for one fifth the cost of this scamming company. Yes the exact same brand Fifty-One. --- Additional Comments: I want my \$99.65 refunded to me as well my \$79.62 refunded they already agreed to. As I already mailed there products back to them.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

14

9

Ad was listed in major market newspaper. Ad listed trail offer of no flame e-cigarette, did not make any statements of continuing to charge credit card for unrequested refill cartridges. I do not desire any refills as liquid spills from cartridges and taste is not tolerable. I received a shipment of refills and had to search the web for phone number to company and called to cancel any and all further shipments and charges. I offered to send refills back, company refused the offer. They did agree to refund \$40 of the \$80 they have charged my credit card. --- Additional Comments: Company should take entire shipment of refills back and issue a full refund. As this will probably not happen, I hope this company is sued to the max and put out of business. If there are anymore charges to my credit card, I would like to be able to sue them. Unfortunately, I am a working American living from paycheck to paycheck and I am unable to afford that kind of expense. Thank you for anything that can be done.

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The no-flame e-cig website advertises a e-cigarette that will be mailed to you for a one time charge of \$4.95, which is the shipping and handling. Ok so they say if you buy the e-cig for ONLY the s&h, they will send you a starter kit, 5 cartridges an atomizer etc. Then what shows up in the mail is a e-cig with another company's name on it (51 Trio)& not the original company of No Flame E-cig. Then you go to the bank & see this company has charged you \$99.56 for a membership fee that was NOT advertised on their website. I wouldn't have bought one if I knew this would happen. Beware of this company, they are scam artists. I had to call their company & cancel the 'membership fee'. If I hadn't have cancelled my \$99.56 payment I wouldn't have been able to pay my rent! How is this company getting away with this? They should be sued for false advertisement or is this how companies in America run?! --- Additional Comments: I supposedly will be receiving a full refund on my credit card in 5-7 business days. If I do not receive a full refund I will be taking them to small claims' court! This company 'No Flame E-Cig' is a scam and ripoff company. Address is in Miami, FL.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

15

1

They didn't send me an account # but I am sure they have one because they are pulling money off my debit card with out my consent. In December 2012 I order the E- Cigarette it was a promotion, it was a free offer and all you had to do was pay the shipping and handling. When the package arrived later in the month all the parts wasn't there after calling them 3 or 4 time requiring about the missing part. I ask the lady which is always the same person every time I call to cancelled the order for me that I did not want it. It just didn't sound right to me, she told me that they wanted me to check it out and give them a call back on the 3rd of January which I was unable to get throw to them. I also told her that if this was going to cost anything other than the shipping and handling that I couldn't afford it. the only model # I know of is the Trio fifty-one and the number on the charger is DSNOO23-W There was no account number the sale lady never gave her name that I can remember, but I do know that it is the same lady every time I call. No payment method. When I called her on the 2nd of February to see if they had taken money off my debit card. the card was almost \$50.00 short she told me that they took \$49.00 I ask why she said that last month they tried to take it and it came back insufficient funds if I owed them I would have left money on the card for them and if I didn't want to pay them I would have change the card number or pulled all my funds off of it. they just have been taken my funds why would I pay them for something that don't even work and especially after the conversation that we had about the product it was a promotion and they want to see what people had to say about it, but what it really was a way to get your number so that they could take your money and hope you didn't notice it, but I get so little funds that I would miss a dollar if it was missing and all I want is my money back and they can get their items back that never worked or I didn't know how to work them. I --- Additional Comments: All I want is my funds back that they taken from me I didn't use the product so no harm was done in fact they looked as thou they had already been used. she wouldn't give me an address to return the item to and got highly upset and told me that they didn't want my business any more which is fine I shouldn't have order it anyway nothing is free in the world today and I fail for that, but I want pay the price.

15

2

On 1/19/13 I visited a website for a sample e-cigarette offer. This was free with \$4.95 shipping. I read the website carefully because I frequently shop online, and there was no mention of other charges or any trial period as mentioned elsewhere on your site. Today I found a charge for \$99.67 on my credit card which I never authorized in any way. A call to the number accompanying the charge on my bill was a clear attempt to confuse me. The operator offered many different options of smaller refunds and product,spoke very fast to nearly being unintelligible. I simply kept repeating my request for a full refund. I'm not entirely sure this will be forthcoming, though I've received several emails referring to a refund with no number mentioned. --- Additional Comments: I want my money back \$99.67.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

15 3	<p>Today, 7 Feb 2013, I called No-Flame E-Cigarette Co. and spoke to 'Amy.' I ordered product mid Dec 2012 as gift for daughter. Daughter has not used product yet. She wanted menthol, called Co. They sent same to her. She lost the recharger. She called Co.,and they say they'll send another charger free, today. I spoke to my daughter today. I thought she had been using the system. She hasn't yet. I checked my E-mail from Dec 2012 to today. No indication of charges made to my credit card. I called the Co. today as stated. I explained my concern to 'Amy.' She advised me that since the 14 day trial period had elapsed my card was billed for \$99.67. And since an automatic monthly refill was sent my card was billed for an additional \$79.00, and any option to return the equipment for a refund was lost. I explained that it never was used, but she said she couldn't accept any return because: first, the 14 day trial period had expired and secondly, a refill was automatically sent. I advised 'Amy' that I want to sever my account today. She then offered a reduced rate for future refills if I would continue my account. I advised her that I was upset with the 'bait and switch' tactic and wanted to sever the account. Again I asked if I could return all the equipment and the cartridges which have never been used. She said 'no.' I (my daughter) owns them all and she cannot accept any return or give a refund because the trial period had elapsed. So here am I, trying to help my daughter to quit smoking for a small advertised price. But foolish me, having not noticed the fine print (which I don't think existed on the internet advertisement) wound up paying more than what I now think was not fair. I feel duped, and because my daughter did not know what was happening, as a third party, she couldn't help me to see what was happening. In addition, if I had seen any receipts for charges in my E-mail I could have acted sooner. So, there you go. AS I noted earlier, in my preferred identification that I am a senior citizen (I'm 71 years old. I am a 30 year USN retiree (purple heart and bronze star recipient). I don't know if it matters, but you asked. As I mentioned I wanted to do something good for my daughter and I feel foolish that I didn't investigate far enough. So Merry Christmas to the 'No Flame E-Cigarette' (Brite Burn) Company. By the way, 'Amy' gave me the cancellation code of 'EF-85.' --- Additional Comments: I would love that they take back the basic unused equipment and one month unused refill and reimburse the \$178.68 back to my credit card. Thank you for the work you do.</p>
15 4	<p>I ordered the \$4.95 Trial of the E Cigarette. When I decided to cancel my order I was hustled for \$99 a month reoccurring fees, I said no. Then the person on the phone made me feel that if I didn't agree to a \$24 cancellation fee I would have to return the product. Now this wouldn't be a problem however my wife also ordered one and there was no charge for the cancellation. I believe this is a deceptive business practice. --- Additional Comments: I would like the \$24.99 taken from my account to be returned.</p>
15 5	<p>I was charged \$99.67 for my E-Cigarette. When I ordered it it was supposed to be free and I would pay for the shipping and handling which I did. They are saying that I didn't return it in 14 days and are refusing to return my \$109.67. This was supposed to be a free gift. The transaction took place Feb. 3, 2013. --- Additional Comments: I would like my refund of \$109.67. This is false advertising. My customer order number is 08001A3535. The payment was taken out of my checking account.</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

15 6	<p>On 1/30/2013 I purchased 'The Trio Fifty-One E-Cigarette' starter kit from No Flames for \$4.95. An additional charge of \$99.67 was deducted from my bank account by them on 2/13/2013 causing an overdraft with charges of \$28.00. I phoned the company and was told no refund would be made as the trial period had expired. I explained there was no mention of a trial offer and I believed that the charge was only \$4.95 They refused to refund any money and said it was because I agreed to their terms and conditions. After doing some research online I discovered that many people have been deceived by this advertisement. The fine print in the ad was in black text on a black background making it very hard to see. I only want to be able to return the product and receive a refund in the amount of \$99.67 plus the overdraft fee of \$28. --- Additional Comments: Refund of \$99.67 plus overdraft fee of \$28.</p>
15 7	<p>I ordered a e cigarette pack said for shipping cost only which was \$4.95. When I checked with bank I was charged \$99.95 not 4.95 and now they said return at my expense to receive my money back in 10 days. They misrepresented the ad and the amount if it said \$99.95 i would not have sent for it. --- Additional Comments: My money back and postage.</p>
15 8	<p>In January 2013, I received an e-mail for a free e-cigarette starter kit. I pay shipping and handling. I read the whole e-mail &amp; thought I was getting a trial deal not an ongoing package! what happen was. I got charged for the starter kit which was \$79.65 I think. now 2/8/2013 I received a refill kit \$79.65. I called no flame &amp; only got \$109.65 credit. \$79.63 &amp; \$30.00 I only approved \$4.95 on my debt card. I have had to pay \$35.00 twice on over drafts and still paid more than \$4.95 that I authorized on my debt card. I get \$943.00 a month S.S.D. January &amp; February less than \$843.00. can you help? can the rest of what they have cost me be recouped? Please! --- Additional Comments: The rest of the initial charge. I only received \$30.00 I'm not sure of the full amount. The two service charges of \$35.00. They said my debt card account would be credited \$79.63 &amp; \$30.00 so all of that would leave me just paying for the \$4.95 that I agreed to in the first place. THANK YOU!</p>
15 9	<p>Was scammed while on line to my shopping QVC.I was on line with QVC and a pop up asked if I would answer a few questions. I did and then it said I could choose from 3 items and only have to pay shipping charges of \$4.95. I chose the e-cigarette. My daughter told this may be a scam and it is as I was to be billed \$89 or more \$'s and then for ever pay for the filters that go with product. It took much effort to cancel a contract that I did not know I had with company. I was told to send it back or pay \$25 to keep it. They sent me RMA# and I sent it back with all info they gave me. It was mailed the 14th of March and today I get an e-mail saying it was not yet returned. Was going to report this company anyway but am real angry now. Thanks b(6) --- Additional Comments: I only want your BBB to make sure of this practice and hold Electronic Cigarette in your information to other poor suckers like me. b(6)</p>
16 0	<p>I ordered the e cigarette on the trial basis and paid the \$4.95 charge not understanding that I had to pay more. I was charged \$99.67 additionally for the cigarette which I just did not want but decided after numerous attempts to reach the company by phone that I would just chalk it up to my stupidity. Now they have automatically sent me more filters and charged me another \$75.00. what do I have to do to make them stop, change my banking card number? --- Additional Comments: I just want them to replace the filters price and stop sending more filters. I will send the filters back.</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

16 1	I ordered e-cigarette from a very deceptive add with physician documentaries promoting this product. I have used this product once for 2 days it did nothing for me. Two weeks later I seen a \$99.00 deduction out of my bank account. The web site said free starter kit just shipping and handling at \$4.95.I called the company and told them 1. it did not workand 2. I wasn't informed that this was \$100.00 dollars. It is in small print somewhere in the ad. very deceptive. Please inform public not to use it. --- Additional Comments: I would just like the full amount taken out of my bank account.
16 2	I believe the advertisement was misleading. I do not recall anything about having to cancel in a specific number of days.Purchase date 1/21/13,Product Fifty-One E-CIGARETTE,Customer Order Number b(6) Original payment \$4.95, additional charges \$99.67,\$79.62. My Debit Card was charged. I closed my so called 'Account' on 2/28/13 after receiving 4 boxes of refills. --- Additional Comments: I am seeking a refund. I will return the refill filters, and the 'Starter Kit' if necessary.
16 3	I ordering the free offer from no Flame E-Cigarette. Product without any invoice or any kind of paperwork. Approx. a month later I received a unrequested UPS Parcel tracking # b(6) again with no invoice, etc. On 01/03/2013 my account was charged \$99.67. Yesterday I received another USPS Parcel Tracking # b(6), both containing refill filters, I agree to keep the first parcel because I was uninformed, the second parcel I am returned. But I have only the phone number provided by the BBB web site to inform No Flame E-cigarette of the return.Dated 22 Fen 2013. --- Additional Comments: Cancel this file or account whichever it is called and refund of charge taken out of my bank account.
16 4	I saw an ad online stating a 'free' sample for electronic cigarettes; just pay \$4.95 shipping and handling. This amount was posted to my account on 2.19.2013. I noticed on 3.6.2013 that a \$99.67 recurring charge (i didn't authorize or know about this charge) was posted to my account on 3.4.2013. I called my bank who gave me the number to call No Flame E-Cigarette; I was told I only had a 2 week window to return this product to get a refund. They did agree to credit me back \$40.00. I did go home and opened the package and an insert was enclosed stating 'to obtain a refund call 877-766-5306 for a return authorization number as long as it is returned to them by the 30th day. When I called this number today, I was horribly advised that I cancelled this yesterday and was no longer entitled to a full refund. Shame on me for EVER ordering anything 'for free'! But I wonder how much money they are making on unsuspecting individuals! --- Additional Comments: I should get the \$99.67 full amount refunded to me. It would be great if some type of agency would hold them responsible for their dishonesty = not telling the facts up front. There should be some way to put them out of business.Thank you!
16 5	No Flame E-Cigarette : <a href="https://verified.securetranserver.com/order/The">https://verified.securetranserver.com/order/The</a> add states it is free and all you pay is shipping for \$4.95 for the starter kit. They charge you \$99.67 after 14 days and \$60.00 a month after that. They state it is in the terms of agreement on the Web page, it is but it is a water mark that is dark gray and faded into a black back ground and you have to turn your computer at an angle to see the terms. People buy these to help themselves or a family member to quit smoking and get healthy and these people are taking advantage of this. --- Additional Comments: Refund my \$99.67 they debited from my account.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

16 My credit card was charged 179.29, for a product that my card was suppose to be charge 4.95 as a free  
6 gift for take a survey. I took a survey for fingerhut, and in during so I could choose a gift and only pay shipping. So I choose ,No Flame E-Cigarette, it was on 1/23/13, I have the printout to prove the price, there was no order #. The # on the package is b(6) and under that # is \*I-x D 12, the address to the company is, No Flame E-Cigarette, 6538 Collins Avenue #95, Miami Beach, Fl 33141, my credit card should only be charge 4.95, No Flame charge my card the first time, 99.67, that was on 2/23/13, without any email or postal mail of these charges I had to look on my card statement to find out these charges. On 3/14/13 I call No Flame about these charges, they said , I had 14 days to return the product, which they didn't send no information to the fact. If this is a free gift for taking a survey, why would I have to return it ? I am a senior citizen, then I look on my credit card statement again and there was a 79.62 charge from, No Flame, even though I told them to put my money back on my card all but the 4.95. I was suppose to pay for the gift, I have emailed the letter of the cancellation on that date, I called the company back about the 79.62 charges and they said and I quote 'the second shipment were sent out on the date I cancelled which was 3/14/13'. On my credit card statement this is the name I was charge under, From: info@ecigcustomerservice.com and my order # is b(6) telephone # 1-877-766-5306, this is a shame and I am on a fix income, I was suppose to be charge 4.95 and in the package said nothing about another shipment. On 3/18/13 I received a email refund confirmation letter to send the other shipment back in 10 days and my money would be put back on my card. Now they told me on 3/14/13 they would only refund me only 59.00 of my 99.67, which my card should have been charge only 4.95 one time. I will never take another survey long as I live. I also told them I was going to report this to, BBB, this is a business scam, please do something about this matter so another senior citizen or anyone will get charge on there card. I need all my money put back on my card, all but the 4.95 that I was suppose to pay, if you need copies of the advertisement or survey I have them and copies of the emails that was sent. I always pay my card out every month, I can't this month because of the charges, No Flame has charge me with, I call my card Co. and they had me to file a complaint with them and told me to file a complaint wit, BBB, if you need any further information, have proof. thank you and God speed. --- Additional Comments: I want all my money put back on my CreditoneBank card ending in #b(6) except the 4.95 I was suppose to pay for shipping of my gift. I am returning all there product, which the one they charge me 79.62 I haven't received yet. I haven't used any of the product they sent me & I still smoke Salem cigarettes. I need 174.34 back on my card, the told they charge me was 179.29, I subtracted 4.95 from the 179.29 and they owe my credit card, 174.34.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

16 7	<p>I was charged for free started kit won for doing a survey. Refused to refund or send return authorization number. On 02/25/13 I was signing into my internet provider (Comcast) and was asked to complete a survey with Comcast all over it. For completing the survey I was offered a choice of rewards. I chose Free Starter Kit for electric cigarette. They requested my credit card for shipping charges. When I received the Starter Kit (03/04/13) it came with a card listing 'Thank You for Your Order!' 'Our Guarantee' and 'Lifetime Replacement Warranty.' The Guarantee reads it can return for product refund if they receive it within 30 days. I don't like the product but did not return it for a refund because I only paid shipping costs for it. On 03/15/13 I found my card had been charged for \$99.67. I called No Flame E-Cigarette (877-766-5306) and was told I had to have called them within 14 days of the purchase date to receive the refund. After hours and repeated calls they have agree to refund \$74.00. (I accepted because I can't afford to loose all my money.) But they refused to give me a Refund Authorization Number. --- Additional Comments: I would like this company to be fined or in some way forced to stop what is basically a scam--where they use a trusted company's name (I called Comcast and they had no knowledge of this 'survey') to make people believe this is a legitimate free offer. Then charged more than actual cigarettes would cost. At the very least the card included with the product should mention the 14 days instead of '30 day of purchase' refund policy which requires a Return Authorization Number. Which the company refuses to give.</p>
16 8	<p>I did not see the entire details of the offer. After reading the advertisement, I sent for the trial offer. Two weeks later I was Shocked to find the company had taken \$99.00 dollars from my account. I got on the internet and read Many complaints from people who had the same happen to them. I was made aware of the fact that the details were in small print on a dark background, and unless you are looking very close you will never even see it. This also appears as a reoccurring on my bank statement. Today I received another package from them. It is the replacement filters for the e cigarette. I NEVER ordered them. I strongly feel they are not fair in the way they do business. By hiding the fine print, people like myself are being taken advantage of. The \$99.00 they took out caused an overdraft. Now I have another unwanted package, no invoice, How much are they going to clip me this time! Anyone wanting to quit smoking can be sucked in by these underhanded sales practices. Please help me to resolve this. My wife is very upset over all of this. --- Additional Comments: I want to end all auto payment with this company. I want all shipment of any item or items stopped. I want my \$99 returned and the \$35.00 overdraft fee refunded to me.</p>
16 9	<p>I thought I was getting a free trail product and it was not my account was charged for a warranty for a life time. They would not refund my money and tell me I had a contract that I never seen. The product also went to a neighbors house. But, I will be returning the product and want my money back it stinks and I am not going to use it so I want my money back. Product_Or_Service: E-cigarette starter kit --- Additional Comments: DesiredSettlementID: Refund I would like a full refund \$99.67 that was charged to my debit card.</p>
17 0	<p>i bought this e cigarette for 4.95 from offer, you unauthorized took money from my card!! at 03/11/2013 I bought e cigarette for 4.95\$ from your offer, after you got my card information you began to take unauthorized my money..i didn't order nothing else from you..i don't need that staff that you sent to me for 70 \$..return me please my money, my account number is b(6), please return my money --- Additional Comments: i can sent you back the filters..i never opened them..i didn't offer them..i want a full refund!!!</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

- 17  
1 Purchased a starter kit \$4.95 from no flame E-cigarette. On 01/22/2013 I purchased a E-cigarette advertised at \$4.95 with my credit card. On 02/05/2013 was charged another charge of \$99.67. E-mailed them stating to give me a refund so they did on 03/02/2013 of \$40.00 and another of refund on same date of \$74.72. When I got my credit card bill there was another charge on 02/23/2013 of \$79.62. I don't no what to do to make them stop charging my credit card. HELP --- Additional Comments: They stated on there computer add trail kit for \$4.95.All I want is for them to refund \$79.62 and quit using my credit card every month.
- 17  
2 The item was advertised to be free but substantial charges were made to my account.A pop up advertisement on my computer indicated that the E-Cigarette could be obtained for free for a limited time; just pay shipping and handling. I charged the shipping fee on my AT&T Master Card. Upon receipt of my credit card statement there was a charge for \$99.67 (cost of e-cigarette), \$79.62 (cartridges), and \$5.37 (foreign fee). I contacted the company, was not satisfied with the response and asked to speak to a supervisor. I was denied the request by Jovan and was told he could only give me the supervisor's first name. He waived the 79.62 cartridge fee and took \$40 off the cost of the e-cigarette AND I had to return the product which has not even been used. The advertisement was EXTREMELY misleading and at no time did I authorize the above listed charges. More info might have been listed in the terms and conditions but was not specified on the advertisement. I will GLADLY return the product but don't want too be charged \$50 plus a foreign fee for a product I will not have. --- Additional Comments: I want the remaining amount (\$50) returned to me. I am a fairly intelligent person but this advertisement totally MISLED me. The charges made to my account were unknown and unauthorized by me. As I stated before, I am more than willing to return the product so,why am I being asked to return the unused product and still pay \$50?

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

17 3	<p>I authorized \$4.95 to purchase e-cig sample, but didn't authorize charges on my credit card for \$99.67 or \$79.62 for the sample or cartridges. On 3/1/13 I purchased what I thought was a sample of the No Flame E-cigarette for \$4.95 and I did authorize this charge. We did receive this merchandise in the mail. (Model #J140725) My husband never did try the e-cig and at that point, I decided not to purchase additional cartridges. But, I did not realize that they were automatically going to start sending us cartridges and charging the credit card. On 3/14/13 they charged my credit card \$99.67 for the sample kit they originally sent out. Then on 4/1/13 they charged the credit card \$79.62 for additional cartridges. I received this in the mail on 4/4/13 and realized we had a problem. I then went online and discovered a scam for this product. I called them on 3/8/13 and talked with Sheena, ID 32589, she would not give me her last name. They are based at 6538 Collins Ave., #95, Miami Beach, Florida 33141. The phone number is 1-877-647-3625. She told me that since I didn't contact them within the 14 days to cancel the account that I was not able to return the product, even if we had not used it. I also noted that I wanted to return the cartridges that were received 4/4/13 and she said that I could not get a return for this because I didn't contact them within 30 days of purchasing the sample kit. They did not make it clear what so ever that there was a 14 day waiting period or that we would be charged any additional amount after we purchased. On 4/8/13 I told them to cancel my account and have no additional charges and she said they did. I just want to make sure they do not charge my credit card for any additional charges. Plus, I would like to get my money back for the cartridges that were sent on 4/1/13. I have a copy of the receipt for the return postage with a certified return receipt insured from the United States Postal Service. The only reason that I even 'fell' for this scam was because my husband had a heart attack on Jan 22, 2013 and I was trying to find a way for him to stop smoking. I feel that they somehow found out about his heart attack and sent me information, as it did come to me via an email. I have contacted my credit card and have submitted a dispute. I have also contacted Lifelock and they have my complaint on file. They will follow through if No Flame E-Cig does not return my money. Thank you for any help you can do for this situation. Sincerely, b(6)--- Additional Comments: I would like a refund of \$99.67 for the 'sample' product and \$79.62 for the follow-up cartridges debited on my credit card. Which I have sent back to the company.</p>
17 4	<p>The electronic cigarettes were supposed to be free and only a \$4.95 shipping charge was to apply. There have been two charges to my account so far. In response to a pop-up ad I ordered free electronic cigarettes off the internet for \$4.95 in shipping charges only. The details of my checking account information were provided and my account was automatically debited first on 3/28/2013 for \$99.67 and then again on 4/16/2013 for \$79.62. There was no sales rep involved. My account number is b(6) with Alabama State Employees Credit Union in Montgomery, Alabama. --- Additional Comments: I presume that the manufacturer of the e-cigarette is not the perpetrator of the scam, but the individual/s responsible for the scam need to be held accountable by refunding all monies stolen from the accounts of the unsuspecting individuals.</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

- 17  
5 got a free no flame-e-cigarette for \$4.95 that was all.no flame-e-cigarette said it was free have .charged \$99.97 and \$80.00 monthly even with return.got a no flame-e-cigarette kit mid February 2013.payed \$4.95 for shipping.this company said it was a promotional deal in add. we checked the block that says that you are 18 years old.was charged over \$100.00 for kit and \$40.00 a month for refills that were returned,and today march 28 2013 we just received more refills. both refills were sent back unopened to company as soon as they were received.went back in original package.no flame-e-cigarette continues to charge \$40.00 and the start up kit did not even come with a charger so it was unusable right from the start. --- Additional Comments: i would like all moneys that no flame-e-cigarette has deducted from my accounts since no flame-e-cigarette received all there products back unopened,and unused. please make check payable to b(6) Mcdonough,Ga b(6)
- 17  
6 i ordered online free starter kit e cigarette for 4.95 shipping only charge. unauthorized charge of 109.67 against credit card two weeks later.ON MARCH 30, 2013 I OPENED A EMAIL FROM THIS COMPANY ON MY LAPTOP. THE CONTEXT OF THE EMAIL APPEALED TO ME BECAUSE I WAS THINKING ABOUT QUITTING SMOKING. THE WAY I UNDERSTOOD THE EMAIL WAS THAT I WAS ONLY PAYING \$4.95 FOR THE SHIPPING COST AND THE STARTER KIT WAS FREE. SO I PLACED THE ORDER. THE ORDER # IS b(6) I RECEIVED THE STARTER KIT ON APRIL 5, 2013. ON APRIL 11, 2013 I QUIT SMOKING AND STARTED TO USE THE E CIGARETTE. ON APRIL23,2013 I RECEIVED MY CREDIT CARD BILL AND SAW THE \$4.95 CHARGE AND ALSO A CHARGE OF \$109.67. I CALLED THE COMPANY AND WAS TOLD ABOUT THE CONDITIONS OF THE OFFER THAT I HAD NO IDEA OF WHAT THEY WERE TALKING ABOUT. I EXPLAINED THIS TO THE REPRESENTATIVE TO NO AVAIL. I FINALLY WAS OFFERED A REFUND OF \$59.72 WHICH I ACCEPTED BUT WAS RELUCTANT TO. I WAS NEVER TOLD ABOUT THE PENDING DEDUCTIONS OF \$59.97 AND \$9.95 WHICH WOULD BE DEDUCTED EACH MONTH AUTOMATICALLY. ON APRIL 25, 2013 I WAS LOOKING AT THE COMPANIES WEBSITE AND SAW THE COMPLAINTS TO THE BBB. I THEN CALLED THE COMPANY AND CANCELLED MY ACCOUNT . I ALSO CANCELLED MY CREDIT CARD TO AVOID FUTURE WITHDRAWALS FROM THIS COMPANY. I FEEL I WAS MISLEAD BY THIS COMPANIES ADVERTISING STANDARDS WHICH WERE VERY POOR IN NATURE. I CANT REMEMBER THE 1ST REPS NAME THAT I TALKED TO ON APRIL 23,2013 BUT THE 2ND REP THAT I TALKED TO ON APRIL 25,2013 WAS ANDREW. THE STARTER KIT WAS A FIFTY ONE KIT. IT CONSISTED OF A CHARGER, 1 BATTERY, 1 ATOMIZER AND 6 FILTERS. THE \$4.95 WAS CHARGED ON 3/30/13. THE \$109.67 WAS CHARGED ON 4/12/13. --- Additional Comments: PLEASE TRY TO REGULATE THIS COMPANY INTO FOLLOWING PROPER AND LEGAL CRITERIA FOR ADVERTISING AND SELLING E CIGARETTE PRODUCTS IN THE FUTURE. THIS PRACTICE THAT THEY USE AT THIS TIME IS VERY MISLEADING AND LETS THE CUSTOMER BE VULNERABLE TO UNAUTHORIZED CHARGES ON THEIR ACCOUNT .

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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Contacted on 4/16 asking for refund, this marks 14 days since purchase of products. Failed to refund all money charged to my account. Problem Date - 4/16/2013 Purchase Date - 4/2/2013 Model - E-Cigarette Starter Kit Payment Amount - Authorized \$4.95 for shipping of the 'free' product. Found another charge of \$99.67 on 4/16 in which I am seeking to regain. I was brought upon this free trial offer following an online survey I had taken. I was not made aware of the terms and conditions prior to submitting my CC information to them for the shipping charges. Upon seeing the charge to my account, I immediately called the company to ask if I could send the product back for a refund but I was told there was nothing they could do following the terms and conditions. After speaking to this individual I looked up the company information and located the terms and conditions. According to the terms and conditions, I have 14 days to cancel this order. Purchase was made 4/2/13, today's date is 4/16/13 which marks today as day 14 and they still refuse to refund my money. They did however state they could refund me \$59 and I could keep the product in which I stated to the service person that I was not satisfied with this. I called back later today (4/16/13) and spoke to two different people I could barely understand because of their heavy accents. I then asked to speak to a manager in which I was told that they were busy on a call. I asked them to have their manager call me as soon as possible and still have not received a call. I am only looking to regain the unauthorized charges to my checking account and looking to stop this company from scamming others as it appears that hundreds of people have fallen for the same scam. --- Additional Comments: I am seeking to regain the charges of \$99.67 to my checking account that was not authorized. I contacted Vaporless Mist on 4/16 to ask for a refund but was told that there was nothing they could do. They did however cancel any future charges (cancellation #b(6)) as well as stated the best they could do is refund me \$59.00. I wish to be refunded the entire \$99.67 for false advertisement of this 'free' product. I called back later on 4/16 day to see if anyone else could assist me but was told that there was nothing more they could do. I asked to speak with a manager and was told they were unavailable. I asked them to have the manager call me when they became available and still have not received a call.

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The company had me believing that id get to try the e cigarette and nothing else but they took 109.67 apr 5th and 69.62 apr 23, and I have all the ciggs and have not used it yet and told them id send it all back to them unused and the told me the fine print should have been read... This is no way to run a company and im living from week to week and can not afford this rite now,, Im not going to be able to get my meds this month and it will ruin my life ,, and im not joker this is very serious to me can some one please help me. Product\_Or\_Service: e cigarett one cigarett and 3 ends to put no --- Additional Comments: DesiredSettlementID: Refund Im not sure what this means ,, but id just like my money put back into my account and this stuff is being sent back to then today. Im not sure what else to say or do these people used me and my account to help themselves to my money I didn't want anything more than id been ask to pay for the fifty one e, cigarett postage 4.95 and I did...

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17 9	<p>They offer a 15 day trial for \$4.95. They do not tell you they will be billing you almost \$100.00 in 15 days. I placed order today (Sat. April 20, 2013) for \$4.95 trial offer. After sending my credit card info, I did my research on line and realized they would be charging me almost \$100.00 after 15 days. I called them immediately at 888-767-9677. Man named 'John' said they would cancel the order but that I'd have to wait for an hour as it hadn't posted yet. I called back an hour later and waited for more than 30 minutes with no one taking the call to cancel the order. Your website said 'In order to eliminate the pattern of consumer complaints, No Flame E-Cigarette has decided to display the offer terms on the order page on No Flame E-Cigarette's website. The ordering process now requires consumers to confirm and agree to the terms via checkbox before placing an order.' That IS NOT TRUE. They have a link waaaay at the bottom of the page that says terms and conditions and only by clicking that do you get the info about the charges. I will be trying them again, but will also be contacting my bank which I'm sure will cost me some money to stop the charges from being posted. I also plan to see what government agency will get involved with such unscrupulous behavior. --- Additional Comments: I want my \$4.95 not charged to my charge card. If my bank charges me something for stopping the payment on the charge, I want that bank charge paid for as well. I also want them to follow through on what they told you (the BBB) they would do -- make people aware BEFORE they purchase what they are really getting themselves into. I'd like the BBB to follow through and see that what they told you is actually done. They should not be able to continue operating this way. There has to be some law they are breaking by doing this. I intend to find out what government agency I should contact to get this unscrupulous company stopped from their dishonest behavior.</p>
18 0	<p>'Won' a choice of 3 items off a website, possibly Amazon.com! Item #2 was a No Flame E-Cigarette for \$4.95 S/H only! Today, 04/25/2013, I see a \$109.95 on my debit card! I called the company right away, was told the small print somewhere would have told me it was only a 14 day trial. Asked for a RA number for a return, but was told my 14 days were up. I had not had the item for more than 7 days max. After notifying the Company Person that I would call my lawyer, contact the BBB, Attorney Generals Office, Consumer Affairs, she put me on hold and offered me a new price of \$24.95! I turned it down as the original offer was the item, not a trial, for only Shipping &amp; Handling. Demanded a RA number again, was put on hold again, and then given what I asked for. I have to pay the S/H and I will receive a credit in 4-5 days, plus a confirmation email right away - that I still have not received (3 hours later)! --- Additional Comments: Ordered the No Flame E-Cigarette in good faith. It was described as an item, not a trial. I feel I should after getting a refund in full, be shipped the item free of charge with an apology!</p>
18 1	<p>Customer service employees were very belligerent when they were called for return authorization number to return the e cigarette for myself and son. The customer service employees spent 20 to 30 minutes trying to avoid giving us return information even though the product was in a trial period. I do not know if they will actually refund any money so I may have another complaint since their guarantee claims a refund if product returned within 30 days of purchase and in reusable condition which they are. --- Additional Comments: Just want everything cancelled and make sure they refund what has been charged to my two credit cards.</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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2	No flame E-cigarette would not refund the full amount after two phone calls only would refund partial. No flame E-cigarette would not issue a full refund I never even used the product. I paid 4.95\$ for initial start up they billed me one hundred dollars to my account. I called for a refund of the one hundred dollars they said they would refund me forty dollars. --- Additional Comments: I want a full REFUND
18	No Flame made unauthorized charges to my credit card the total amount of 184.24. The only charge to be applied was 4.95 for the initial start package On March 19, 2013 I saw an advertizement for the No Flame E cigarette on the internet. Which I booked marked on my computer. http://thehealthyreport.org/CB.php?keyword=cbsmk73.- The advertisement read: Limited Time Offer For Our Readers: Trials are limited. Act fast before they are all gone. Get Your Risk-Free NoFlame E-cig's Trial Kit!!! 1 NoFlame E-Cig's E-Cigarette battery!!! 7 Cartomizers worth 14 Packs of Cigarettes!!! 1 Wall Charger!!! 1 USB Charger Price: \$124.95 \$0.00 (a line was drawn threw the 124.95 so it read that you owed \$0.00 my copy and paste does not do that) You Just Pay \$4.95 To Cover Shipping Costs. While conducting this research, we found that NoFlame E-Cig is offering a limited time Electronic Cigarette Risk-Free Trial kit, along with 14 nicotine cartridges (a month's supply). While supplies last, by using our link to see if this new breakthrough will help improve your life. We thank NoFlame E-Cig for providing the chance to 'try it before you buy it' and a chance for you only pay \$4.95 for shipping and handling costs thousands of smokers to make the switch. We encourage readers who currently smoke to give E-Cigarettes a try for their health and for the health of their friends and family. Make sure to order before April 29, 2013 tomorrow, to be guaranteed your Risk-Free Trial Kit. So I thought that I would give it a try. When I received the starter kit, there was a card in the package, thanking me for the order, NOTHING is stated anywhere on it about Charging me the 109.67 OR 69.92. I still have the card and can Fax a copy of it to you if you like. THERE WAS NO BILL or Statement of any kind saying that I owed any ADDITIONAL money OR would be billed for any. When I called my credit card company to check on another matter, I heard that there were 2 charges (one for \$109.67 on 4-1-13 plus one for 69.62 on 4-19-13 a TOTAL of 179.29) that I did not recognize OR AUTHORIZE, After talking to the credit card company, I found out that they were from NO Flame-E Cigarette company. I did not AUTHORIZE any additional charges to my account. I did NOT order any extra things to be sent. Saying that you only pay \$4.95 for shipping and handling costs and then charging 109.67 for it and then charging another 69.62 for something you did not order. This is false advertizing and Fraud and victimizing the public. --- Additional Comments: That they credit a FULL refund to my Credit card company for the unauthorized charges to my account, and that they make a statement that they are going to charge people this outrageous amount, so that other people don't fall victim to there trap as i did.
18	
4	I SIGNED UP FOR A FREE SAMPLE OF THIS COMPANY'S PRODUCT. WAS ONLY SUPPOSED TO PAY FOR SHIPPING (\$4.95). 10 DAYS LATER THEY CHARGE MY CARD \$109.67 ON APRIL 3RD I ORDERED THEIR E-CIGARETTE SAMPLE KIT. I PAID \$4.95 FOR SHIPPING. ON APRIL 18TH I WAS CHARGED \$109.67! I CALLED AND COMPLAINED AND THE COMPANY TOLD ME TO RETURN THE 'FREE' KIT AND THEY WOULD REFUND THE MONEY. I TOLD THEM THE CHARGES WERE UNAUTHORIZED. --- Additional Comments: I WANT THE \$109.67 RETURNED AND MY 'ACCOUNT' WITH THE COMPANY CLOSED. NO RECURRING FEES.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

18 5	Ordered free trial & paid shipping \$4.95 after seeing on The Doctors - highly recommended! Charged \$100. They don't answer phone. Received the free trial but never authorized the additional charges of \$99.67 - incurred on 4/29/13. I will be happy to return the product - I just want my account refunded the unauthorized fees. E-Cigarette - no flame starter kit. --- Additional Comments: I want to be refunded my unauthorized fees of \$99.67.
18 6	I sent for a free sample now I am being charged \$179.29 for a product I did not order In march 2013 I ordered a free sample which only the shipping to be paid for \$4.95 to be paid, which I did. Now I am being billed for \$179.29 for charges that I did not make I called and asked for a credit and e-cigarette at 6538 Collins Avenue #96 Miami Beach Fl. 33141 said they would only give me \$40.00 --- Additional Comments: I paid the \$4.95 shipping But I would like A full credit for the \$179.29 charge that I did not make
18 7	i order a no flame e cigarette kit from these people out of miami, florida. i order a no flame, cigarette kit from these people out of florida .it was suppose to be \$4.95 shipping and handling. i have not received the no flame e cigarette kit but i was double charged for something that i have not received. i call the office and spoke to some one about it and they told me that they dont have a record for this but they went in to my credit card and double charge me please every every on if you read this do not deal with these people it is a scam. --- Additional Comments: i want a refund back on my account .
18 8	Several attempts made to cancel my E-cigarette order. Was continuously re-routed to non working numbers. Have tried to cancel my E- cigarette order with this company to no avail. Spoke with the first representative that gave me a 'customer service' number that could help with the cancellation process and when I called the number an automated voice answered with one word.....Goodbye. Called the first number back. Spoke to a rep named Sue who re-routed me to an extension which was not valid which in turn terminated my call. Very frustrated and unhappy with this company and its service. Acct. # b(6) Payment amount \$100 per month. Original purchase made in or around Feb. 2013. Name of replacement filters are 'The Trio' from Smoke51.com. --- Additional Comments: Would like to return the unused and unopened filters back to the company and have my money refunded back to me.
18 9	Fooled customers by lying advertisement price, with no trail, or additional charges months later, with no contact, no email or notification of any sort. Doing research one day on e cigarettes in an attempt to eliminate my analog habit. A website was found on my google websearch, advertised with Doctor OZ... After reading the entire article there was a link for E-Cigarette starter kits, I clicked it and immediately a picture appeared of 1 e-cig alone. with the price displayed in big bright letters, while stating no-hidden fees, trails or charges 3 months later.. The product was poor quality waste of money, and now the scam of tricking and lying to the customer saying the price was actually shipping charges and the real price is 40x(times) that.... --- Additional Comments: I would greatly appreciate a full refund of all fraudulent charges as well having this company closed down. I'm not the first victim and if company's like this do not cease to exist, i will definitely not be the last.. Thank you..

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

19 0	<p>After completing a brief online survey I was to receive a choice of a free product. I chose a 'free' E-cigarette. I received the product but was advised by someone that the product was not free and if I didn't want to be charged for it I had to return it to the company within 2 weeks. I called the company and indeed found out that this was true. I told them I didn't want their 'free' product and wanted to return it. After much discussion they reluctantly gave me an RMA number and where to return it to. I had a tracking number for the product that was sent back to them. Since then they have e-mailed me twice saying they hadn't received the package. I ended up calling the post office in Florida and they said that the company had thousands of the packages that they had not picked up. I called the company and told them that if they would pick up their mail it wouldn't be a problem. I gave them the tracking number and they said they check into it. I told them there had better not be any charges. I feel that if they have that many items that they haven't picked up at the post office, how many people are they scamming? --- Additional Comments: DesiredSettlementID: No settlement requested - for Refund of \$6.20 Postal Fee to return item that was suppose to be free &amp; to put a stop to this company trying to decieve people.</p>
19 1	<p>Offer for free products was followed by unauthorized shipment and billing for unwanted products against credit card.No Flame E-Cigarette Trio and cartridges --- Additional Comments: Return of funds charged against credit card. End to unwanted shipments of products</p>
19 2	<p>I ordered item. Checked to make sure there were no recurring charges. Bank card was charged \$99.67. Called and kept on hold with no one answering.Responding to an email sent to me, I ordered an E-cigarette for \$4.95. from No Flame E-Cigarette, 6538 Collins Avenue #95, Miami Beach, Florida 33241. I read info on the I was given site to make sure there were no recurring monthly charges. Approx. a month after receiving item, I get a charge for \$99.67 on my bank card. I tried calling 3 different numbers: 877-538-7565, 877-647-3625, and 877-766-5306. I got the same voice saying hold on and the same music playing on each of the 3. I held on for over an hour and no one ever responded. Now, I have to try to get this charge as well as the recurring charges off of my bank card. This is a scam if ever there was one. --- Additional Comments: I want the charge of \$99.67 removed and refunded back to my bank account and no further charges made.</p>
19 3	<p>The product was advertised as a risk free 'offer' not trial. It was not clearly stated on the offer pop-up that recurring billing will ensue. I am now a non-smoker, I saw this add for a risk free 'offer' for \$4.95 to try this e-cigarette, I saw nowhere that there was a time limit for it to be sent back if I didn't like it or that there were recurring monthly charges after that. My account has now been charged \$109.00 for something I don't even use because I don't like it. I have every intention on sending it back to the company and I demand to be refunded and any 'subscription' they claim I signed up for to be cancelled. Thank you for your time.b(6) --- Additional Comments: I simply want my money back... I understand I agreed to the \$4.95 so they can keep that, I want the \$109 they charged my account refunded ASAP and no further charges to be made.</p>
19 4	<p>order the e-cigarette sample with only to try it out. i was bill on my credit card 4/14/13 for \$109.00 with another \$82.00.call the company to say i didn't like the cigarette and that i didn't order any refill,and she said that i should of read more carefull when i order the free sample.i told her i didn't like it,and she said she will change the brand.i said don't send me any more and i call my credit card,and told them not pay these people anything else.how can send refills with no packing slip,no invoice,no bill,no account number. --- Additional Comments: i want the money that was charge to my credit card refunded,and no other business with this company.</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

19 5	Was told the e-cigarette was free. Next thing I know I'm out \$172.Filled out survey online and was offered a free e-cig when you pay \$5 shipping and handling. Next thing I know I'm getting charged \$110 for the e-cig plus \$70 for refills. They hide this in the fine print. I called for a refund. They said they couldn't give me one. I didn't give up. She said she would talk to her manager. She came back and said she could refund me \$70 + \$20. I told her that wasn't acceptable. I ask to speak to manager. Manager is in meeting. Don't give up. Tell her i'm not getting off the phone until I get a full refund. She says she has to check with manager. Comes back and says they will give me full refund if I return the product. Still waiting on money. --- Additional Comments: \$172
19 6	After the No Flame E-Cigarette delivery, there was another delivery from another E-Cigarette with different address, but the same method being used. It was unauthorized delivery and unauthorized deduction from my bank account.I did not order anything! The 2 packages is still intact, can i return it because i don't need it. How can they automatically debit to my account without my authorization? This a clear kind of theft.I hope the people around this company shall be prosecuted so that they may serve as example for the would be scammers. --- Additional Comments: DesiredSettlementID: RefundIt would not be enough to just return the money of the victims and the letter of apology. We are living in a society with laws and legalities and to prevent future scammers, someone should be held criminally liable to these inconveniences.
19 7	Company refused to give me return authorization number to return product within their '30 day refund guarantee' period.I ordered a supposedly 'pay shipping only' No Flame E-Cigarette online on April 10, 2013. I received the product promptly. However, when I checked my credit card statement online today, I saw that I had been charged \$109.67 for this product that I did not authorize or even know I was to be charged for it. I called the company and was told that when I received the product I had 14 days and if they did not hear from me in 14 days, it would be assumed that I was happy with the product and they would proceed to charge my account monthly. There is a card enclosed with the product that states a 'total guarantee of customer satisfaction on all products and may return for a refund within 30 days.' When I called today to get a Return Authorization Number, they refused to give me one saying that i did not call within the 14 day period,(which I knew nothing about and is not stated on the literature that I have with me). I have asked them to send no other products and not to charge my credit card and I have also disputed this amount with my credit card company. I will gladly return the product at my cost. I am very dis-satisfied that they have refused to honor their 30 day money back guarantee and also the fact that their advertising is very deceiving. --- Additional Comments: I am seeking a full refund of \$109.67 charged back to my credit card with no other activity charged to this account.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

19

8

These people are a scam and rip-off. They sucker you in with an offer for a 'free' starter kit for shipping and handling only, then rip you off. I responded to an online ad in April that offered a 'free' e-cigarette starter kit for a shipping and handling fee of \$4.95. I saw nothing on their ad page to indicate that, if I failed to respond within 15 days, they would charge my credit card in an amount of \$109.67 for my 'free' kit and begin sending me refill cartridges every 30 days, again charging my credit card for each of these 'refill' orders at \$59.67 each. Their ad page has a link for 'terms and conditions' that does state that this would happen, but I failed to read that page, as I'd presume at least 90% of their 'marks' also do. I did call today to cancel my account, but my confidence in this company is non-existent. I see that you've received many other complaints about this company, and that you have placed an alert on them that I truly wish I'd had a chance to read before I made the mistake of doing business with them. --- Additional Comments: I'd really like a refund, but seeing the character of these people, I realize I have little hope of better than accepting a \$161.00+ lesson. If possible, I hope to get that refund, but I at least would like these crooks to place their 'terms' on their ad page, as it appears they've promised to do, but haven't. I definitely hope that my complaint might, at the very least, save someone else from their clutches, as there are many other seniors whose financial well-being could be impacted much worse than my own.

19

9

My mother saw an ad for an e cigarette for \$4.95 and she decided that it would be a great addition to my other e cigarette so that while one charged I had another. The ad stated that the product was free if you paid the shipping and handling. When she clicked the link it sent her straight to an order form where there was no mention of it being a trail offer or more money being taken from your account later. Once the product arrived my daughter went searching for cartridges and she stumbled upon an article someone wrote talking about how the terms and conditions were hidden. He read the terms which stated that it was a trail offer and that if the company was not contacted before the end of the trail period, which the shipping days were taken out of, then another \$99.95 was taken from your account with an additional \$67.95 taken each month for cartridges. When we called to have the product returned and voice our complaint about the sneakiness of the company we were met with nothing but sales pitch after sales pitch trying to get us to keep the product and the monthly installments of cartridges. It took us well over 30 minutes to get the return address sent to her email and when it was sent there was another sales pitch trying to get us to keep the product. Product\_Or\_Service: No Flame E-Cigarette Starter Kit Account\_Number: b(6) --- Additional Comments: DesiredSettlementID: Not applicable I want other people to know the sneaky business practices of this company so that others will no be taken in by this scheme. People in this day and age can't afford an unexpected \$100 out of their accounts.

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This company works obtains its business via a third party. When I tried to get a refund, I was told only 40% of my money would be returned. No where was I told to read any policies regarding the refund. The product was purchased online on 5-23-13. The E-Cigarette rep. said that Their policy stated that I needed to let them know within a 14 day period if I wasn't satisfied with the product. My 14 day period has not expired yet. When I requested my refund, I was first told that I will receive 60% of my purchase price. Later on in the conversation, I was told I will be receiving only 40% of my purchase price. The rep. did not understand what I was saying at times during our conversation. Both the E- Cig. company and the third party should be investigated. for misleading customers. --- Additional Comments: Only the amount for the product without paying the shipping fee. \$129.00

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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1

I ordered a free gift and trial for the No Smoke E-Cigarette and was told I could end my membership at any time. This was not true. I called 3 times to end the membership and every time the rep talked over the top of me and pushed to extend my trial period instead of ending the membership. After three months of my calling to end they charged me anyway and bounced my checking account. They refuse to exepct responsability and refuse to do more than refund my charged amount. They are refusing to refund the overdraft fee stating I should have called and canceled. I explained I called 3 seperate times to do so and no one would hear me they only talked over me. Worst company customer service I have ever delt with ever. With the over draft fees I have no money for shipping or an invalope. I told them I couldn't send back the unused product until the refunded the money and covered my overdraft due to the insufficient funds.Product\_Or\_Service: No flame cigarette --- Additional Comments: DesiredSettlementID: RefundI am requesting the refund of both the charges they pulled from my checking account and the over draft fee that is caused to be charged to my account. a total of \$64.95

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2

Getting refills and charged for what was to be free.Ordered the free e-cigarette from internet for \$4.98 on 4/11/13. On 4/24/13 they sent me 4 boxes of refills and charged \$109.67. I did not order them. Today on 6/15/13 I received more refills that I did not order and charged another \$69.62. --- Additional Comments: Stop all further deliveries from this company. Nothing was used and still in original packaging. I want my money back and I will return everything.

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Full page pop-up add advertised E-cigarette pack for \$4.95 (shipping and handling). Full price of \$109 was embedded in fine print of Terms & Condiiti.Very misleading advertising! Full pages of a pop-up ad advertised E-cigarettes for shipping and handling price of \$4.95. It was in the fine print in the middle of the pages of terms and conditions that I later found out that the kit costs \$109.67 per shipment, and \$69.62 refills are automatically sent every month. It should say how much it costs in their main ad without having to read through pages of terms and conditions to find out about the real hidden cost and 'contract.' After several phone contacts with the customer service person(s) (because our phone conversation kept getting disconnected - hmmm?) and after asking for a supervisor (who was always on a conference call), the supervisor (Kasey) finally called me back. After much complaining on my part, they agreed to refund none, then \$40 of the \$109.67 plus the \$69.62 for the refills if I send them both back to them. I gave the \$109.67 kit to a friend who is trying to quit smoking, and since we both work at a school, she is unavailable during the summer because she's at her grandchildren's house 8 hours drive from here, so that is not available to return. After I said that was not acceptable, they offered to refund \$60, and then \$74.72 of the \$109.67. I was asking for the whole \$109.67 back since they didn't clearly advertise the product for that amount. Our conversation left with them saying they would give me a full refund but I have to return all products. I'll be getting the refills in the mail to them today since I just got them in the mail, but I won't be sending them the original kit because it was misleading advertising, and would be very difficult to ask for the product back from my friend. I never would have ordered it if the advertisement stated that in their big pop-up ad that the thing costs \$109.67 plus \$69.62 for periodic refills. As much as I love my friend, I can't afford that. --- Additional Comments: When our last phone conversation ended (after literally hours spent trying to resolve the issue) Casey said I could get a full refund but the products need to be returned. As I stated earlier, there is no problem with returning the refills because I just got them in the mail and have them in my possession to return. I won't be returning the original kit because I don't have it to return, so I'll see what kind of refund I get on my next credit card bill.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

20 4	<p>On June 10th,an unauthorized \$59.67 was billed to my debit account by S W WEB*ECIGSMO. I bought a 5.00 e-cigarette from them 2 months earlier.In Apr/May I purchased (online) a trial e-cigarette for about 5.00. On June 10th, \$59.67 was deducted from my Huntington Bank 'asterick' account. I will have to get a new card. I have no idea what this is for. I have not ordered, nor received any additional merchandise. My online statement shows the payment was made to: S W WEB*ECIGSMO - whom I've never heard of. Can you help me get my money back? --- Additional Comments: I want the \$59.67 returned to my bank account.</p>
20 5	<p>Charged \$4.95 for delivery and later charged additional \$96 to credit card WITHOUT AUTHORIZATIONInitially ordered a mistless E-cigarette from a company stating only \$4.95 for shipping and handling with no mention of any other charges, only to find out that the company is attempting to charge an additonal \$96 to my credit card forcing me to cancel my credit card in order for additional charges NOT to go through. When calling this company I was put on hold for 10 minutes and then told to call back later and they hung up. This is obviously a SCAM, shame on me. --- Additional Comments: I want a refund of the \$4.95 charge plus any additional charges that may go through after this complaint. I will gladly return their product for the satisfaction of seeing this company stop this type of practice against any more innocent victims.</p>
20 6	<p>I have been unable to reach E-Cigarette at the phone number provided to indicate that I do not want their product any longer. No one ever answers.I purchased my Starter Kit of E-Cigarettes on June 7, 2012 for \$4.95 (order number b(6)). I attempted to contact the company 15 days later to tell them that I did not want further shipments of the product. When I called the number provided (1-877-766-5306) I was placed on hold and no one ever took my call. I waited 20 minutes. I tried to call again on 2 other occasions and had the same experience. The information provided indicates that I need to get a return authorization number to return the product (I have now been sent and charged full price, \$99.67, for a second set of E-Cigarettes). I have not opened the second package in any way. --- Additional Comments: Refund of my \$99.67 and end of any 'contract' I may have with E-Cigarettes. E-Cigarettes claims 'We retain a total guarantee of customer satisfaction on all our products. If you are unhappy for any reason, you may return the product for a refund.'</p>
20 7	<p>On 06/24/13 I answered an ad on line, to order a E-Cigarette offer for a starter kit for \$4.95, intended for my wife. We received the kit. My wife tried the E- cigarette but did not like it.When I received my bank statement in July, I found that this company had withdrawn the \$4.95 on 6/24/13 as expected, but on 07/08/13 they withdrew \$109.67 without my approval. When I called their number to return the kit, as instructed on their guarantee, they refused to give me the required number authorizing me to return the kit for a refund, and really didn't give me a reason for taking the additional \$109.67 from my account. --- Additional Comments: DesiredSettlementID: RefundReturn the \$109.67 to my checking account.</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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- 20 8 Product offered with a 14-Day Free Trial. It was 14 days from order and not receipt. They will not accept return. They did give me partial credit.E-Cigarette was offered with a 14 day free trial. Received item on July 1st and tried to get through to customer service on July 9th without success. On July 12th I got through after waiting over an hour on hold. Although the guarantee states that you can receive a full refund with return of product within 30 days, they would not give me an authorization # to return the item as they stated it was more than 14 days since I placed the order. My credit card was charged on July 9th for \$109.67. Vaporless Mist credited me on 7/16 for both \$40 and \$39.72. I offered to return the item so I can receive the balance, but they would not agree. --- Additional Comments: I would be happy to return the item to receive the balance of \$29.95 charged to my Capital One Mastercard. It is in new condition in the original packaging.
- 20 9 Committed to pay \$4.95 for Starter Kit, did not receive it, was charged 3 payments I didn't authorize after, was never notified of new charges.Originally ordered 'Free Starter Kit' for \$4.95 shipping & handling through another website with the ad for the 'no flame e cigarette' April 22nd 2013. Received confirmation of order email the same day. Was charged the \$4.95 on 04/24/2013. Never received the starter kit in the mail. It has happened before that packages come late so didn't think much of it.A few weeks later, received small padded envelope with 2 refill cartridge packages, so assumed it was part of the starter kit. Was too busy to call/investigate. The return address on the package is: 'E-CIGARETTE, 1521 ALTON BEACH RD #752, MIAMI BEACH, FL, 33139'Checked bank account today and saw latest ECIG payment I had not authorized for \$79.62 on 06/25/2013. Looked back at earlier bank history and saw another unauthorized charge for \$79.62 on 05/28/2013. Further back another unauthorized charge for \$99.67 on 05/08/2013.First attempt to call phone number on original confirmation of order on 4/22/2013 (1-877-766-5306) did not pick up. Called bank (TD Bank North) to request stopping payment and refund to that company. Was told by TD to file form to stop payments in person, and suggested to change debit card and checking account to prevent further charges. Called initial ECIG number again and had to wait 15 minutes before someone picked up. The woman on the phone asked for my zip code, without ever naming the company. I gave her my zip code, name, phone number, and email for her to pull up my account.I told her that I never authorized the payments other than the initial \$4.95, and that I wanted a refund, that I never received the starter kit, and that I did receive one package with 2 refill cartridge packages, which I would send back for the full refund. She told me she could not give me a full refund but that she could put my 'account' with the on hold for 20 days to give them a decision to cancel. She also told me that according to shipping (post office and UPS) that it was delivered. I told her it wasn't, that I had never gotten it. She told me she would give me the tracking number and I could go to the post office to get it, and that I could evaluate the product and decide after 20 days to continue the membership. I told her, I want to cancel the 'account' and that if I didn't receive a refund beyond the initial \$4.95 charge that I would file a police report, a complaint with the Federal Trade Commission (which I did just after speaking with her, report #b(6)), and any other legal and business agencies available, because I never authorized further payments.She said she could refund me \$40 and that I could continue membership at a discount. I told her that I did not want any membership, I would send back whatever I received from them, and that I demanded a full refund. She said that the terms and conditions of my order made the payments they took valid. I told her there were never any terms and conditions stated when I made the order. I told her that I would follow every legal and business avenue I could to get back the money they took, and hung up on her.I received a cancellation and refund of \$40 email from info@ecigcustomerservice.com with customer number b(6).I plan to complain further via consumer affairs and consumer report, and to file a consumer fraud report with the police, as well as to

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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initially file a form with my bank to prevent further charges from the company on my debit card account. I just want my hard-earned \$258.91 refunded back to me, and to add to what I now see are many complaints about this company to protect other consumers in the future. --- Additional Comments: The total amount taken from me was \$263.86. Minus the \$4.95 I agreed to pay, I want the full refund of \$258.91, which I never agreed to pay in the first place.

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Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

- 21 Merchandise was billed to my credit card but never ordered and not received until several weeks  
0 later. See below for details. I would like to file an official complaint about the business practices of one of your local businesses. The company operates under a variety of names including but probably not limited to: E-Cigarette, No Flame, Electronic Cigarette, and Vaporless Mist. There are 2 addresses that I have for the company: 6538 Collins Avenue #95, Miami Beach, FL 33141 and: 1521 Alton Road 752, Miami Beach, FL 33139. Here is what happened: In November I responded to an ad for a 'Free Trial' of their product (electronic cigarette) for \$ 4.95 charged to my credit card.. I received the product, used it once and didn't like it, so I put it in a drawer in its original packaging. In December, my credit card was charged twice from 'Vaporless Mist' in the amounts of: \$ 99.67 (on 12/4/12) and \$ 79.62 (on 12/22/12) for merchandise that I had not ordered nor had I even received at the time. When I received the credit card statement, I called the bank to file a dispute for these charges, since I did not order nor had I received any other merchandise from the company. About 2 weeks later, I received a second package from the company which I never opened and notified the bank. A few weeks later the bank notified me that my dispute had been denied because the company was saying that I had not 'canceled' my order in the proper time frame (of which there was no notification or agreement). After going back to the bank and having numerous conversations, not only between the company and myself, but between the company and the bank representative, the company insisted that they had refunded the money to the bank and gave me a Return Authorization for the products. The bank denies ever having received the refunded money. We finally decided to return the products in good faith, and the company received and signed for the unopened merchandise and the original 'Free Trial' package on 5/15/13. Now the company refuses to reimburse me or the bank for the original charges stating that my account has been canceled. When talking with the company, all we (my bank and myself) get is talking in circles, run around, and lies about how the refund was made when we filed the original dispute. At this point, the company has the merchandise and my money, refuses to do what they had originally indicated, and refuses to settle the dispute by saying that it must be settled by the bank. Needless to say, this process has been very frustrating, and I want to bring it to your attention. There is no telling how many other people may have been scammed in the same manner, and I'm hopeful that the City of Miami Beach, The Better Business Bureau, The Chamber of Commerce, and any other local organizations and authorities would be willing to look into this matter and possibly offer some assistance in getting this matter resolved. Thank you for your attention to this matter. Sincerely, b(6) Hendersonville, TN b(6) PS The bank and their representative for verification or other questions is: Fifth Third Bank Ms. b(6) Hendersonville, TN b(6) phone: b(6) --- Additional Comments: Since the merchandise was returned, I would like to be refunded, since the company has never refunded the original disputed amount to the bank or credit card as they have stated on several occasions.
- 21 Unauthorized charge to debit card and credit card based on false advertising. product is an e-cigarette  
1 system. E-mail I got from them says it is FREE and only shipping and handling is needed. I charged one on my debit card and one for another family member on my credit card. I have a bank charge pending which was not authorized. Nothing in the email I responded to indicates I would be charged 109.00 if I did not return the product in 14 days. I called to complain and was finally told my money would be refunded - also I should not ask my bank or credit card company to refund the charges. (The information from this company that came with the product does not address this, either.) I am filing a complaint with my bank for fraudulent charges. --- Additional Comments: I want to be sure neither charge is paid by me. Ideally, this company should be forced to stop their false advertising.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

21

2 Message regarding b(6) I first bought the product in hopes of not smoking. The package arrived and it was recommended that the batteries be charged a 24 hours so I charged the first battery and then the next. However the. The second battery was non-operating. So I called the company E-Cigarette Usa. They told me to mail the single battery back no problem. But the shipping was more than the battery. So I called and asked if I could get a return, pay the difference for two. They said just send it. It would only cost a dollar or so. I went to the post office and they told me since it is a lithium battery it must be den by ground. Leaving me one day on the warranty. It maid in time and they sent me a replacement battery which was also defective. Right about this time my atomizer started malfunctioning. So I called talked to Ali (Alicia) she told just send in the defective material ant they would replace it. A month for the battery and reception. Another month for the returned battery. So I sent in the two batteries (because the second one had worn out from not operating with the other battery. I was then told the material had to go threw testing (by Tiffany) They didn't call back, so I called. They then told me that they were sending out a new package. My claim was right. All the while disregarding my last name Ra number and information. I called within a standard business time. And was told that 'Ali' had sent out the package and someone had reminded her last week 7-15-19 to give me a tracking number. After that I was told it was unquestionably sent out. The worker told me she would send me a Email for tracking. I thought it was odd that the email didn't arrive after a minute or so. I then asked what was the hold up she bitterly remarked it could take up to ten minutes. This was also odd. So I asked if I didn't get the Email should I call back. She said. I was blowing up her phone, and they have a bad reception or system. So I said I would. Call back patiently in thirty minutes. She said that would be nice. So when I called back. I had to repeatedly. Still no answer... So I waited another day that being today the twenty-seventh. I then went on live chat where I was totally discouraged by the lady who turned out to be the manager Carmyn (or a name similar) she stated that it was past the Ra time. When several should have been recorded throughout the whole time applicable throughout the peril period. The chat was disconnected on her in during the time I called I was then told that she was the manager, and discarded by a hold on the phone and a hang up. I called once again to file a report.Product\_Or\_Service: E-CigarAccount\_Number: b(6) --- Additional Comments: DesiredSettlementID: RefundWarranty extended do to defective material refunds

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misleading advertising. has you pay 4.95 for a sample product of the e cigarette and then apparently in super fine print they charge you 100 dollars.i purchased an ecigarette for the small price of 4.95 and they sent it to me. then i started getting charges on my account of 100 dollars. When i called to complain they said it was something i agreed to by clicking on terms and agreement. I told them i did not like the product and wanted a refund and was told that since i did not respond within the 14 day warranty period i could not get a refund. Instead they would sign me up for another 30 days, send me a product that is not as strong and give me 40 dollars back. I told them no I want to cancel but they refused any refund. I told them I will talk to BBB and my bank now. After I hung up they called me back and stated that my membership will be cancelled and I will receive an email to that effect and hung up on me. --- Additional Comments: I want my 100 dollars back. thats it. Apparently there have been a lot of people complaining about this company. When I tried to look at the website it brought me to a large amount of sites complaining about the practices of this company. I received the website from some coupon site and it was very misleading.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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This company scams people into thinking they get a free trial version of electronic cigarettes and they only have to pay \$4.95 shipping. I was on the Amazon website, when there was a survey request about their customer service. As a reward I could choose one of 4 or 5 options. One of them was the e-cigarettes. The name the company goes by is Bright Safe Cigs, although when they sent me the 'starter pack' they go by E-Cigarette. I also have 2 different phone numbers for them. I had to give them my CC info because my card would be charged for 109 if I didn't cancel my trial period in 2 weeks or wished to continue with the cigarettes. I called them before my 2 weeks was over to cancel but they were very pushy and the woman on the phone INSIST I try the menthol instead. It took a very long time for the menthol flavor to arrive, so I was worried they would charge my card because almost 2 weeks had passed. I called them again, made sure I would get a new 2 week trial because my e-cigs were supposedly on the way. When they arrived, I did not like the menthol either, so I called back a few days before my 14 days was over to cancel, and they had already tried to charge my card! Luckily I didn't have any money in my account at the time. They told me I had to return the product to them. They cancelled my account, but I had to return the e-cigs and pay for the shipping myself. I told them that was not part of our deal. I would gladly return the product IF they provided me with a shipping box. They refused. They started to get nasty with me and told me I had to write down the RMA # they gave me and return the e-cigs, or my card would get charged and additional 27 dollars. I told them they were not authorized to do that. They e-mailed me twice in a few days. I requested to speak with a manager, who was, of course, not available. The manager also never returned my call. Then today I 'supposedly' did speak to a manager (none of these people seem to have names) and they kept pushing and pushing until I finally had to call my bank to cancel my credit card. Then today I noticed an authorized transaction on my account for a company I've never even heard of. These people are scam artists. I typed in their street name (not even the city) and a long list of complaints from people popped up all over the internet, from rip-off-report.com to scambook.com etc. All these people are out of a lot of money. The company seems to keep changing their name. --- Additional Comments: I am not seeking any settlement from this company. I only paid them 4.95 cents shipping and ended up having to cancel my card!

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We were not satisfied with this product. When we called to get a refund and send it back there were many issues. The product we purchased was a 'NO Flame' e-cigarette. When we received the product kit only half it came. We paid 4.95 for the shipping not knowing that they would later bill us \$110. We called the company to settle the matter and were rudely told that our 14 days were up and that since it was the 15th day they couldn't refund us, although it states on the website that 'When trying to determine the credibility of No Flame E-Cigarettes, or if you are somewhat uncertain about buying one, you need only look to the fact that this product comes with a 30-day no questions asked full refunding policy.' As we told them that they were throwing other offers in our face so to speak. We didn't want new offers or deals we don't want the product at all. We are VERY unhappy with this product and wish to no longer have it. I would not recommend this company to anyone. They seem very devious and manipulating to scam people out of their money. I'm very upset by this because we have two children to take care of and we needed this money for them. Its not a good feeling to know that your at the store getting diapers and formula for your kids and your cards declined because of a No flame e-cigarette. --- Additional Comments: We would like the full refund of this product. We don't use it.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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21 6	company stated they would only refund \$40.00 and offered another free product after charging my account \$109.67. Plus the shipping of \$4.95.from the pop-up on my computer I ordered the e-cigarette for only \$4.95 shipping on 7/12/13. On 8/12/13 my account was charged \$109.67 without my permission. I contacted the company they said they would only refund \$40.00 and also send me some other product that I don't want. the e-cigarette I receive is the nastiest thing I have ever tasted,I have taken 4-5 drags off the e-cigarette and can't bear anymore. No where did I see that I would be charged anymore then \$4.95 I want all my money refunded this company should be shut down I feel that I was defrauded and as I see now I'm not the only one. --- Additional Comments: full refund.
21 7	Company charges for shipping and handling, and a trial period in which they include the shipping time into the trial period. Leading to more products being shipped and charged for, before the account can be closed. There were no terms of agreements that state these practices and customers are charged before they realize the issue and contact the business. Customer have to close debit/credit cards to stop further charges due to the business practices. Ordered on 8/10 still have not been received on 8/18. Under the terms that I learned through reading other complaint blogs in reference to this company, I will have one day to get it returned on 8/19 if received as told by company representative on 8/18.Product_Or_Service: smokeless e-cigarette --- Additional Comments: DesiredSettlementID: RefundRefund of shipping charges and no further charges on my account. I will be closing my debit/check card on 8/19 to avoid further charges.
21 8	This company drafted money from by bank account without my knowledge or authorization.In early June I received a sample pack of this company's electronic cigarettes. Since I didn't order it, I thought my oldest daughter had done it because she had been nagging me about stopping smoking and did not know that I was already using another company's e-cigarettes. When I discovered it was not she, I put the things aside and thought no more of it. This past weekend, while checking my bank balance, I found a charge on my account that was made by this company. Checking as far back as June, I discovered they had drafted my account three times: June 26 for \$109.67; July 14 for \$69.62; and August 13 for \$69.62 for a total of \$248.91.I understand that when you make on-line purchases (which I do often) your information is floating around out there in cyberspace; but I have never been on their website until today, I never ordered a free trial and I definitely never ordered a continued monthly delivery. I sent them an e-mail today, demanding that they cancel whatever account they have my name on and also demanding that they return my money. I am retired, working part-time and struggle to make ends meet every month; I can't afford to lose nearly \$250.00 to some fraudulent company. I checked with the e-cigarette company that I have been using, thinking these other people might be a subsidiary company, but they are not. I don't know how they got my e-mail or bank information, but I DID NOT ORDER ANYTHING FROM THIS COMPANY. I tried to call the customer service line last night and got someone on the other end who could barely speak English. When I tried to explain the situation to her, she told me that what I was saying was impossible and she could offer me a discount on next month's delivery!I gave them a deadline and have received no reply, so I have filed a complaint with the Florida Attorney General's Office and now with you. Thank you for your time. --- Additional Comments: All I want is my money back. As I said above, I am retired and work part time to make bills and cannot afford losing this much money with some kind of scam.Thank you

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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21 9	<p>I ordered E cig on line april 13 2013 for the cost of \$4.99 NO where did it say that i had 14 days to cancel my order or i would be charged \$109.00 I ordered e cig on april 13 2013 for price of 4.99 no where did it say that i would be charged \$109.00 for the cigarette nor did it say i would be billed \$69.00 for the filters that are shipped once a month this is being taken off my direct express card from social security. I did not authorize these charges I was never informed of these chargers. E-Cigarette 1521 Alton RD #762 Miami Beach fl 33139 is the company i ordered from They decieved me I spoke with the company they agreed to refund \$69.00 dollars for the month of sep. I am to send the filters back when i recieve them. This I will do, i would like to have the other money they have taken from my card --- Additional Comments: i believe they held \$109.00 from my card in May or june At this time i was suffering from a broken c1 in my neck and two broken bones in my wrist i was not paying attention to my card balance i do not get a monthly statement as my card is issued thru social security. I also believe that they have held \$69,00 off my card in july i would like to have this refunded il did not authorize this Thank You</p>
22 0	<p>E cigarettel purchased a e cigarette from them and little did i know that they would charge my card \$110 and it didnt tell me they would on any of the pages i filled out. --- Additional Comments: I just want my all my money back.</p>
22 1	<p>The company advertised E-cigarette starter kit for \$4.95. SO I ordered it. There was no contract or agreement for further charges. A week later the company debit my checking account for \$109.97 for no reason. The company is a scam. You go to the website <a href="http://www.vaporfume.com">www.vaporfume.com</a> and they offer the E-cigarette for 4.95. Then they turn around a week later and take money out of people's checking account. I would like \$109.97 returned to me or put back in my account, and they need to be shut down. They are scamming people and stealing from them. Product_Or_Service: E-Cigarette Starter Kit - No-Flame-CigAccount_Number: b(6) --- Additional Comments: DesiredSettlementID: RefundHave the \$109.97 plus the \$34.00 insufficient service fee I received from my bank sent to me or returned back in to my checking account.</p>
22 2	<p>The product box reads 'Your purchase entitles you to a lifetime replacement warranty.' The charger does not work, and they refused to replace it. I purchased the Fifty-One 'The Trio' Electronic Cigarette Starter Kit for \$59.95 about five years ago. I used the product three times before I stored it because I started smoking again. I decided I'm ready to quit again, and I went to use the product and the electronic cigarette is not responding to the charger. I'm not sure if it's the charger or the e-cigarette that's not working, but I called the number on the box to have it replaced. I was told by a representative named Raymond that because I placed my order about five years ago, they deleted my account and without an account, they will not honor the warranty. I explained that the warranty as written on the product box, does not say that you would delete my account and I was not told that I needed that information to receive a replacement, and thereby I would not be able to take advantage of the warranty. They refused. I asked for a supervisor and got KC #11950, and she gave me the same response. I asked for corporate information and KC stated they could not even tell me the name of the company unless I had an account. I had to act as if I wanted to place an order to get the name and address of the company. I'm not even wanting a refund --I just want them to replace the faulty part so that I can use the product, but they refused to honor my request. --- Additional Comments: I would like to have the charger or electronic cigarette replaced, based on whichever is not functioning. If they no longer carry the Fifty-One Trio that I originally ordered, I am willing to accept the current product being sold (E-Cig) as a replacement.</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

22 3	Completed online survey for a gift of this e-cigarette for the price of shipping \$4. They billed my card \$109+ monthly charges of \$69 w/o permission. The survey appeared to be offered on a reputable site (Linked in) so I trusted that the gift was legit. Turns out it was a hack that drove fraudulent business to this product. The promise was to receive the starter kit (\$109 value) for the cost of shipping \$4.99. I tried it and provided my card. They billed my card the \$109 and then started sending cartridges I did not order and taking another \$69 per month. As soon as I received the box of cartridges I knew something was up because I did not order them. When I went online I discovered that there are hundreds of people that have fallen victim to this scam. They say the terms are buried somewhere on their website, that is poor business practice at best, but the terms contest were that the product kit was free, so the terms for purchased product would not have applied anyway. Someone needs to stop these guys! The product tastes horrible compared to reputable companies that sell much better cartridges for half the price that do not taste like rotten ***. --- Additional Comments: Optimally I would like the company to sell product and stop tricking people into terms they do not agree to outright. At minimum I expect a refund in full for this horrible product and horrible business practice.
22 4	E-cig companies scamming people out of money. Then wont issue refunds! Dear Sirs, I am writing to address an issue these new e-cigarette companies, trying to get people addicted to their product. Also health concerns about the construction of product and long term effects. As well as their method of stealing money from people. I got an email that said, try e-cig only \$4.95. They charged my debit card \$4.95. BUT, I looked at my bank statement a couple weeks later and they charged me over a \$100 more dollars, and enrolled me into program to receive more of their product to charge my account more money on a monthly basis. None of this was described in email I received. Only gave me a 14 day trial period. I would have never even ordered it to begin with, if I knew they were going to pull that stunt. I could have bought a similar ecig kit at a gas station for \$25.00. I called and tried to get a confirmation # to return it for a refund, but they wouldn't give me one. Wanted me to try it for longer. I just want to return the item and have my money refunded. Sincerely, b(6) Date: 6/26/2013 Order Number: b(6) Order Details: Electronic Cigarette Starter Kit Debit Card 6-28-2013 \$4.95 7-12-2013 \$109.67 --- Additional Comments: I just want to return the items and have my money refunded.
22 5	they charged my account \$105 for the e cigarette when they said it was free with 4.95 shipping and then charged me for it. E-cigarette, no flame #J150205, early this month I ordered it, I used my Visa debit card, package ID: Smith, they sent to me on 10/11/13 --- Additional Comments: I want \$110.00 the total account of the E-cigarette returned to me

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

22 6	<p>I ordered a 'trial offer' for \$4.95 for an e-cigarette starter kit. Since then I have been charged 3 times for over \$100, unauthorized by me. I was shopping on a trusted online website and after this popup offer for an e-cigarette trial kit came up. I thought it was associated with the site I was on (Amazon), so I trusted it. I ordered the trial kit to be sent to my mom (to help her quit smoking). She didn't like it and I didn't think anything else of it; she didn't mention it either. Then I found out I was being charged over \$100 a month for cartridges. I never agreed to such a thing and there was NOTHING that indicated this would happen when I ordered. I am very careful about such things. This happened over the summer and I have been billed on 11/12 10/15 &amp; 9/25 of 2013. I live separately from my mother. My credit card account that I used for this I use mostly for my costs due to grad school (it is loan money) and I did not notice these charges accruing. Like I said, there was nothing that indicated this recurring charge and I would never ever have agreed to it. I wanted my mother to try them out; and she doesn't like them. --- Additional Comments: I want a total refund. \$248.91</p>
22 7	<p>Ordered ecig. pd. shipping charges. they then charged me over 200.00 and I do not want this or need this product. Ordered E-cigarette, 1521 Alton Rd., Miami Beach, FL33139. Paid nominal shipping charges. I have since been charged over 200.00 for their shipments. I have not/am never going to use this product. I called and they told me that they would give me a 40.00 credit and take me off of their future shipments. I am not at all satisfied with this at all. I have the entire package that I received and want to return for a full refund. I spoke to Joy at their #877-538-7565 today. She offered me 40. credit and removal from their customer list. I want my monies back and will be happy to return items to them for full refund. Thanks b(6) --- Additional Comments: I am requesting a full refund, over 200.00. I will happily return their product in the original packaging with the extra filters that they sent me as well. The items have NOT been used. J Hendley</p>
22 8	<p>On 11/27/13 I was on the Amazon.com website. A pop-up came up asking me to take a survey. The survey questions involved Amazon, so I went ahead and took the survey. I was offered a 'free' gift for taking the survey. One of the options was an E-cigarette for 'only' \$4.95 shipping and handling. I paid the \$4.95 using my debit card. I received the E-cigarette on 12/6/13. Included were terms and conditions of 'membership' which told me my card would be debited \$109.67 on the 15th day after making the order and then \$69.62 on day 33 and \$69.62 every month afterward. The terms and conditions also stated that if I did not want to join, I could call and get a Return Merchandise Authorization number and return the e-cig kit. I called to get the RMA number and was harangued with offers of discounts, etc., but I was given no number. I had to call my bank and stop payment to this business, and also to blucigs.com which is the company they are trying to bill under. After doing so, I again called the Miami, Florida number. I told them I had stopped payment and that all I wanted was the RMA number to return the complete kit. Again, I was offered discounts to keep the kit. I refused, and, after being hung up on once, I FINALLY got an RMA number. I am going to return the kit, which I had not opened at all, but I have to pay the return postage. Product_Or_Service: No Flame E-cigarette Order_Number: b(6) --- Additional Comments: DesiredSettlementID: No settlement requested - for I would love to just see these people put out of business. I also plan to contact Amazon and let them know how their name is being used.</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

22 9	<p>On March 29,2013 I ordered a e-cigarette trial at a shipping cost of \$4.95, since then I have been being charged on my credit card thru First Niagara.I have been being charged \$109.67 and then after 69.62 monthly. I never authorized these deductions from my account or received any product since receiving first shipment(2 pkgs. of cartonizers)first week of April 2013. I then called to cancel any further shipments. I have once again contacted the company in December 15,2013 when I noticed they are charging me \$69.62 monthly. All I get is a babbling woman named Joy telling me I never called to cancel in April, and that a shipment has been shipped to my home every month, which I obviously never receive, and kept trying to get me to not cancel my account, even offering to put my account on hold for a month. I once again told her no I don't want their product. I have contacted First Niagara Bank to file a complaint against this company and request that they do not give this company any more money and lockup my account. --- Additional Comments: To return my deducted fees since April 2013 that weren't authorized and cancel my account, and their deducting of \$69.62 monthly from my bank account.</p>
23 0	<p>Unauthorized ongoing charges for product.I purchased a trial kit from No Flame E cigarette for \$4.95 from a website advertisement. From the information in the advertisement, I did not see any commitment on my part that I would continue to receive further merchandise shipments from the company and be billed on my credit card. The indication was that this was a one time trial offer. --- Additional Comments: I want the company to stop sending any further product and refund product charges on my credit card that I did not request nor want.</p>
23 1	<p>I ORDERED A 'SAMPLE' E-CIGARETTE FOR \$4.95. THEY THEN CHARGED ME, ON 11/30 \$109.67 AND ON DECEMBER 19TH, THEY ISSUED A CHARGE OF \$69.62. I DISPUTED BOTH CHARGES AND CALLED THE COMPANY. THEY SAID THIS WAS A 'TRIAL' AND THAT I AGREED TO FUTURE CHARGES ONLINE WHEN I ACCEPTED THE SAMPLE. WHEN I DENIED THIS AND ASKED FOR PROOF THEY REFUSED TO PROVIDE ME WITH ANY PROOF OF THIS ACCEPTANCE OF ASTRONOMICAL CHARGES. I AM NOW RETURNING UNOPENED PACKAGE AND DEMANDING A FULL REFUND, BUT AGAIN THEY ARE BLOCKING ME ON THE PHONE WHEN I AM DISPUTING THIS. THEY ACTUALLY HUNG UP ON ME.Product_Or_Service: E-CIGARETTE STARTER KIT --- Additional Comments: DesiredSettlementID: RefundFULL REFUND OF ALL CHARGES AND I WANT THIS COMPANY TO BE CITED FOR FALSE ADVERTISING.</p>
23 2	<p>I ordered some items from this site/company values \$CAD 29.31, order #b(6), on June 15 2012 and paid via my CIBC credit card. The owner sent me a confirmation email that he received my payment with Reference Number: b(6), order #b(6) on June 16-2012. More than a month and I still not receive my order, I sent him many emails asking him to let me know if he sends out my order, no response from him at all. I assume he took my money and never send out anything. Your help would be much appreciated. Thank you. b(6) Product_Or_Service: E-cigarette suppliesOrder_Number: b(6) --- Additional Comments: DesiredSettlementID: RefundI am asking for refund from ecigmods.com company and/or person who runs that business.</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

23  
3

I visited e-cigarette-sellers.com on Thursday, August 18th to purchase replacement cartridges for my e-cigarette. After choosing the cartridges (menthol flavor GOLD cartridge) and the quantity (4 packs of 5), the total came to \$20.68 I proceeded to fill out my credit card information. After I filled everything out and clicked on the final button, the website told me that there was an error and my purchase could not be processed. The error was that my billing address as I had filled it out supposedly did not match the billing address of my credit card. I tried moving things around and capitalizing letter, clicking the final button each time, totalling 10 times. I was informed by the website each time that my transaction could not be processed. I was never given a confirmation number, or any form of acknowledgement that my order had gone through. I called my credit card company (Capital One) to make sure they had my correct address on file, and was told that each of the 10 transactions had gone through and are now pending on my card. They informed me that they are not capable of removing the charges without consent from the merchant, and that I should call the company and work it out with them. I called the E-cigarette-sellers.com at the only phone number they provide on their website many many times and never got anyone to answer the phone. I left 3 voicemails and also left a message on their 'Contact Us' page, and have gotten nothing in return. In desperation, I looked up the phone number for 'Smoking Everywhere, Inc.' in hopes that they might get me through to e-cigarette-sellers.com, because on the e-cigarette-sellers.com 'About Us' page, they state that they are an official distributor for Smoking Everywhere, Inc. When I called the number on the Smoking Everywhere website, I was told that Smoking Everywhere Inc no longer exists as a company, but that it was bought out a year ago. I --- Additional Comments: I wish to return the goods that I did not intend to purchase and get a full refund on my credit card.'

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

23  
4

I purchased the Encore Vapor Deluxe Starter Kit on Saturday January 28, 2012 along with a pack of five cartridges from a local tobacco store. After returning home and attempting to charge the batteries in the e cigarette, the wall charger packed with the kit was defective. I then used the USB charger to charge the e cigarettes which functioned properly, only to find out that only one of the battery packs was functional. I then opened the pack of refills I had purchased since the ones that were packed in with the Kit were too high in nicotine content for me to use. After attempting to use all the refill caps, only 2 of the 5 actually functioned properly and tasted quite unpleasant and was very harsh on the back of my throat. I returned to the tobacco store to inquire about a refund for the product I purchased only hours before, and was told quite rudely that I had to take the matter up with the manufacturer. I then returned home and sent an email to Encore Vapor Inc about the defective products I had purchased. I tried to use their product once more on Sunday January 29, 2012, and still was not at all satisfied with the product. The harsh feeling on the back of my throat, as well as the awful bitter taste of the cartidges was enough for me to know this product was not going to work for me, and I would not be using it again. I then recieved an email response from Encore Vapor Inc at 10:02am today, Monday January 30, 2012 stating that I should contact the company by phone and refer my case number b(6) to a customer service rep. I then called the company direct and explained my issues with their products and asked to receive a refund for my purchase since I was not at all satisfied with their product. I was then told I could send the items to them for testing and they would send me working items if they were found to be defective. I explained I didnt want new items I simply wanted a refund for their product since I'm not going to be using it again. I was refused a refund.Product\_Or\_Service: Encore Vapor Deluxe Starter Kit/5 Pack Cartridges --- Additional Comments: DesiredSettlementID: RefundI would like a refund for the Encore Vapor Starter Kit-\$79.99. As well as the defective 5 pack of cartidges-\$19.99.'

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I purchased the Victory E-Cigarette offer on 1/18/2012. I have not received the product and attempts to contact both companies have been ignored. I keep getting an email stating they are trying to fill orders but they have had my money for months and I have no product. Now they don't respond to complaints. Seems like this was a scam. --- Additional Comments: I want a complete refund or the product. I have been patient long enough and if this company can not fill the orders they never should have taken the money.',

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

23  
6

I purchased an electronic cigarette kit from a kiosk at the mall near my home (Lincolnwood, IL). I had first heard about this product from an acquaintance who let me try his e-cigarette. I was very impressed because it felt and tasted like a real cigarette; I got a buzz and a lot of smoke came out of my mouth. After I purchased this e-cigarette, I noticed immediately that it was not the same experience that I had with the acquaintance's e-cigarette. I went back to the kiosk about a week later to either get a refund or exchange because the product was defective. The salesman ended up talking me into buying two new atomizers at a cost of \$10; he said I wasn't using it right. Well I took his advice, and I even called the customer service number and spoke to someone who explained over the phone the correct way of using it as well as viewing users on Youtube who were showing how to use this product. I did everything I was supposed to do and it is still defective! I am out \$175 and I cant' dispute the charges with my credit card company because I purchased it with my debit card. When I try this product, not only do I not get a buzz or smoke when I exhale, but there is a horrible metal after-taste. When I tried switching cartridges, the e-cigarette just broke because there is a red wire sticking out of the top. A week ago I sent an email to the feedback address and have not received a response. Today I tried to call the customer service number but the phone just rings and rings. Their website states that their product comes with a two-year warranty, but does not give you any information as to HOW you return the defective product for a new one. --- Additional Comments: DesiredSettlementID: Other (requires explanation) Since they do not give a refund on used items I would like a replacement of the two e-cigarettes that came with the kit and four atomizers (the kit came with two and I was forced to purchase two more for \$11 when the salesperson refused to exchange it). I also used up eight cartridges in the hopes that that would help make the product work better but of course it didn't.

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I have been usinggroupon for awhile, I saw the deal on victory e cigarettes ongroupon and since my mother needed a new one I decided to buy it for her. I purchased thegroupon on January 11th 2013 and on January 14th 2013 I used the voucher, the victory e cigarette site charged me an extra 0.01 (they said it was to verify age) after a week I realized that I never got a shipping update so I emailed the company and they didn't reply until I sent them a second email and they just gave me a customer service number. It has been about 3 weeks with no product and no emails or calls. They took my money and left me with nothing. I would have never used this terrible site if it weren't forgroupon. I emailed customer support atgroupon since I wasn't getting any help from the victory e cigarette company andgroupon just replied saying that they wouldn't refund my money because I had to ask for a refund within 7 days of the purchase. I don't understand this because most things fromgroupon take longer than 7 days to arrive so how can someone can a refund when they haven't even waited for the product to arrive. Groupon has on their site that they have a 'groupon promise' saying that they back companies that they trust. If they backed this company and they trusted this company and this company that they trusted scammed me out of money thengroupon is obligated to pay me back because at this time they have just taken my money and gave me nothing and all their customer service would say is that I won't get my money back and that they hope I keep using their site. I am extremely upset I am out money and the company expected me to report it before I knew that this site they backed was a scam. --- Additional Comments: I am seeking a full refund for the amount of 25.00 and a cancellation of my order.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

23 8	I have cancelled my subscription to their e-cigarette delivery three separate times, but each time they continue to charge my credit card. This led me to cancel that card and open a new one. They tried to charge that card again today. I feel this is either poor training of customer service reps or dishonest dealings. --- Additional Comments: I want my account with them closed permanently.
23 9	My complaint is against Finiti e-cigarettes. I was sold an e-cigarette that had a battery that died within two days of purchase. I am not a heavy enough smoker that it should last such a short length of time. Walgreens, the exclusive seller, doesn't take any kind of refunds or exchange on cigarettes, so I called to see what they would do, and they wanted me to mail it to them (which would cost nearly as much as a new one) to get a replacement. When I asked if there was anything else they could do to help me, they said no. So here I am. --- Additional Comments: At this point I either want an exchange without having to spend my own money on shipping or a refund of my \$8.
24 0	On 1-7-13 i was sent an e-mail from Optimacigs offering me an E-cigarette for \$4.95. I purchased the starter kit for \$4.95 with my mastercard and I was billed on my Feb. statement. On 1-20-13 I was billed \$116.93 for my starter kit (after already being billed \$4.95 for it). I immediately called them up and said I didn't agree to be billed \$116.93, so optimacigs issued me a RMA # to return the merchandise. The merchandise was returned by UPS and signed for by one of their employees by the name of NEELY. Within a week of sending merchandise back they sent me a box of filters worth \$86.94. So I called them up and explained again that I returned to e cig and I wouldn't be needing these filters that I did not ordered. Again they gave me another RMA # to return the merchandise, which I did by UPS. I have tracking #'s and again signed for by NEELY. On 2-18-13 I was billed on my mastercard \$86.94. Again I contacted them and explained everything has been returned, to credit my credit card. They have credit my card only for the \$86.94, but not the \$116.93. The reason is they say I didn't cancell within 14 days. But I was charged on my credit card in 13 days. This is a SCAM, I would never had done this if I would have known they could just charge me for things I did not want and they knew this. I think they should give me back my \$116.93 because they agreed to take the merchandise back by giving me the RMA #'s. Also, they knew I was sending back the e cigarette yet they still sent me more filters. This is so WRONG.. I just wonder how many other people they have done this to. Now they have the starter kit, and my money. Please help...this is a SCAM --- Additional Comments: I just want my money back. I've paid the original \$4.95 and now I am losing \$116.93. I am willing to pay a small restocking fee.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

- 24 1 On October 4, 2013, I received a call from e-cigarette online to advice me that an order of e-cigarettes would be delivered to me. I immediately explained that I did not order, nor did I want a delivery of such product. The customer service rep completely ignored my request and said I would need to send the product back and deal with any refunds later. On Oct. 7, this e-cigarette package shows up in my mail. I didn't open the package and immediately repackaged it to be send back. The next day, it took me over an hour to talk my way through customer service and get a so-called RMA # that would allow me to even send back this product. I took pictures of my return and documented all. I was then assured that after sending the product back, that I would get a refund. I paid (and I have the receipt) \$4.50 postage to have the package send back with RMA # and delivery confirmation. Today, I finally checked my statements to see if a refund was given. It had not. So I again called the company and again it took me personal time to taqlk to customer service. The first young girl that I talked to (Mary, 459786) was rude, unwilling to listen, and would keep talking and not let me speak. She kept asking me questions about my address, phone number and kept telling me that I had placed an order with them, when in fact, I have not! I would never order e-cigarettes, and I live alone, so no one in my house has access to place orders in my name. Since Mary didn't do anything to help me, I called back and talked to another customer rep. This rep at least listened to my story but even after sympathizing with me, he told me he could not help me. After asking for the supervisor, Victoria, numerous times, I was told that she wouldn't talk to me as she couldn't help either. I was then told that the \$9.99 was shipping and handling and that it would not be refunded. I want to make it clear that I never orderd their product, nor did I ask to have anything to do with this company. How can a company just barge into my life, charge ME for sending me something I don't want or asked for, and then have ME jump thorough hoops to get my money back? How can a company just do that? They called prior to delivery to inform me of their shipment and I told them I didn't want the product then - why did they send it anyway? That to me is a scam! And I ended up having to pay for shipping their product back, too. So this whole ordeal cost me \$14.49, plus hours of my time for something I did not order, nor ask for and which this company can just push on me? Unacceptable! --- Additional Comments: I like to be refunded for the \$9.99 that they were able to just charge to my card, and I like to get \$4.50 refunded for the shipping I had to pay to send this package back. Before they send this package, they called and I already told them there and then I did not order or want their product - and they send it anyway! They should pay for it then! Not me! I will not tolerate such unethical and rude business!
- 24 2 They said their e-cigarette was free if I would pay shipping, so I had one shipped to my daughter. She had already purchased one. E-cig said they were going to send her refills every 10 days and charge my credit card. she does not want them, but they won't let either of us cancel them. When we call they have us hold for a long time and then hang up and won't answer our e-mails. Order\_Number: b(6) e-cigs --- Additional Comments: DesiredSettlementID: Other (requires explanation)Just cancel the refills and let my daughter know how to return the e-cigarette.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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I bought the Smoking Everywhere Gold One Kit at the Mall of Louisiana in Baton Rouge on January 1, 2011. The sales representative, Kidim, stated that my e-cigarette would need to be charged for at least two hours before I was to use it and that the products filter was the same as the strength of my Marlboro cigarette. I paid \$130.00 with my Mastercard. Once home, I put my e-cigarette on the charger and waited at least 3.5 hours until I used it. When trying to use it, the product would not work properly. I tried to put on a different filter and see if that was the problem and that was not it. I took the product back to the kiosk at the mall and tried talking to the sales representative. He said that there was nothing he could do and after putting my e-cigarette in his mouth said that he didn't see anything wrong with it. Clearly, it still wasn't working properly as there wasn't a lot of smoke coming out. While there another customer was discussing with Kidim that her e-cigarette is not working either and he kept putting her's in his mouth and expected her to use it afterward. We were made to feel that it was our fault the product was defective and that we were not going to get our money back. He ended up walking away from the kiosk and not returning while we were in the mall. I was left with a \$130.00 piece of broken merchandise. I came home and begin investigating and seen that my receipts have different information on them. One says "Smoking Everywhere" while another says "Smoking Somewhere". The Smoking Somewhere website is not a valid website any longer. He gave me a post card size advertisement after I had purchased the product that stated that their kits are \$79.99, while I paid \$130.00. Then going to SmokingEverywhere.com, I see that the kit is \$29.95. The filters that are advertised for \$10.00 are available online for \$1.00 through the website. A friend of mine went to the mall the next day January 2, 2011 (not knowing that my product was defective) and bought the same kit for \$120.00. His product does not work either. --- Additional Comments: I would like to get my \$130.00 back.

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4

My husband purchased items at Vapers Haven on approximately 8/14/13 and purchased several items. The items we bought that we had issues with totaled \$81.97. The items we bought were a Vaperator Starter Kit and a vaperator battery and atomizer. The first week we bought them, one of the batteries stopped working. I was allowed to exchange it for a new one, but when I expressed my concern about it not working and that I followed the instructions that came with it, I was informed that the instructions that came with that kit do NOT GO TO THAT KIT AND NOT TO FOLLOW THEM. That made no sense to me whatsoever. The following week, all the other pieces stopped working. When my husband went to the store on 8/29/13 to complain, we were told that we misused all the pieces and over filled them so they leaked into the battery. My husband explained these didn't come with PROPER INSTRUCTIONS (they go to a completely different e cigarette)so how are we to know how much to fill it. The only thing he was offered was a new battery which is valued at 14.99, but I no longer want these products anymore or the issues with them so the battery is of no use to me. I was told there return policy is one week which tells me they don't stand behind there product. I have alot of friends switching to e cigarettes and I have told them to stay for away from this store. I would understand if I was given proper usage instructions and didn't follow them, that would be my fault, but to give me instructions that if I follow them everything BREAKS is not fair to the consumer. And when we went in we were basically blamed for it being our fault.Product\_Or\_Service: Vaperator starter kit,& additional pieces --- Additional Comments: DesiredSettlementID: Refund\$81.97 which is the amount I spend on these products not including tax. I spent more at the store (around \$150) on oils and cases as well but used the products and didn't have an issue with those.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

24 5	Paid 65\$ for e-cigarette cartridge refills that do not work properly. Asked for my money back and they refuse to refund or replace the defective product. --- Additional Comments: A refund of 65\$ or a replacement of cartomizers that actually work correctly.
24 6	I ordered the E-Cigarette starter kit and they signed me up for a membership. They told me I had to wait 15 days to cancel the membership or be charged the full price for the package. I waited until 09/30/2012 and cancelled. They promised a confirmation email which was never sent. I checked my bank account this morning and they had charged me \$99.00. I called them again and they swore it was a mistake and would fix it. They promised another email that I have not received yet. Customer #b(6) --- Additional Comments: I want an immediate refund and these scam artists put out of business!
24 7	On October 18 I ordered a 15 day trial of ecigs electronic cigarettes. I recieved them on the 25 of Oct. This is the first email I got from them. ItemsOrder DateSubtotalDiscountTotal1x E-Cigarette Starter Kit - Tobacco Flavor10/18/20129.9909.99This confirms my trial order.The terms were not available when I made the purchase. According to my thinking my trial started when I got their product on the 25th, which would have put my expiration date on Nov. 9th.But not according to them! My trial started on the 18th when I made the order. This is not rght! How can your trial start before you get the product?! I got another email from the saying my order has been processed. I didn't make another order.Order Details Description This charge will appear as Confirmation number Customer ID: b(6)-Cigarette Quick Start Guide Download Now! (3 MB)Product Description E-Cigarette Starter Kit - Tobacco Flavor I got this one on the 25th of Oct. Shipped within 2 business days. E-Cigarette Refill - High Strength Tobacco Flavour This one I got on the 8th or9th of Nov.Shipped within 2 business days. Shipping Information Details First name b(6) Last name b(6) Address line one b(6). Address line two City Cochran State GA Zip code b(6) Phone number b(6) Email address b(6) I called the company at 1-866-830-2464 to cancel anything else they would send before they sent it, this was on Nov. 7th, only to find out my 15 day trial started on the day of my order, not on the day I got the product! My cancel date according to them was on Nov. 2nd. So they went ahead and charged my card with \$93.99 and shipped the refills. I told them No, I wanted to cancel everything else. They told me no, that they would lengthen my trial to Feb. 28, and would refund my credit card \$49.99 which is 1/2 of \$93.99 and I would have a perminent charge to my card for \$43.99. They wouldn't cancel nothing.Please help me cancel this! Thanks b(6) --- Additional Comments: I want them to cancel any remaining trial offer and never charge my card for another thing! I want to be rid of them. That's all.Thank you.b(6)',

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

- 24  
8 On 10/04/2012 my wife order me this product on a 15 day trial On 10/19/2012 I call to cnacel my membership which is on day 15 of the trial period. But today they already charged my bank account which this is not at the end of day to be able to cancel my trial. Now this company will not give me my full refund. Their membership doesn't agree with what their trial membership states.They say that it states that on the 15 day they will ship you refills.Shipment Information You will be notified with a shipping confirmation email. Orders are shipped through USPS and a tracking number will be provided in your shipping confirmation email.Items Order Date Subtotal Discount Total 1x E-Cigarette Starter Kit - Tobacco Flavor 10/4/2012 9.99 0 9.99 Billing and Membership Details Your charge will appear on your statement as FastEcigs.com.If you made a trial starter kit purchase, you have been enrolled in our refill membership program. In 15 days, we'll send you 10 replacement filters and charge your Visa on file. Each 30 days thereafter you will be billed and automatically sent 10 replacement filters (equivalent to 20 packs of traditional cigarettes). If you cancel your memebership before the end of the 15-day trial period, you will be charged for the starter kit's full value.E-Cigarette starter kits include the following:- 1 E-Cigarette battery- 1 wall charger- 1 USB-port battery charger- 7 replacement filters (equivalent to 14 packs of tobacco cigarettes)- 1 E-Cigs Brand carrying case Billing Address:b(6) Ernul, NC b(6) Card On File:b(6) --- Additional Comments: I would like a full refund of \$99.99 instead of just the \$80.00 they have promise me.',
- 24  
9 I was online shopping before Christmas and an advertisement popped up on my screen. It had a few different deals on merchandise, including a great deal on an e-cigarette for 9.99. I clicked on the picture on the e-cig and proceeded to check out. I even opted to buy an additional charger for 9.99. Nowhere on that screen or any other screen did it mention any kind of subscription. I received the product and gave it away as a Christmas gift. A couple of weeks later my account was charged 99.99. A subscription fee I was told when I called Customer Service. Jordan was rude and spoke to me like I was stupid. Apparently they sent me an e-mail after I made my purchase that explained that by purchasing the e-cig I would be enrolled in a subscription program. Again I reiterate, after I made the purchase. They refused to return my money. They then agreed that if I would return the merchandise they would refund the 99.99, part before and part after they received it. But would not return to money I paid for the merchandise, just the amount of the subscription. --- Additional Comments: I would like to be refunded the full amount of the subscription that I did not agree to. Or, if I have to return the merchandise then I want full refund on it also.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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OVERVIEW: The company failed to properly disclose the full terms of its contract and is trying to enforce terms which I did not agree to. FACTS: (1) I recently visited the website: <http://freeecigarettestarterkits.com/>. The website urged: 'GET STARTED WITH OUR FREE E CIGARETTE STARTER KIT.' (2) I found the order page with the offer terms: 'Exclusive Offer Terms: By placing an order you will be enrolled in our refill membership program. This program will ship 10 refills (equivalent to 20 packs of traditional cigarettes) for \$99.99 + s/h on the 15th day and \$79.99 + s/h every 30 days thereafter. You can cancel or modify your membership anytime by calling 1-866-830-2464.' A link on the site provided other terms but I never read them, agreed to them or in any way acknowledged that I had. (I didn't click any box) (3) I placed an order for the free starter kit and the website did not prompt me to agree to any further terms of service. (4) An email from the company attempted to add: 'If you cancel your membership before the end of the 15-day trial period, you will be charged for the starter kit's full value.' (5) I called the number provided to discuss what would happen if I canceled. The first representative told me that I could not cancel and offered to suspend my membership for two months. I asked to speak with a supervisor. (6) After being disconnected and calling back, I reached a supervisor and explained that I had not agreed to be charged for the starter kit if I canceled. (7) The supervisor informed me that she canceled my order and that I would be charged \$39.95 if I did not return the starter kit within 15 days. GRIEVANCES: (1) False Advertisement: The company represented that I would receive a free starter kit. In fact the name of the first website I visited was <http://freeecigarettestarterkits.com/>. If I have to pay for it, then it is not free. (2) Contract Terms: I never agreed to pay for the starter kit if I canceled. The company is trying to impose that term on me. --- Additional Comments: (1) TRUTHFUL ADVERTISING: If the company is offering a free trial, that's one thing, but it should not offer 'free starter kits' if consumers have to pay for them if they cancel membership. The terms of the contracts should be made plain and conspicuous. (2) BETTER CUSTOMER SERVICE: Representatives should not refuse to cancel orders. (3) ORIGINAL TERMS OF CONTRACT: I do not want to have to pay for the kit. I was told that I would get it free and that I could cancel my membership anytime.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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1

On 2/15/2013 at approx 12 noon I, b(6), ordered the trail kit from e-cig. Y confirmation number for the order is b(6).I also agreed to an order for a magazine subscription at the time I accepted the offer. I reviewed the web site <http://www.ecigsbrand.com/webstore/e-cigarette-customer-service.aspx>after placing and saw a statement which I am not in favor of and had not been disclosed to me during the phone transaction:15 Day Trial Offer: Unless you call to cancel, in 15 days and every 30 days thereafter, you will be sent 10 refill packs (equivalent to 20 packs of tobacco cigarettes) for only \$79.99 plus S&H. To modify your order at anytime call 1-866-830-2464. Limit one per customer.The statement'...in 15 days and every 30 days thereafter,' is what made me change mymind and cancel the order.I did receive an email confirmation of cancellation of the order.I asked if the order for the magazines was also cancelled and the representative I spoke with stated I had to contact that company to cancel the order. I called the number I was given:1-866-933-3143 and was lead by a messaging service which stated based on the information it requested, my phone number it had no history of a order being placed.I called e cigarettes and spoke with a representative' Yoral who transferred me to a supervisor Gabaril and we had a very unhappy conversation and the call was dismissed by the e-cig supervisor.I do not want the information I gave to them:My bank account numberwrongfully used. I want the service from the second party cancelled and a confirmation of cancellation submitted to me asap.Is it possible for your to assist or direct me to someone or an aency who can assist me with this ASAP.I can be reached at:Phone:b(6) email: b(6) or eamil: b(6) appreciate your assistance, and look forward to coresponding with you very soon. --- Additional Comments: I would like confirmation of cancellation of the order e-cigs place for me with the magazine company, andI would also appreciate written confirmation of the cancellation for all billing from e-cig terminated by myself less than an hour after the order was placed.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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2

I ordered in April E-Cigs starter kit plus 2 tobacco flavor refills,& 2 menthol flavor refills paying by credit card. I received these on 4-11-13. I was charged \$64.93 to my C/C. On 4-20-13 I was sent an extra E-cigarette battery. I did not know I have would be getting an automatic every 30 days after the trial peroid of 15 days tne refills to be paid by my C/C. I called on 5-1-13 to order more menthol refills and had ask to cancel the automatic order but would call when I needed refills or anything. I was told by Gerauld or Gerald I would be charged for the starter kit \$49.95. Then he changed the price down to \$24.95. I ask to speak to his supervisor who rudely kept telling me I would have to call back to cancel on May 26'13. I ask why can't I cancel today, ask her again when no explanation. This person hung up on me. I called back to cancel my membership, account or whatever they have it listed as this time speaking to April who still wouldn't help but said she would charge me \$49.95. I kept saying no I will send everything back if you give me RMA # (they will not accept without this # per invoice) She would not give me RMA # but wanted my C/C # so she could charge for the menthol refills. I said no, I have told all of you I want to cancel this and cancel my account. I will send you whatever I have but can't without a return # RMA. Never did get a #. Finally she said I will charge your account another \$49.95 for the starter kit and you just keep everything. I had been told my account was already charged \$15.00 for the menthol refills. I ask to cancel this. I don't know what they are charging since I have had the run around by everyone I talked to. They kept telling me to call by May 26 to cancel. This is not a professional way to do business with any person. I was never told I would have a membership and be charged monthly for refills. I just wanted to have the option of calling in to place an order when I needed something but since this wasn't going to happen I choice to cancel everything. --- Additional Comments: I want RMA# so I can send back the starter kit, with absolutely no farther charges on my Credit card nor business dealings with this Company.

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3

Bought an E-cigarette price was 5.95 because i had purchased another item. After i cancelled my order for more E-cigs, i was sent an e-mail that said E-cigs were sending my order out. I called and was told to send the order back when it came in the mail and the E-cigarette that i had already payed for. Also was told i would be charged full price for the E-cigarette. Then i was charged 49.99 and 99.99 dollars to my credit card. --- Additional Comments: I would like these charges taken off my credit card. I have no problem sender the new package back but i already payed the 5.95 for the first one and they want it back and charged me again for it 49.99.

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4

I'm using an electronic cigarette on trial. I called twice to cancel it. Nobody will give me the information that I need to cancel. I need the R.M.A number n they are suppose to Email me some shipping information. But they won't give none of it to me. Tired of arguing with them. I was polite n very professional with them. The last time I even asked to speak to the guys boss but he kept giving me the run around. I don't want the E-cigarette. They want me to cancel the day before my trial is over. But I want to cancel now. What can I do? The trial ends on the fifteenth of this month. --- Additional Comments: I want to be able to send the product back with out any hesitation or having to go in circles with them. I don't need to have to wait till the fourteenth to make up my mind. I already have.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

25 5	<p>ANSWERED TV AD FOR E-CIGARETTE STARTER KIT FOR \$9.99 POSTAGE AND HANDLING. USED CREDIT CARD. THREE WEEKS LATER CHARGE OF \$99.99 MADE TO MY CARD FOR REFILLS. FOUR WEEKS LATER ADDITIONAL CHARGE OF \$83.98 WAS MADE. RIDICULOUS CHARGES FOR REFILLS. EVIDENTLY THESE WILL BE MADE EACH MONTH. BILLING STATEMENT SAYS MERCHANDISE CAN BE RETURNED BUT MUST GET A 'RMA' NUMBER FROM E-CIGS BRAND FIRST. CALLED THEIR OFFICE BUT COULD NOT GET THIS NUMBER. OBVIOUSLY, THIS IS A SCAM AS OPERATOR SAID SHE COULD REVERSE THIS CHARGE AND GIVE ME HER EMPLOYEE DISCOUNT REDUCING THE CURRENT CHARGE FROM \$83.98 TO \$20.00 AND HAVE REFILLS SENT QUARTERLY FOR ONLY \$40 EACH. I COULD NOT GET MY NAME DROPPED FROM THEIR LIST THOUGH. I DOUBT IF THE ABOVE WILL BE DONE. INTERNET HAS MANY SIMILAR COMPLAINTS AGAINST THIS COMPANY. WILL PROBABLY HAVE TO CANCEL MY MASTER CARD AND HAVE NEW NUMBER ISSUED TO STOP THESE CHARGES. --- Additional Comments: GET MY \$183.97 FOR BOTH CHARGES BACK. OBVIOUSLY NOTHING IN THE TV AD MENTIONED AUTOMATICALLY BEING CHARGED \$80 TO \$100 MONTHLY FOR REFILLS WHETHER YOU WANT THEM OR NOT. E-CIGS BRAND 2619 INDUSTRIAL ROW DR. TROY, MI. 48084</p>
25 6	<p>I have purchased 3 electronic cigs, all of which have stopped working, or aren't working correctly. Leaking oil, not producing smoke, or burn the oil. Product says lifetime warranty. I contacted tsunami through email. They responded, stating, I have to send a money order for \$5 each piece. There are two pieces. They will send a new one. But they have not improved their product. So in a month I will have to send more money on a product that will fail again. I've only been smoking e-cigarette for two months, at \$50 a piece. The store I purchased e-cigarette from will not refund my money. Someone needs to be held responsible for this terribly made product. --- Additional Comments: I have 2 e-cigarettes. I will return product for \$45 each. No shipping &amp; handling fees. I DO NOT WANT ANOTHER PIECE OF JUNK. I DO NOT WANT TO DO BUSINESS WITH TSUNAMI ANYMORE.</p>
25 7	<p>This company advertises a \$9.99 E-cigarette starter pack for your initial purchase. The \$9.99 covers shipping and handling. There is nothing indicating a commitment of any kind or a contract of any kind when the purchase is made. After the purchase is made, they send an email to you that states in the fine print: we will send refill cartridges to you every 15 days. If you cancel service prior to the passage of 15 days, then you will be charged the full amount for the starter pack. I did not read this email until 20 days after my initial purchase. I found the email after I noticed a charge of \$99.99 on my credit card for a refill cartridge that I never wanted! --- Additional Comments: Credit the \$99.99 back to my credit card. I have already cancelled my 'membership,' so I expect no further charges on my credit card from, nor business with, this company.</p>
25 8	<p>I signed up for a promotional free E cigarette. I received an email stating that I was signed up for recurring monthly payments on my credit card. I called to cancel my order and to cancel the recurring monthly charges. ECigsBrand.com refused to cancel my order or my monthly recurring payments. I had to cancel my credit card and order a new one in order to prevent them from charging. I also reported their current charge to my credit card's fraud department. --- Additional Comments: My credit card fraud department will handle it from here.</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

25 I received a coupon from my cell company with this deal from Ecigsbrand.com to receive a E-Cigarette  
9 Starter Kit for only the shipping cost of \$4.95. I have no use for the product except to use as a gift to a  
friend who I wanted to help stop smoking regular cigarettes. Once I placed the order, I was informed that  
I had been automatically enrolled in a Refill Program, which costs over \$30. a month. AND if I opted out  
at any time, I would be charged \$30. I immediately called Ecigsbrand.com and cancelled the order.  
Though they gave me a cancellation number, a few days later, I received an email informing me that my  
order was on the way. I've since informed my credit card company and they are watching for any  
unauthorized charges. --- Additional Comments: I would like people to know that his company was very  
deceptive to me and will probably be just as deceptive to everyone else. My cell company had no  
recollection of sending out special coupons, to even this may be a deception.

26 I signed up for the e-cigarette online by answering a survey about tobacco. When signing up for the e-  
0 cigarette, I understood the offer was for just shipping and handling of the product. I entered my  
information, and was billed \$9.95 on Dec 03, 2013. Once I received the product, I was charged \$89.99 on  
Jan 15, 2014; and again on Dec 17, 2013 was charged \$99.99. When I contacted the customer service  
center to inquire about these charges I was informed that they were legitimate and that by clicking to  
agree to the S&H charges, I agreed to these charges also. I will be blocking this merchant from my bank  
as well as having already cancelled any future business I may have unknowingly signed up for. This  
company is misleading and I want the money returned to me that I did not sign up for. These filters that  
the company billed me for were not ordered or agreed to, and I want them taken back. NEVER do  
business with a company who is not forthright with their charging practices. Companies like these take  
advantage of consumers and make people wary of online business. Especially alarming was calling the  
800-number to discover the customer service representative was unaware of the company's address- or  
even the STATE the company was in. I was put on hold while she had to go find out. --- Additional  
Comments: I want the 2 charges refunded to me in the form of a check by mail within 60 days. Also I  
would like a guarantee that there will be no further contact from this merchant. The refund total should  
be \$189.98. If a postage-paid return label is included, I will happily return the unsolicited filters.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

26 1	<p>On-line order of e-cigarette not plainly advertised that it was a trial that needed to be canceled or else a charge of \$109 for product worth \$40. I ordered a 'starter kit' of an e-cigarette on-line on 12/29/11 for \$4.95. There is nothing on the Website that indicates that this is a trial offer for a subscription. I received e-mail receipt of e-cig and nothing on that telling me to cancel within 14 days or get charged \$109.42 for the starter kit (you can pick up equal or better value product for less than \$40). Received e-cig and 5 cartridges, which I haven't used because it does not taste as good as other brands. I got a charge on my checking account on 1/12/12 for \$109.42 from Elite Ecigs and when I called the number I got customer service. He indicated that there were terms and conditions listed on check out that identified this as a trial and need for cancellation. I went back to the website and saw that where I thought it says 'click here if you are over 18' actually says 'click here if you agree to the terms and are over 18' with 'over 18' underlined. It does explain in there about the trial, but it was extremely buried and hidden in such a way it was not noticeable. Furthermore, none of the subsequent communication had anything similar to a reminder of the need to cancel or anything of that nature, which confirms to me that they are deliberately misleading the public. Sure, they canceled my subscription, but they won't give me my \$109.42 back, so they make out like bandits. I am canceling that payment via my bank. --- Additional Comments: I want the \$109.42 returned to me and I want them to be more honest with their dealings with the public. I am happy to return the product that I have. I have 4 unopened cartridges. '</p>
26 2	<p>I was on the website weather.com and on the side panel was an advertisement for elite esig. I clicked on it and read the article and decided to give it a try since they said all you have to pay is \$4.99. I even read the fine print and NO where does it say at a later date you would be charged \$109 dollars! If so, I would have never purchased. If you go to the weather channel site and look on side and click on the article about smoking you will see daily the same article with a different e cigarette company in its place with the same \$4.99 only. This is false advertisement and this needs to be stopped! Product_Or_Service: electrionic cigarette Order_Number: b(6) --- Additional Comments: DesiredSettlementID: Refund I want my money back! They are thief's! I went looking online and there are hundreds of the same complaint. This needs to stop!'</p>
26 3	<p>yes i went to his booth at st louis mills and bought a e cigarette atomizer (cost 15.99) and when i bought it new it was in a drawer at the bottom of it it was not in a box or a plastic it was laying lose so i think it was a use one cause after i left to drive 70 miles home the atomizer lasted about 30 miles then quit, i was not happy the thing costed 15.99 i email him but will not give me a replacement i think it was a used one, his name is _____, i still have receipt and i spent 65.62 Product_Or_Service: atomizer --- Additional Comments: a new atomizer in a box or a factory plastic bag'</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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4

Allergic reaction to blu e-cigarettes and unable to return the product to walgreens or the Blu company. I purchased blu start kit on 8/26/12 at walgreens at 571 Nashua street, Milford NH 03055 phone #603-673-4341 .I used my debit card for the amount of \$89.87. When I purchased it I was told by the cashier I could return it. I had and allergic reaction to the product. When I went to walgreens to return it they said I could not as it was a Tobacco product. They suggested I contact Blu e-cigarette company. I contacted them on their website they told me they do not take retail returns only their online sold products. So I am unable to get a refund from Walgreens or the blu company. --- Additional Comments: I only want to be able to return the product due to the allergic reaction and get a refund. I think either Walgreens or Blu e-cigarette company should allow some type of refund. Or purchasers should be told if you buy the product at walgreens or other retail businesses NO refunds will be offered. There needs to be a policy change or more information given to the consumer.

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5

Product did not work. Not happy with what has been found out in the last 3 hours about this company.I have been trying out a number of these e-Cigarettes in order to 'smoke' healthier and in more places. Today I purchased a disposable Blu brand Menthol e-cigarette at the Kwik Trip store in Ramsey, MN. sometime around 11am CST. I almost decided against it because of the \$17.xx price tag (after tax) that they charged me, but I saw all kinds of great reviews on their website and the commercial on TV this past weekend, so I gave it a shot before spending \$75+ on a starter kit (just in case I didn't like it). Afterwards I went back to work and was heading into the cities when I opened the package, followed the instructions (remove from package, remove sticker on the side, enjoy), and got absolutely nothing. No 'vapor', no menthol taste, no nicotine fix, absolutely nothing, but I wanted to give it a few drags just in case it had to 'warm up / charge up' as I've only had a couple other brands that I've tried (at almost a 1/3 of the cost too). After 6 hours of trying, I have given up. I filed a complaint on their website in the 'testimonials' section, and it said it was 'saved / accepted' yet doesn't show up? In fact, nothing under 4 stars shows up, which to me seems like false advertising as I used that to base my purchase decision on, and if they're blatantly ignoring / not reporting the bad, I feel they should be charged with a crime and fined for false advertisement (guess I should call my lawyer tomorrow on that). Upon coming to the BBB to file my complaint, I noticed that this company lists as having 50 employee's, and when asked to choose the address, they listed 3 even though the BBB says they've only been registered since late 2010?? Seems odd that a company of 50 has moved 3 times in barely over 2 years? These are things that I did not know when I wasted almost \$20 to try an 'exceptional' product, or so they made it seem. After doing research it seems like they want me to spend MORE money to send this defective 'cigarette' back to NC. to be what, replaced with another defective one? I don't think so, at this point in time I am not wasting any more of my money on this company. It's almost not even worth me filing this complaint as it is taking 15 minutes of my life away from watching TV, which would have been better spent then the \$20 I lost on this junk product. --- Additional Comments: You know, I'd ask for a refund, but I'm sure I'd have to have a receipt, and since I was buying a disposable tobacco product and refunds are not allowed, I never asked for one since I was paying cash. And since I don't live near Ramsey and was only there dropping off a shipment for work, I couldn't even go back and get a duplicate printed up, so asking for a refund that would take 20 weeks to get my \$18 doesn't really seem worthwhile. As for a replacement, I don't know if waiting for one disposable e-cig is worth it either considering in the mood I'm in. I wouldn't know what would be a good 'settlement' in this case.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

26 6	<p>I ordered electronic cigarette from carol wright. two weeks later I started receiving phone calls from dr. leonards health wanting me to purchase automatic billing for refills for the filters. I told them no at least four times. each time I said no thank you, they became more aggressive. I finally had to hang up on them. two weeks later I started getting calls from e-cigarette trying to sell me the same service. I am very upset that carol wright gifts apparently has no problem selling my phone number and credit card information. My phone number is a private number so I do not get these harrasing calls. But now every body that wants to buy it can get my private unlisted number. I informed carol wright gifts that I will never order from them again, and to take ALL my personal information off their records, which obviously they did not. I wish to lodge a formal complaint about their business practices.DesiredSettlementID: No settlement requested - forProduct_Or_Service: electronic cigarettes --- Additional Comments: that carol wright gifts examines it's practices involving the selling of credit card account numbers and phone numbers'</p>
26 7	<p>I believe around march or April I had called Jersey Vapes to see about their e liquid and see if they were in the states. Their sales representative convinced me to buy their e cigarette which is bigger than a normal e cigarette. So i purchased it. About 6-7 weeks ago the atomizer quite working so i went on their web site to see if I could order another atomizer,it said they were out of stock. I waited a few days and tried again but they were out of stock,so I tried to call them but their answering machine came on so I left a message and my phone number for them to call me. I waited for 3 days no call, so i tried again, again no call. I sent them several e mails for them to contact me, still no response, again I called and left my phone number and my e mail address again no response.On one call message I even told them if they don't have the atomizer just let me know, no response. This is very aggravating as I bought a product from them and now I can't use it due to the fact I can't buy the parts for it and I have not had the e cigarette that long.I may have bought it in feb. but not sure, it was this year though.Please help.&lt;br /&gt;Thank youDesiredSettlementID: ReplacementProduct_Or_Service: ego e cig --- Additional Comments: To be able to buy the atomizer for the ego e cig or have jersey vapes replace it'</p>
26 8	<p>On 11/26/2012 I purchased a starter kit from their website, as I had lost and needed to replace my own e-cigarette. I found my 'lost' e-cigarette the day before my purchase arrived, and no longer having use for it, wanted to return it for a refund. Eonsmoke's return policy stated that they will issue a full refund for unopened starter kits within 30 days. I called their customer service line to confirm, and was told I could return the package in the mail for a refund. I did so in the first week of December, well within the 30 day limit. Having not received a refund within a few weeks, I called their customer service line, but there was no answer. I left a message explaining my inquiry, but did not hear back. I continued trying to reach them for the next two weeks, leaving messages at least four times, but never heard back. When I called and finally spoke to a person, they told me they would look into it and call me back the next day. They did not. I called again, and was told they would call me back in 20 minutes, but they did not. One more time, I called and was told they would look into it and call me back, but they did not. Two weeks ago, I spoke to a manager and was told they would refund my purchase, but I never received a refund. I called again last week, was told they would look into it, but have still not received a refund. --- Additional Comments: I would just like a refund.</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

- 26 On May 8th Dr. Leonards shipped to me an e-cigarette kit. I received the kit on May 11th. I followed the  
9 directions for the product and charged the cartridge for 8 hours, According to the product, the system  
should last for 150 drags. It actually lasted for 45 minutes and about 9 drags. I recharged the unit twice;  
the unit wouldn't even hold a charge. I returned the item on May 13th. I contacted Dr. Leonards both by  
email and phone; the company assured that as soon as the product is returned, I would get a refund. I  
have contacted the company since, with unsatisfactory results. On May 21st, I received a bill for this  
item. I have yet to receive a refund. --- Additional Comments: I have paid a down payment of \$5.89. I  
would like \$11.78 refunded as soon as possible. For every week that I don't receive a refund, this  
company will owe me an additional \$5.89.
- 27 I purchased a starter kit trial offer for saphire e-cigarette (saphire e-cigarette starter kit #1) on or about  
0 4/7/13 for \$4.95. Received product, tried it out and did not care for it. I went online to trysaphire.com  
and canceled any more deliveries which in turn canceled my account. In the mean time, my debit card  
had been charged \$99.67. On 4/29/13 at about 7:30 pm mdt I called the toll free number (1-800-887-  
0175) to get an RMA number to return the product for a refund as stated in the literature that came with  
the product. The person on the phone told me that because I had canceled my account I was not entitled  
to a refund. He told me that when I canceled, a notice would have appeared telling me this. I saw no such  
item. Then I was told I must have closed the page too soon. None of this is in the literature I got with the  
product. I will not use this product and I quite simply want my money back. What an absolute rip off. ---  
Additional Comments: I want my \$99.67 back and they can have their product back.
- 27 I do not have much detail to give, as there was no shipping info sent with my trial packages of the e-  
1 cigarette. I received 2 in the mail on April 18. It was supposed to be a \$4.95 trial. Yes, I should have  
studied the terms of the agreement a bit more, I only did so after the \$99.67 charge overdrew my bank  
account yesterday. When I tried to call, they were closed, so I looked online and saw a 'quick cancel' link.  
Because I was almost late for work, but didn't want any more unforeseen charges I wanted to address the  
issue immediately. But when I got home and called again, they told me that because I used the 'quick  
cancel' link I was locked out of their system and that they can't issue me a refund. I told them I would  
send the unopened merchandise back but they said it would do no good, I basically have to deal with the  
charge. --- Additional Comments: All I want to do is send them their pathetic merchandise back, I am not  
satisfied with it and want my \$99.67 back. It is still within 30 days, there should be no reason I am stuck  
with it. I've never heard of anything so ridiculous in my life.
- 27 False advertising and charging my account for the incorrect amount. I received an email stating that you  
2 could get a free Saphire E-Cigarette for the cost of shipping. Needless to say, my account was charged  
\$99.67 for the Saphire E-Cigarette. Apparently the company told me that the web site clearly states how  
much it costs and that they have no control over third party advertising. Unfortunately we just got our  
statement for May and saw the charges, but it was already too late to do anything about the charges. ---  
Additional Comments: They were willing to stop charging any future amounts, but not willing to refund  
my original charge for the E Cigarette.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

27  
3 company has failed to repay unauthorized deduction On April 29th 2013 I purchased a product called Saphire e cigarette order #b(6) from this company for a charge of \$4.95 shipping I decided to keep the product on May 29th I was charged \$99.67 for the product then My First Premire credit card was charged again on June 14 with another order #b(6) without my knowledge or permission. When I noticed the charge It was September I tried to get the charge reversed however the bank told me that 3 months had passed and they were unable to do anything about the charge. I then called the company on September 16th and informed them of the mistake they appologized and operator Mr West # 308 said a prompt refund would be made to my First premir account on refund # b(6) I Have called six times since the and have not been able to get through or when I have spoken another operator the tell me there is nothing further they can do. I have checked my account a repeated number of times and have yet to recieve the refund it is now three months later please help. I have also noticed a wbsite called Saphire is a scam where apparently many others have had the same thing happen to them. --- Additional Comments: I am just seeking the refund to my first Premire credit card

27  
4 I placed an order with this company for two e-cigarette batteries. When I received my package, I only had one battery even though I was charged for two. When I complained to the owner, his response was extremely rude and he basically told me I had no right to be angry. Then, even though he had a copy of my invoice, he demanded that I scan and send him another copy of it in order to prove I wasn't lying. I did that, and I have not received a refund or my product. This is not the first time I have had issues with this company. One time, my roommate ordered something through them (cartomizers for his e-cigarette), and they mailed out the wrong thing. They gave him yellow cartomizers instead of black. When my roommate complained, they lied and said they didn't want him to run out of the cartomizers he had, so they sent him the yellow ones. When he asked why they didn't just refund his money so he could go somewhere else for his stuff, they actually told him they were the ONLY place he could find cartomizers. Lie. This all happened after he waited almost a month for Juicy Vapor to send his order out! Next, they sat on an order of mine for two weeks without an update and when I wrote them to ask for a refund they refused and instead sent out my items. When I received the package, they mailed the wrong things. This third time was the last straw. Coincidentally, right after I emailed Brad from Juicy Vapor to inform him I was no longer going to argue with him via email and would be directing my complaint here, my credit card information was electronically stolen and hundreds of dollars worth of products were charged to my card. Fortunately, they did not go through. --- Additional Comments: I want this to go into the file for Juicy Vapor, and I want the BBB to keep track of consumer complaints regarding this company. If they made this many errors with my household alone, imagine how many other people are constantly being screwed by Brad and his ilk. They have a banner on their website that says they have an A- from the BBB. Maybe that needs a closer look.'

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

27  
5

I bought a Health E-Cigarette as a Christmas gift. The gift was purchased the Thursday night before Christmas and I purchased 2-day express in hopes to get it here as close to the holidays as possible. The item didn't arrive until the Wednesday after Christmas but apparently my return item clock started as soon as I purchased the item. The gift was then not given until a week later. A week and a half later I was told that the item did not work. I called the company to find out the procedure for exchanges. The woman I spoke with told me several times that it was strange that my item didn't work and then stated to return the item and just include with the item if I would like an exchange or a refund. I also asked if my return shipping charges would be reimbursed since I had already spent over \$26 on shipping charges. The woman I spoke with told me to include my receipt and assured me my shipping costs would be reimbursed. The item was returned to me on Jan. 31 by the gift recipient and I returned the item to the company on Feb. 1. By Feb 19th I had not yet heard anything regarding my return so I emailed the company. I heard no response so I emailed them again on Feb. 29 regarding the status of my return. I received a response that my request would be looked into. I received a response the same day stating they did not show a return item and requested the package tracking number. I provided them my tracking number. I received a response the next day stating that my package was received but since it was not received until 6 weeks after purchase they would not exchange as they had a strict 30 day return policy (the invoice received from the company does not state anything regarding returns and I later found on their website that they do have a 30 day return window for refunds but may be more lenient on that time period for exchanges). I then sent a response email stating that the person whom I spoke with never told me there was return period window and then also expressed that I was upset as I had now spent over \$60 and had no product. I requested that my defective item be returned to me at the company's expense since I was told by one of their representatives that shipping would be reimbursed to me. This email was sent on March 1 and I never received a response. --- Additional Comments: I would like a replacement. At the very least I would like my defective item back to see if item can be made to a working order by someone else.'

27  
6

I ordered a flight, rental, and hotel package in february. All the charges should have been included in the package price. Once I arrived for my rental last Monday, first they told me of a \$200 hold on my card they neglected to inform me of before. Then once I returned the vehicle this past Monday, May 16, 2011. No damage besides what it already came with (i.e. cigarette burns, dried tar on the paintjob. The next morning, I realize my account is in the negative by a \$450.00. My bank statement said it was Budget and they withdrew it Tuesday morning. So, I called the Budget customer service and the operator proceeded to tell me of other insurance charges, which once again was not included in my package or informed of these extra charges before hand. I am a full time college student and my family lives under on income. I chose Budget because I thought they would be the best choice being that I have used them in the past. However, after this experience, I will NEVER deal with Budget again. --- Additional Comments: I simply want my \$450.00 and my \$200 that they failed to inform me about. If I knew about the extra fees, I would have went with someone else.'

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

- 27  
7 I am having issues with the product and the sales rep, Kevin. The day that I received the product, it was not working properly. Liquid leaks profusely out of the atomizer on a daily basis. It is obviously broken. I emailed Kevin about this right away - I did what he said, I changed the cartridges 5 times, changed the caps three times, cleaned it out, had f yet the e-cigarette was still leaking every day for a month. He refused to believe that there was anything wrong with the product. Finally, I told him that I have done everything that I can and that I would like either a new atomizer or a refund. He refused, and even though their website does not say 'no refunds,' he told me that they do not to refunds and lied to me. He was also yelling at me on the phone, telling me that I had to go to this random address or his home so that he can fix it. I don't think that it is fixable. I was not comfortable meeting him at his house or his desired location, so I suggested we meet at a central location (which I shouldn't have to do, being the client) after I finish work at 6:30pm. He ignored me and claimed that he was too busy to meet me, and that I HAD to go meet him at his desired location in order to get this fixed. It wasn't until I asked for a shipping address (so I could mail it instead, which I also shouldn't have to pay to do as I am the client) that he gave that to me. He should give that to me in the first place, and he also should have refunded me right from the beginning. I sent him pictures and had my friends tell him what was going on as well. All I want is a refund, at this point. Not even for the e-liquid or the delivery charge, just the (1) e-cigarette. I am very disappointed about how I have been treated, and I'm not even sure that this company is legit or if the product and liquid are even safe. I mean, who yells at their clients, and refuses to meet them to resolve issues, or give refunds when he has been given proof (people, emails, texts, pictures) that the product is defective. Product\_Or\_Service: Joyetech eGo-T e-cigarette Order\_Number: b(6) --- Additional Comments: DesiredSettlementID: RefundI want a refund please. I have a trail of the emails with my complaints that I sent to him if need be. I can also get a trail of the text messages from my telephone service provider if need be. Also - I refrained from complaining about the issue until after the holidays, as I was trying to respect that he was not working, and I didn't want to bother him. That is why my first complaint occurred on January 3rd, 2012, even though I had issues with the product from day one.'
- 27  
8 I believe this company is fraudulently misleading on their advertisement. On an 'Get it Free' email I received it said you could get E cigarette's for free- just pay shipping and handling. I went to the website <http://www.liftecigs.com/trial.php> and ordered what appeared very clearly posted as free starter kit. You just pay shipping and handling. Well as they so sweetly pointed out- below in the dark area with small print- do they mention free trial only. I was mislead by the Get it free email and then the bold box saying \$0.00. I was informed they will credit back the money once it is returned but I don't trust that they will but wanted me off their back when I said I was reporting them to BBB. They don't count that it was after normal business hours that it was ordered and now they say I am outside of the 10day trial. Please help! --- Additional Comments: I believe my friend that I got these from tried the e cigarette within the trial and we are mailing the unused portion. But my concern is that if it isn't in the original packaging unopened that they are not going to refund my \$148.00 charged to my bank card. I would like your help in making sure they completely refund this. Thank you

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

27 9	I received an offer through a Walmart.com website for a FREE electronic cigarette kit from liftecigs.com for just a 4.95 shipping charge, which was deducted from my Direct Express social security debit card on 8/14/2013. On 8/24/2013, the liftecigs.com company made another debit to my card of 148.00, and I haven't even received ANY product from them whatsoever. I called their customer service number at 888-994-5438, and reached a recording to 'leave a message', no option to speak to a live representative. I subsequently found a scam alert for this company at <a href="http://content.spinfuel.com/2013/04/e-cigarette-scams-lift-vapor/outlining-a-history-by-this-company-of-scamming-many-internet-customers-in-the-same-manner...">http://content.spinfuel.com/2013/04/e-cigarette-scams-lift-vapor/outlining a history by this company of scamming many internet customers in the same manner...have called them repeatedly and send repeated emails to no avail....THEY NEED TO BE STOPPED!!!!</a> --- Additional Comments: complete refund of 148.00 plus a 4.95 shipping charge.... This company is scamming people who are seriously trying to quit a dangerous habit by stealing unauthorized charges from their debit accounts
28 0	This product was advertised as an E-cigarette kit free trial, payment is for shipping only. Ordering went well and I was billed for \$7.90 to cover shipping and handling, as agreed. I was then billed \$148.00 for the same product that I did not agree to. I was told when I called and got through to a customer service rep after a wait of 18 minutes, that I 'Agreed to terms of service' when I ordered and that the 'trial began the day I ordered this product'. I reviewed this website and there was no button, no line of TOS anywhere that I could find. The company refused to refund my money completely -and- refused to take back the product because it had been used. OF COURSE IT HAD BEEN USED-I thought that I had already purchased the product! Only at the bottom of a very lengthy page, past the ordering section does it have a Terms link. No where during the ordering process are terms identified. IF they had been, I would not have ordered this product. --- Additional Comments: This company agreed to a 70% refund, as this product had been 'used' and could not be returned. I would like the \$36.50 Refunded to my account.
28 1	I purchased a 2-battery E-cigarette kit from Electra-Vapor in Jacksonville, NC. In less than 6 months, the batteries have both become detached from the receiver end, causing one of the units to break a wire, rendering it non-functional. I contacted David Peterson, owner of the company. He replied that his products only have a 30-day warranty. This was not explained by the clerk at the time of purchase. In addition, Mr. Peterson has been disrespectful in his email responses, indicating that he 'wouldn't pay' for something that I 'broke'He refuses to accept that the quality of the product is low, and has denied the replacement of the product.Product_Or_Service: Inno E-Cig KitOrder_Number: UnknownAccount_Number: b(6) --- Additional Comments: DesiredSettlementID: ReplacementReplace the two battery units that are defective, also train employees to explain the warranty policy to customers.
28 2	After making a complaint to the Better Business Bureau on 12/31/13 about this company refusing to send a replacement for a defective item, I was contacted by the owner via email. In the email he explains that I am being banned from all of his stores due to my complaint with the Better Business Bureau, and he used profanity towards me.Product_Or_Service: Inno E-Cigarette kit --- Additional Comments: DesiredSettlementID: ReplacementReplacement of the two defective batteries.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

28

3

Purchase Date:07/28/12 Item: Tatoo x2 electronic cigarette kits Sales Rep: Johnny Visa Auth.Code: b(6)  
Amount: \$240.33. My decision to purchase these kits was based on the following deceptive claims made  
by Sales Rep Johnny. 1) Original e-cigarette. 2) FDA Approved. 3) Only e-cigarette recommended by  
Dr.Oz. 4) Order cartridge refills online for \$10. 5) Free shipping when ordering cartridge refills online.  
None of the statements/claims made by Johnny are true. Manager Zrael Harrari refuses to allow a return  
of the items and a refund of purchase, (despite being told of the deceptive claims made by his sales rep),  
due to a 'No refund' policy. He states a 'No Refund' sign is posted at the register and printed on the sales  
receipt. I did not see the posted sign and Johnny had folded the sales receipt in half before giving it to me  
which prevented me from seeing the 'No refund' statement printed on it at the time of purchase. Even if  
I had known about the 'No refund' policy at the time of purchase I still did not receive the product as  
described by the sales rep. Zrael has offered an exchange or in store credit. Since all they sell are the  
electronic cigarette kits and refills, (and those items do not meet the claims made by the sales rep), I am  
not interested in an exchange or in store credit. --- Additional Comments: 100% refund - \$240.33Warning  
to the business to cease making false statements/claims about their product to consumers.',

28

4

ValueVapor.com is a business that sells E cigarettes online to help people stop smoking regular  
cigarettes, I purchased a 901 automatic battery and two 901 atomizer's and in a week the automatic  
battery either stays on or comes on by itself,so the battery does not last very long,as a manual battery  
last much longer. the two atomizer's screw on to the battery so you can smoke it as you would a normal  
cigarette except with a E cigarette all you get is water vapor and no bad chemicals like you would from  
reg. cigarettes! James at valuevapor.com has a guarantee on his products but does not like honoring it  
because he does not make money on exchanges. All I have is Valuevapor p.o. Box 66712 Austin Tx.  
78766-6712 I have emailed James 3 times about exchanging these items all at the same price just  
exchange them for ones that work properly,or return the total cost of automatic battery----\$14.95  
2- LR 901 atomizer's----\$.4.95ea. + \$3.00 shipping James has not returned any of my  
emailsProduct\_Or\_Service: 901 automatic battery & 2-LR atomizer'sOrder\_Number:  
noneAccount\_Number: under b(6) --- Additional Comments: DesiredSettlementID: Replacement As I said  
all I want is to exchange 901 automatic battery, for the 901 mega manual battery in chrome and the 2  
901 atomizer's exchange for the 901 LR chrome atomizer's all at the same price and I told James I would  
include \$3.00 cash for the shipping back to me,Now what's the problem? I just want the product I paid  
for to work properly,and if it does not back up the guarantee?----- thank you b(6) '

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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- 28  
5 I ordered a flight, rental, and hotel package in february. All the charges should have been included in the package price. Once I arrived for my rental last Monday, first they told me of a \$200 hold on my card they neglected to inform me of before. Then onc I returned the vehicle this past Monday, May 16, 2011. No damage besides what it already came with(i.e. cigarette burns, tdried tar on the paintjob. The next morning, I realize my account is in the negative by a \$450.00. My bank statement said it was Budget and they withdrew it Tuesday morning. So,I called the Budget customer service and the operator proceeded to tell me of other insurance charges, which once again was not included in my package or informed of these extra charges before hand. I am a full time college student and my family lives under on income. I chose Budget because I thought they would be the best choice being that I have used them in the past. However, after this experience, I will NEVER deal with Budget again. --- Additional Comments: I simply want my \$450.00 and my \$200 that they failed to inform me about. If I knew about the extra fees, I would have went with someone else.
- 28  
6 Complaining about the fact of denying a refund. This is an E-cigarette, purchased early 12/2011. Packaging says 30 day warranty. Nothing about no refund. The factory rep, replaced the first faulty product. As per converstation by phone. At place of purchase. 4 days after purchase. The replacement was also faulty.I contacted customer service on thier website. All they will do is replace it again. I have to fill out a form and mail the e-cigerette and charger to them. On their website is where they state no refund. Only replacement. The packaging only say 30 limited warranty. Nothing about no refunds. I dont know of anyone that would want a 3rd replacment. When the first 2 were faulty within 10 days.The starter package was \$25. I also bought refills at \$13. \$38 investment total. One of the store clerk @ Time Tobbaco. Told me, other customers were disatified with the product. Main problem the freshly charged battery will loose its charge within 5minutes of smoking. In my investigation. I found that there are other brands that do not have this problem. Their warranties include refund.IMO, it is not a fair practice to not refund. After dissatisfaction of a replacment of any product.Below in settlement description. Is a copy and paste of our comunication. I would like to at least recieve \$25 for the starter pack. I used the \$13 worth of refills. It took more than necesary battery charging though. Not a qaulity product.I sent them a scanned copy of the product package. It doesnt' say no refunds.Product\_Or\_Service: greensmartliving E-cigarette --- Additional Comments: DesiredSettlementID: RefundWe can banter the issue if you like, but. Here is a scanned attachment of the back of your package. What it doesnt' say under, 30 day limited warranty is no refunds. I havent read your online warranty. To me it doesnt matter. If online, it says such. That is after the fact of sale. There are many citizens my age (61) and older that dont have or operate computers. I suppose if they are ignorant, their fault. The only online research I do. Is for products that cost much more than this. Of course it does say proof of purchase required. So you do have me. As I didnt get a reciept. All I can say is this is the 3 week mark. First failure was after 4 days. Most folks that have 2 failures, in such a short warranty period, do not want the product. Considered a lemon. From reading the warning. I question how you can sell a product for consumption? That is not FDA approved.As I said, cut my losses and give you a marketing heads up. b(6)-----'

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

28 7	Ordered offer for \$4.95 shipping cost was charged an additional \$99.97. Company claims that it was in the agreement. Not on any paperwork I have. On 2/12/2013, while online at Carnival Cruise Line webpage. I received a offer which I thought was from the cruise line, offering one of two gifts. One being the product 'Sapphire E-Cigarette'. I would only be charged \$4.95 for shipping. On 2/22, I received the product. On 2/26, I received notification that a charge for \$99.97 was submitted for payment. Immediately I contacted the company, they stated that the offer was a trial promotion for which after 14 days you are charged \$99.97, and which the trial starts at the day of purchase, even before you actually receive the item. I have a problem with this and feel that I was taken advantage of and not given all of the facts and duped out of \$99.97. And the icing on the cake is even if I wasn't satisfied with the product after the 14 day trial the company doesnt give refunds. And now these crooks have my credit card information and can charge me for crap at their leisure. --- Additional Comments: I want a FULL refund. I will send the merchandise back.
28 8	I bought a e cigarette on Sunday, four days later wed it no longer works. I went back in and was told them, they can not help me. they are selling products that are defected. Please help me to have them stop selling these products. People need to be told these products will last a little longer then four days. I feel like they are stealing peoples money. Product_Or_Service: e cigarette --- Additional Comments: DesiredSettlementID: RefundI want my money back
28 9	charging subscriptionordered their e cigarette.after fully reading the terms of service i canceled tgeir subcription. then 1 week later they charged my credit card for full monthly subcription --- Additional Comments: just want my \$99.95 returned

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

29 a mth ago I received an email about a free e cig (only charged 4.95 s&h) this mth I find out that im  
0 charged 99.95I was charged 99.95 for refills. now im told that I have to send back a free e cig and the juiceDear Chastity Sabin,Welcome to VAPEX and THANK YOU for your order!Order summary for card ending b(6):Vapex\$ 0.00 (Normally \$ 99.95, Evaluation Offer\*)Shipping & Handling:\$ 4.95Total:\$ 4.95Congratulations on starting your 12-day product evaluation period. By choosing VAPEX you are taking a critical step toward improving your health! Vapex E-Cigarette's allow you to satisfy your nicotine craving without the mess of traditional cigarettes, all at a fraction of the cost!The cost of smoking traditional cigarettes can top \$250 just for a pack a day smoker. Our product can save you at least \$150 per month, all with the convenience of home delivery! Other brand name e-cigarettes are disposable and constantly have to be replaced. They have less power and are less effective. Vapex provides you with the best quality product at the lowest price!Your Vapex E-Cigarette uses a refillable 'clearomizer' that is filled with Vapex E-Juice. Attach it to your high powered, rechargeable battery, and enjoy the COMPLETE SATISFACTION of all your nicotine needs at a FRACTION of the price you were paying before!\*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 Vapex e-cigarette products, don't hesitate to contact our team of customer support specialists. Please visit [www.vapexstore.com](http://www.vapexstore.com) for more information on VAPEX .Your VAPEX 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:b(6) USAIf this address is not correct, please call us immediately at 800-554-5447 so that we can correct your account information.Our support specialists are here to assist you, 24-hours a day, 7 days a week! Just call us at 800.554.5447. Please do not hesitate to contact us for any questions or comments that you may have regarding your VAPEX E-Cigarette .Our #1 E-Cig Helps You: 1. Reduce Nicotine Cravings which may help you quit smoking2. Use our product indoors without the smell and mess of smoking3. Improve your overall health and fitness by using a product without toxic chemicals and tar4. Smoke around others without worrying about second hand smoke5. And best of all... SAVE THOUSANDS OF DOLLARS!VAPEX is helping you change your life! Remember every cigarette you don't smoke adds one minute to your life!Be the next success story with VAPEX - Start Now!Thank you,VAPEX Support Team - 800.554.5447Reply, Reply All or Forward More in order to get my 99.95 back. no where in the ad was there any indication that I wld be charged for anything else nor wld there be automatic shipping on anything further. I just wanted the free e cig for the shipping cost of 4.95. --- Additional Comments: I want them to refund the 99.95 plus 4.95 s&h charge plus what its gonna cost me to send back

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

29  
1

No website or way to get refund policy information even when asking a representative. 4 bottles of unlabeled liquid and no barcodes or product name No website or way to get refund policy information even when asking a representative. 4 bottles of unlabeled liquid and no barcodes or product name I ordered from vapex ultra on jan 1st, 2014 via website (vaperultra.com) at 11:25am. I ordered the starter kit via website with my Visa card. (Bank account) which came with 4 unlabeled bottled of an unknown substance with a permanent marker blacking out half of each bottle, a e-cigarette 'clearomizer,' and 2 chambers. Nothing had labels or bar codes. The substance could be anything! False advertisement for starter kit 'just 4.95 for shipping!' No it's 99.00 if not returned within 12 days. I found this out 10 minutes after ordering, called back to cancel and they said it was already being processed and I couldn't cancel, to return it when I received it. Called back when I received it and asked for return instructions. No paperwork was included with product. When telling them why I was returning it they said it would cost me 16.00 for a restock fee. I then asked where this information was. 'Ma'am in in the return policy.' I asked where I could find that and they said it was in their data base and to call back during business hours if I wanted to speak with a supervisor. This is a scam! There is nothing free about it. And it is false advertisement and has no return policy applying charges that are not disclaimed to customers. I want a full refund of 4.95 for my shipping and if I get charged the 16.00 or 99.00 I want a \$200.00 inconvenience fee back to my card for having to take the time to do all this filing of complaint and having to dispute this charge at the bank. I would like a full refund for my. 4.95 shipping fee, for illegally charging me a 16.00 'restock fee' I want a \$200.00 convenience fee for having to even go through the better business bureau and then having to dispute the charge through my bank. This is totally illegal! --- Additional Comments: I would like a full refund for my. 4.95 shipping fee, for illegally charging me a 16.00 'restock fee' I want a \$200.00 convenience fee for having to even go through the better business bureau and then having to dispute the charge through my bank. This is totally illegal! And for sending me 4 bottles of unlabeled liquid and no product name or bar codes on anything.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

29 Vapex free starter kit is falsely advertised and misleading. I got an e-mail out of the blue about the Vapex  
2 E-cigarette free starter kit one day, don't know how they got my e-mail address. The pitch goes that you can get a free Vapex e-cigarette starter kit for free, just pay shipping and handling. Ok, I've been wanting to quit smoking this sounds good. Says they are doing this free trial, so I can try it out and see if I like it and that they will send me a starter kit including a battery charger, a bottle of the nicotine and a whole lot of other stuff in 5-7 days. I pay the shipping and handling and 3 days later I get a phone call from someone that wants to know my credit card # and wants me to try out a bunch of coupon deals for only a \$1 charge, including free gasoline and if I don't cancel within a certain time I will be enrolled in this monthly coupon program and the cost will be automatically paid from my credit card and they reference the Vapex E-cigarette free trial offer. A red flag goes up immediately, what is Vapex doing giving my personal information to a third party. I go back to the on-line ad and find way down at the bottom a contract?? saying that if I don't return the free starter kit within 12 day's they are going to enroll me into the monthly Vapex E-cigarette program at 99 dollars a month!! At this point, I am very upset with Vapex and decide to call them and cancel my order. I call customer service and talk to the representative, who gives me a bunch of runaround and tries to get me to change my mind, however I do get him to cancel my order (this is 3 day's after I had ordered it). I ordered the kit on Nov. 28 2013 and canceled on Dec 1 2013. Ok done, learned my lesson about on-line dishonesty and that Vapex is not a reputable company right?.. wrong!, 2 1/2 weeks later, I get a brown package in the mail, hmmm what is this? It's a PARTIAL free starter kit from Vapex containing, 1 bottle of nicotine and the device you use to smoke it in, that's it, no charger or anything else that's supposed to be in the kit. Now I am mad and call Vapex customer service again and they tell me that they have record of my cancellation on the 1st of Dec, but that it is a streamlined operation and the product got sent out before the cancellation registered and to send it back. Now this 3 weeks after I ordered the trial offer, and 2 1/2 weeks after cancellation, that I receive this incomplete starter kit, a bottle of nicotine and a smoking tube, just thrown into a brown paper mailing bag?? and I am wondering if it's so streamlined, why is it 3 weeks after I ordered it, and 2 1/2 weeks after I canceled the order, that I am getting the product? Then I go on-line and read some reviews and some people are saying that they start the 12 day's to return the product from the day you order, what the heck! By the time I got the product the trial period has already expired! I sent the product back on Dec 26 2013 and have heard nothing and as far as I know they have not taken any money yet? However I am reading complaints from so many people that this company has ripped off and they must be stopped, so I am filing this complaint. Oh and by the way Vapex my total cigarette bill per month amounts to about 40 dollars and you say I can save money by buying your product. --- Additional Comments: I want this company to stay out of my credit card account, I want them to quit giving my personal information to anyone they so choose and I would like them to be honest and reputable in their advertising and business practices, but realize they probably won't.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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3

Charged me for product not received refused to give refund, re-sent product without me asking and will not issue return authorizationI ordered a sample of the Vapex e-cigarette on 11-2-13 for 4.95. On 11-22-13 I saw a charge in my bank for 99.95. Immediately called and was on hold for 48 minutes. I told them I never received the free sample so why are they charging me? He kept telling me that I didn't cancel, but I never received anything to cancel!!He then tries to talk me into a 50% discount to keep the product....I don't have any product to keep!!! So I said no!! I do not want to pay 50% of something I don't have! He said my other option is that he would send me another one in 7-10 days and I could return that for a refund.I called 10 days later to tell them I STILL had not received any product but could not get through to anyone....I called every day for 4 days and let the phone ring for over an hour before I hung up.I finally received a package 12-9-13 so I tried to call for a return authorization....no answer, no answer, so I sent the product back with a note.Today, 12-17-13 I received another package. I immediately called and got through to a representative who told me she will not give me an RMA number because she has in her notes that I agreed ro the 50% off....OMG I DID NOT AGREE to that!!! Liars!!! I have protested the charge with my bank and will be refusing delivery of this package in my hand --- Additional Comments: My money back and deletion and cancellation of all of my information

29

4

The Vapex E-Cigarette company has offered a web special for 4.95 for a free trial of their product. They are then setting people up for auto renewal and charging their customers C/C without their consent. The phone number 800-554-5447 is almost never answered and when they do answer it, they just hang up. I work for a company called Vapex Environmental Technologies, and since people can not get through on the 800 provided, they have started searching the internet, finding my company and calling us. We take on average 5 - 10 calls a day (not including emails) of angry cigarette customers trying to get their money back.Product\_Or\_Service: E-Cigarette --- Additional Comments: DesiredSettlementID: Other (requires explanation)I would love to have this company stop charging peoples C/C's, but at the very least, they need another way for customers to reach them.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

29 This company is engaging in unfair business practices, 'Try before you Buy', yet not getting the product to  
5 them within the trial period. 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](http://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 by 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 called 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. ---  
Additional Comments: To not be allowed to offer a trial period less than 30 days.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

- 29  
6 On 11/1/2013 I came across <https://vaperxs.com/us/evaldrp-a?affid=293858&subid=email> This site for a \$4.95 starter kit. I personally do not smoke- but I would really like my grandmother to quit, so I was going to surprise her with these to see if she liked them. When I put in her information, it did say she had already had an account, so I called her. She confirmed that she already had tried them. SO, I thought no harm done. However, they still charged my account. 11/01/2013 8:36:34 PM ATM Point Of Sale Withdrawal VAPERXS 888-9597602 AZ US -\$4.95 Weeks have went by, and we haven't received the trial. On 11-19-2013 I was charged again: 11/19/2013 6:57:20 PM ATM Point Of Sale Withdrawal VAPERXS 888-9597602 AZ US -\$99.95 I called them because we have not received the FREE part of the trial let alone the refills. She confirmed that they didn't get sent out, however apparently somewhere on these 'terms' that I agreed to (according to the woman on the line) the 4.95 is for shipping and there is a 49.95 charge for the trial portion of the cigarettes. There is no tracking information however she told me I had to wait another 14 days to see if I get it, and then PAY if I wanted to return the product. (IF I ever receive it). I told her I wanted a manager. She said she was the manager. She refused to refund the full amount even though clearly there's been nothing shipped. Product\_Or\_Service: E-Cigarette trial --- Additional Comments: DesiredSettlementID: RefundI would like the 4.95 back that I paid for on 11-1 AND the 99.95 back that they charged on 11-19-13, and would like to make sure they do not charge my account again.
- 29  
7 Free trial was \$4.95, then in 12 days they try to bill you for another \$99.99. The product does not reach you before the Trial period ends so they charge you \$99.99 before you can even try their items. Placed order on 11-4-13, card was charged \$4.95 free trial ends 11-16-13. Called 11-14-13 12:13 pm pst. (talked with Samantha) asked where my product was. I was told its on back order and they would extend the trial period until the 29th of Nov. Also told item should be received by 11-19-13. Called 800-554-5447, 11-20-13 11:24 am. gave the operator my order information and was disconnected on their end. Called back and got answering machine and told to leave message, called back twice with the same result, answering machine. On the drop down box for Complaint type you should have 'all of the above' listed too as this company / people are ripping off a lot of people on the web. Product\_Or\_Service: Vapex E-Cigarette trial package Order\_Number: b(6) Account\_Number: b(6) --- Additional Comments: DesiredSettlementID: RefundI want a check from them for \$4.95 mailed to me as I have canceled my card.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

29  
8 Ordered 'free trial' of Vapex E-Cigarette. Was charged \$100 to my CC 4 days before I even received the trial product. Not satisfied & can't get refund. Oct. 10, 2013: PURCHASE DATE, PAYMENT AMOUNT 4.95 for shipping and handling. I ordered the risk free, 100% satisfaction guaranteed 'free trial' E-Cig that they claim to ship out within 1 day. In reality it took them 11 days to package and send out the trial....giving me one day to try the product IF it magically appeared on my doorstep that same day. In their terms in conditions it says, please allow 7-10 days for delivery. It took 16 days to receive product. This next section is directly from the confirmation email I received after placing the free trial order notice the claims they make. 1. This exclusive offer that you've ordered today allows you an opportunity to experience the miraculous effects before buying the product. 2. Your VAPEX 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. 3. And best of all... SAVE THOUSANDS OF DOLLARS! (I live in KY and cig are less than \$5 a pack. A pack a day smoker actually saves \$10/month by smoking regular cigs instead of paying \$99/month for their E-Cig product) \_\_\_\_\_ \*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. Please visit [www.vapexstore.com](http://www.vapexstore.com) for more information on VAPEX. Your VAPEX 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: DELETED ADDRESS Our #1 E-Cig Helps You: And best of all... SAVE THOUSANDS OF DOLLARS! \_\_\_\_\_ Oct. 23, 2013: PROBLEM DATE. PAYMENT AMOUNT \$99.95 At this point, I still have not received the free TRIAL kit via mail, therefore was unable to try the product before unknowingly being charged \$99.95 to my Chase CC. This charge was for a month's worth of product - which I have not received either. I was unaware of the charge because it is not clearly outlined in the webpage that you are actually signing up for a \$99.95/month subscription. If you hunt for the 'terms and conditions' it is cleverly placed above a paragraph of legal info, however the real terms and conditions are on a separate page navigated by a hyperlink. Oct. 26, 2013: I received the trial kit, however it was missing 2 items. The kit did not include the leather case and the wall charger which were included in the starter trial kit and clearly stated on the website. I tried the product and was very unsatisfied...keep in mind this is 4 days AFTER they auto charged my credit card \$99 for a month's supply. I literally had NO trial period. The product itself is disgusting. NOV 1 and Nov 5, 2013: 2nd PROBLEM DATEs I called and talked to 2 different people (even a 'Manager,' Tracy on Nov. 5) to try to get my money back and they would not refund me. I have all the documentation to prove they did not follow their terms in conditions on their end. The manager I spoke with tried to pretend that the terms and conditions on their contract were only to be upheld by the customer, and that it didn't matter what they did wrong (basically saying they don't have to keep up their side of the contract, but I do). Their website clearly states: 1. 100% satisfaction guarantee Risk free starter kit. Not satisfied, not risk free. 2. Receive product within 10 days. Took 16. Try before buy. Nope Also, they can not advertise as risk free trial if you cancel it and they charge you 49.95. This is false adve --- Additional Comments: I would like a refund \$99.95 for

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

29 purchased Vapex E cigarette on Nov 2nd 2013, was supposed to be charged \$4.99 for first 14 day trial, I  
9 did not receive my unit until Dec 5th 2013. Product was not as advertised and was Charged \$99 LONG  
before the 14 day trial was up, have tried to talk with them, have managed to get %25 taken off, but now  
that I have the product and see that it is not at all as advertised, I wish to return it for a full refund ---  
Additional Comments: refund to my checking acct of \$98

30 I ordered their advertised sample of an e-cigarette. I read but didn't read all I guess, their info. I ordered  
0 this 11/18/13. On 11/29/13 I was charged on my credit card \$99.95. I called the company and rudely he  
told me send it back after I told him I didn't even like it. Luckily I had everything they sent me. I packed it  
up with the RMA number both on the inside along with my name and address. I also put it on the  
outside of the package. I was waiting for my refund but I saw that on 12/29/13 they charged my card  
another \$99.95. On 1/6/13 I received a package of supplies for the kit that I had returned to them and  
that is when I went into my credit card account on line and saw the additional charge. I called on 11/6/14  
and talked to a young lady that said she saw that I had called to cancel and told me just to send this  
product back. Well I wanted to talk to her supervisor and she told me that they were gone for the day  
and to call back in the morning and ask for a higher department. I did that around noon. Well I couldn't  
connect with my cell phone. So I called my credit card company's Dispute department and she said that  
she would try and call because I didn't have my RMA number and I told her that I was told that my call  
was noted. Well she dialed the number and told the customer service person who she was and we  
started the conversation and I ask for the higher department (I would call the manager but that was their  
terminology) we were placed on hold for a while and then were cut off. I told the credit card co. that I  
would try and find the RMA number, but I couldn't. I called back and got a customer service agent and I  
told him that I wanted to talk to a manager and he said he would take care of me. Well he had an Indian  
accent and I couldn't understand what he was telling me. He became very rude and after quite a while of  
being very obstinate said that his time was up and he couldn't spend anymore time with me. I got out of  
it that they will refund only \$99.95 when I return Product\_Or\_Service: Electronic Cigarette Order\_Number:  
none Account\_Number: none --- Additional Comments: Desired Settlement ID: Refund I tried to get a RMA  
number to return this package to get \$99.95 back and he didn't supply me with one. Also he stated I  
couldn't get the original \$99.99 back even though I sent back the starter kit that only had 1 of each item  
in it. The pkg I have here has 4 bottles and 4 containers. So I will let them have the 4.95 shipping that I  
sent to try it, but since I returned it I should get most if not all of my \$99.99 back. I don't have a lot of  
money and am disabled and haven't worked since 2012.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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1

I RETURNED THE E-CIGARETTE AND THEY WILL NOT REFUND MY MONEY! ORDER THE E-CIGARETTE 11-2013 WAS SUPPOSE TO BE FREE FOR 15 DAY TRIAL DID GET IT UNTIL 12-7 2013 THE DEBITED MY ACCOUNT FOR 99.95 ON 12-7-2013 .I CALLED 12-9-2013 TALKED WITH AMBER HAYES SHE GAVE ME RGA #b(6) AND TOLD ME TO RETURN IT TO THE ADDRESS ON THE PACKAGE.I SHIPPED IT BACK BY FEDEX TRACKING NO.b(6) .THEY RECEIVED IT BACK ON 12-14 -2013. THEN ON 12-15-2013 I RECEIVED ANOTHER ONE THEY TOLD ME THAT WAS THE REST OF THE PACKAGE.I TOLD THEM I DID NOT WANT IT .GOT ANOTHER RGA# b(6) TO SEND BACK ON 12-17-2013 TRACKING NO. FEDEX b(6) THEY RECEIVED IT BACK ON 12-20-2013.I CALLED ON 12-31-2013 TALKED WITH KIM SAID THAT THEY WERE WAITING FOR RECEIVING TO CHECK IT OUT THAT IT WOULD BE 3 TO 5 DAYS BEFORE THEY WOULD PUT MY MONEY BACK IN TO MY ACCOUNT. I WAITED .I CALLED 1-2-2014 TALKED WITH KEN HE SAID THEY HAD RECEIVED THE PRODUCTS BACK AND EVERY THING WAS OK AND THAT IT WOULD TAKE 24 TO 72HOURS FOR THEM TO DO THE REFUND.I CALLED ON 1-6 2014 THEY SAID IT WOULD TAKE 24 HOURS.I CALLED ON 1-9-2014 TALKED WITH ANN SAID IT SHOULD BE BACK INTO MY ACCOUNT IN 3 TO 5 DAYS. I CALLED ON 1-15-2014 TALKED WITH SULFIE AND SHE WOULD SEND IT TO HIGHER UPS FOR MY REFUND .I CALLED 1-24-2014 AND TALKED WITH LARIA AND SHE SAID IT WAS SENT TO THE WRONG ADDRESS.IT WAS SHIPPED BACK WHERE IT CAME FROM AND THAT WAS WHERE AMBER HAYS SAID TO SEND IT BACK TOO.I AM TIRED OF CALLING AND THEY SAID THEY WOULD SEND MY REQUEST TO THE REFUND DEPARTMENT.THEY WANT EVER GIVE ME TO THE HIGHER UP THEY ARE IN A MEETING IS WHAT I WAS TOLD TODAY. --- Additional Comments: ALL I WANT IS MY MONEY BACK INTO MY ACCOUNT AS SOON AS POSSIBLE! b(6)

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2

I ordered a sinless vapor e cigarette which was supposed to come with a 12 day free trial. I ordered it on 12/31/2013. When I first tried to order using my credit card showed an error message try again later. I reordered again on 1/8/2014 using my bank card. I received the order today 1/13/2014. I put it on charge then went online to pay on my credit card it showed they had charged my credit card twice for \$99.95 as well as the \$4.95 which shouldn't have went through at all being as it showed the error message try again later. Decided I should also check my bank account and it also had been charged. The item doesn't work either. After I charged the battery and the light was green like it said it still doesn't do anything. The free trial is false advertisement. No free trial at all and account charged \$4.95 as well as \$99.95 twice on my credit card as well as my bank card. The merchandise should be next day delivery so that the consumer would get a 12 day free trial. The way they did this I didn't get any trial at all.Product\_Or\_Service: sinless vapor e cigarette --- Additional Comments: DesiredSettlementID: RefundI want both my accounts refunded and I will be more than happy to return the merchandise.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

30 3	<p>It was hard for me to decide issues in that there are many. This is a corporation offering to try a e-cigarette for a trial basis of 12 days. Their terms and conditions state you will receive the initial trial package within 2 to 4 business days. I ordered it on 12/20/2013, I had not received it by 11 days and tried to call the company to cancel. No one answers the toll free number which is supposed to be their Customer Service. All you get is a recording for you to e-mail them at help@tryevaper.com. I have tried several times to call and e-mail and no one ever gets back with me. I want a Return Merchandise Authorization number in order to return the package and get a refund on \$99.95. It was not supposed to be taken out of my account until 12 days but was done on the 11th day (12/31/2013). I did not receive the initial package until January 4, 2014. The advertisement states you pay \$4.95 shipping, you should receive it in 2 to 4 business days and have 12 days to try it. Then you can return it or cancel, etc.Product_Or_Service: eVaper cigarette --- Additional Comments: DesiredSettlementID: RefundI just want them to respond to cancel, give me a Return Merchandise Authorization number so I can return it and get my money back, \$99.95.</p>
30 4	<p>On December 30,2013 there was a advertisement to get the sinless vapor e cigarette for 4.95 special offer. They billed my account 4.95 on 12-31-13 then today they billed my account 99.95. I have not received the product. Have not been able to try it out. There was nothing in the advertisement about being charged this amount of money at all. It was called a special offer for just paying shipping and handling. When I tried talking to Ann one of the sales reps she was very rude. This is false advertisement and they should not be allowed to have a business. I want my money back. --- Additional Comments: I would like for them to stand behind there advertisement as just paying the 4.95 for there special time offer. And refund my 99.95 that was taken out of my account today 1/13/14. I would like for them to be fined for false advertisement and send there product out. How can you even have a trial period if you never receive there product. Just give me my money back. They are a scam and should be penalized.</p>
30 5	<p>I was charged \$99.95 by this company before receiving the e-cigarette kit. I immediately contacted them and advised them I did not want the item. I was told by the representative to refuse the item and send back to them as Return to Sender with a RMA # b(6) on the package. I complied with these instructions in November of 2013. I have spoken to this company on numerous occasions to check on the return and refund. I finally talked with a representative named Dalton who advised me the returned item had been received and I would be receiving a refund. I have patiently waited for the refund and it has not shown up on my credit card yet. I received the current credit card statement today and also went online to check. I still have not received this refund and this all started in November, 2013. I am beginning to believe they are not going to refund my money, even though they received the return. I would like this to be investigated.Product_Or_Service: Vapex e-cigarette trial kit --- Additional Comments: DesiredSettlementID: RefundI would like my \$99.95 refund without delay or excuses.</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

30 6	<p>Website did not disclose that there was a 12 day trial period. The trial period started the day it was ordered. 10 days later, still no product. I ordered the Sinless Vapor E-cigarette on 01/13/14, it did not state time frame of the trial period. It is now 01/22/14 and I have still not received the product. I tried to call and cancel the order and was told I couldn't until I receive the product. I asked about the trial period and was told my card would be charged \$99.95 on the 1/25/14. I stated that I had not yet received it and wanted to cancel. Again I was told I could not cancel until it was received. I tried calling back, kept asking for a supervisor and was told none were available. I said I would hold and told I couldn't. Then I received an email an hour later stating that my order has been delayed about a week and I should receive it in a week to 10 days. Very dishonest company. --- Additional Comments: I don't want them to send me anything and I want them to cancel my order.</p>
30 7	<p>Deceptive advertising,incomplete disclosure,'free examination period'ends before product is even sent to costumer .I received an e-mail advertisement on 1/9/2014 exclaiming 'for only \$1.99 (shipping)I would receive a new type of e-cigarette complete with battery and charger and two vials of liquid nicotine-for FREE'. The ad went on to describe the new and amazing technology of this great FREE offer. There is NOTHING on the web page to warn of any recurring charges-OR that this is only a 'trial offer'and I would be charged the full amount if not returned within 12 days. Only after ordering this 'free' cigarette,on a separate web page does the ad disclose the'TERMS and conditions' in witch 'The cigarette is free to TRY for up to 12 days,afterwords it would cost \$99.95,and they would send me monthly recurring charges of \$99.95/' I immediately called their complaint ph.# and was told they could NOT cancel my order,and my only recourse was to call them back-after I receive the product-for a return procedure to be started.ALSO i was told it had to be within 12 days that the product had to be returned or I would be charged the full price.. It has been 14 days and it has not even arrived yet..(so much for their 'free trial' period!) This was a SCAM right from the start-and people need to be warned about this company's deceptive and dishonest advertising and I can't believe that they can get away with this..I am furious!! (and feel 'cheated'..Please, can you help me? --- Additional Comments: I would like to be able to return the un opened product-and owe nothing. (If it ever does arrive)also to be removed from their mailing list. I do NOT care to join any monthly smokers service club,now or ever.</p>
30 8	<p>offer free trial of e-cigarette first month free pay only shipping of 4.95Ordered product on the phone, was told would receive e-cigarette with a month of replacement vaporizers and e-juice in trial offer, needed to cancel within 12 days to cancel auto shipment. on the 12th day had not received yet called and cancelled, person told me, he tracked it and would be delivered the following day Dec 27th 2013, apologized for slow delivery, and said all was canceled and would not be charged for further shipments. December 30, 2013 charge of 99.95 was deducted from my bank account, called the service number, spoke with representative that told me I had to pay for trial offer that was sent out, she informed me I had 12 days to try it and return it, if i would have read terms and conditions.. I informed her there was nothing to read..oh you ordered on the phone yes so she finally agreed I could return the 4 juices and 4 vaporizers for a refund.. I did not receive 4 of each only 3, she was not well informed and finally agreed on returning 2 juice and 3 vaporizer for full refund. But it would take approximately 4 weeks. I will wait and see. The company is a rip off, there is no free trial. thank you b(6) --- Additional Comments: Waiting for refund</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

30 9	<p>On March 5, 2011 8:50:31 AM PST, I placed an order through the website premiumcigarettes.com. The order number was b(6) The amount was \$99.90 USD. The order details were as follows: Qty (2) E Cigarette Refill Cartridges, (Flavor: Menthol, Strength: Ultra High - 24 mg) ITEM PRICE \$12.50, ITEM TOTAL \$25.00 QTY (8) E Cigarette Refill Cartridges, (Flavor: Blueberry, Strength: High - 16 mg) ITEM PRICE \$12.50, ITEM TOTAL \$100.00Subtotal: \$125.00 USDCoupon Code (refill100): -\$25.10 USDShipping: \$0.00 USDGrand Total: \$99.90 USDOn March 7, 2011 6:02:19 AM PST, I recieved an email PremiumEstore LLC confirming my oder had shipped.On March 7, 2011 7:43:14 AM PST, I received a second email from the United States Postal Service, on behalf of PremiumEstore LLC, also stating that my order had been shipped. This email included a tracking number b(6) Then, at approximately 10:30am PST, I received a phone call on my cellular number b(6) from a female customer service representative - (name unknown) informing me that they did not have E Cigarette Refill Cartridges, (Flavor: Blueberry, Strength: High - 16 mg) in stock and in fact, had not had them in stock for two weeks. --- Additional Comments: I would like a guarantee from PremiumEstore LLC that no less than (8) E Cigarette Refill Cartridges, (Flavor: Blueberry, Strength: High - 16 mg) will be set aside for me as soon as they become available.I would like a customer service representative to contact me by phone to notify me that they have become available and are ready to ship.I would like PremiumEstore LLC to wait until they have actually shipped their products before sending me an erroneous notification of shipment; so that over time I may come to think of them as a trustworthy and HONEST business. '</p>
31 0	<p>I paced a order with the premium e cigarette order number b(6) it state 3 premium disposable ecigarette and received 3 boxes of cartridges not what I order I would like mine money back --- Additional Comments: Refund for 3 disposable that I never received total 9.99 for three which thirty dollars 29.97'</p>
31 1	<p>I went into the store and purchased the Fifty-One electric cigarette kit from them, I took it home, charged it up, then found out it was defective, theres in proper seal between the e-cigarette and the filter, so it can't be used. I called Wilco and was told I could exchange, so I went into the store the next day and now theres a sign that wasn't there, that says no refunds. They told me I had to contact the e-cig company. I explained to them, that its defective and all I want is an exchange not a refund. But they refused. So what were telling me is I have to pay for the shipping to send it back to the company and wait for them to send me one back. --- Additional Comments: DesiredSettlementID: ReplacementI would like a replacement/exchange or a gift card for 20.00 it cost me to buy this from them'</p>
31 2	<p>I bought an e cigarette on 9/30 2013 it has now become defective and will not work. I went to the store and I was told it only had a 14 day warranty. I was never told about such a short warranty and would not have purchased it if I knew this. I contacted the distributor and they said there is a 3 month warranty available to all vendors and will send them a free replacement! I don't understand why they won't honor the warranty given to them. This is just horrible customer service and 14 days is absurd. --- Additional Comments: Honor the manufactors warranty and give me a new replacement.</p>

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31 3	e-cigarette kit containing 2 complete e-cigarettes found defective when used; returned to company, they said no problem found; items are defective so I asked to return whole package for a refund and was told no, they would not accept it for refund; I was told I had to pay shipping costs to get my defective items returned; I told them to keep items and I would never purchase from them again. (their 'test results' differ from mine so much I wonder about their procedures) --- Additional Comments: I would have accepted replacement parts, but because of the way they have treated my claim I would prefer a complete refund, as I feel the company is not trustworthy and I want no further dealings with them.'
31 4	When I purchased the Smart Smoke I asked about the cigar and was told it wasn't available. I purchased the e cigarette with charger for over \$200. About a month later I heard advertisement for the stogie cigar. I called the Corporate office to see about exchanging it because the sales person that sold me my product was not honest about what was available in the near future. I was told there is nothing they would do for me. I went to the store, in Airway Heights, and was told the product I am using is now only available online. I, also, received a gift card but am not able to use it online. So that is another \$100 down the drain.   --- Additional Comments: all my money back; can't trust what is going to happen next. No guarantee the product will be here tomorrow.'
31 5	I purchased an e-cigarette online for \$4.95. I was subsequently billed \$114.95. They then unlawfully charged my credit card two weeks later in the amount of \$74.90. My bank is handling this dispute. I am informing you of this company's criminal actions that it may not happen to others. Thank you for protecting our citizenry from "businesses" such as these. --- CA Source: Web Form --- CA Status: Waiting for Response
31 6	I have purchased e-cigarette filters & accessories in the only cigarette store in Big Bear. On the following dates: 1/6/14, 1/21/14 & 1/28/14, I used my DEBIT CARD and was charged a \$0.75 surcharge. I thought using a debit card was like using cash. Isn't this illegal This business also has another location downtown Big Bear @ 40945 Big Bear Blvd, Big Bear Lake, 92315 909 878 2600. They also use the surcharge there too. Thank you for your quick response. It is not fair since I am on a fixed income, and every cent counts to me. --- CA Source: Web Form --- CA Status: Closed

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31 7	CFPB Issue Type: Arbitration --- What Happened: Purchased trial offer of E cigarettes for son. Paid credit card company (Capital One) \$9.99 for trial offer (charged to credit card). In addition, was charged \$99.99 from E cigarette. Inquired with credit card company about charge. They investigated and said I had to cancel within 15 days if didn't want to get cartridges for e cigarettes each month. Was not aware of this when ordered trail pack. Said I did not want this thus card company suggested cancel credit card and reissue card which they did. Dispute continued and credit card company ruled I owed E cigarettes \$99.99 (this occurred back in November 2013). Most recently received credit card bill and Capital One has added late fees and interest to the \$99.99 (paid off credit card except for the \$99.99 charge). Called E Cigarettes to complain about charge and was told they tried to credit charge back to account. Most recent Capital One employee informs me Capital One sent charge back as ruled in E Cigarettes favor as they submitted a page from the internet describing their terms for the \$9.99 trial purchase. I respond I never saw this which I did not. From the company I received the starter kit for the e cigarettes (\$9.99 portion) and two cartridges in a separate order that I did not understand the reason for receiving when I got it. I received nothing else. According to my son, the product was not to his liking and he told me I wasted my money. Can you please resolve this issue with Capital One so they do not hurt my credit score over this and the charges are removed from my account.--- Have contacted:CC Issuer --- Fair Resolution: Refund \$99.99 to my Capital One card removing interest and late fees (account should have a zero balance as paid off credit card except for disputed charge).
31 8	21(f)
31 9	21(f)
32 0	21(f)
32 1	21(f)
32 2	21(f)
32 3	21(f)
32 4	21(f)
32 5	21(f)

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32 6	As stated by consumer: I think I have the right agency, I just hope I have the right department. If not, I would appreciate you forwarding this on to the appropriate person(s). I am under the impression that advertising guidelines & policies fall under the jurisdiction of the Federal Trade Commission (FTC). If so, I would like to address the following: This mainly pertains/relates to Radio Commercials. I believe it to be misleading advertising for the disclaimer at the end of the commercial to be read and/or spoken at 3 times the speed of light. In other words; the disclaimer should be spoken at the same rate as the commercial. It is almost impossible to understand most of the rapid-fire disclaimers and who pays attention anyway? Remember the guy who did the FED-EX commercials? I feel there needs to be a law that states ALL COMMERCIALS (RADIO & TV) must be recorded so that the disclaimer at the end is spoken at the same speed or rate as the commercial. Regarding PRINT advertising: I have always felt it to be a crime and injustice that on BILLBOARDS you have GIANT, GARGANTUAN PRINT (5 THOUSAND PTS FONT) with the disclaimer hardly discernible at the bottom in 6 pt font (exaggerated for emphasis sake). I.E. Cigarette ads. I believe the disclaimer on PRINTED ADS (BILLBOARDS, MAGAZINES, ETC) needs to be more easily visible and larger. Thank you for taking the time to consider my input and suggestions.
32 7	consumer states that he ordered an e-cigarette for one price, and then was charged several time at different prices for the same product. - Consumer requested additional fulfillment.
32 8	MAIL: Consumer thought they were paying \$9.95 for a free trial of "e-cigarette". She was charged \$89.95 and \$29.95. The consumer has sent the product she received back. She is trying to get her money refunded.
32 9	Consumer ordered a trial offer for Direct E Cigarette. They hid in their terms and services are charges for more items. Consumer believes that they have 2 terms of services. One they show on TV that does not have the same charges. Consumer was charged an additional \$99.
33 0	consumer called to report that they tried the free trial offer for E Cigarette thinking that they would only have to pay for shipping and handling. Consumer mistakenly got caught up in a membership where the company is pulling 50.00 per month. Consumer called to try and cancel this membership but none of the phone numbers on this website work.
33 1	The consumer was online and she found this e-cigarette.. She was to get a free e-cigarette. She states the gave them her debit card for the shipping and handling. They were to take \$10 for shipping an handling but they took \$110 out of her account. It was a free trial offer. They charged the \$100 for a recharge kit that she never rec'd. They told her that they would give her a \$60 credit. Call disconnected before she was given the ref#.
33 2	MAIL: Consumer writes that after placing an order online thru Walgreens, she received a survey notice with a choice of "rewards" for completing survey. She choice to received Vapor Mist E Cigarette for only a \$4.95 shipping charge which she made by her Wells Fargo debit card. She received product and found she had been charged \$109.67 had been made which resulted in an overdraft fee. Consumer wants to return product for refund but company is only willing to make a partial refund with consumer keeping product but received a return authorization. Consumer feels this is deceptive marketing.
33 3	Consumer is complaining about E Cigarette. Consumer states that she was given a 10 day free trial period for the product she ordered. Consumer reports that the 10 day trial began the day she ordered it but, she did not receive the product until the 15th day. Consumer states that the company charged her \$140 plus the \$3 shipping and handling fee and have refused her a refund.

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33 4	The consumer contacted the company by Email, Regal E Cigarette Company and ordered a product. There was a starter kit he purchased, and was to return this with in 14 days of shippment date or he would be an auto debit from his checking account for a program. The consumer did not respond to the offer to join the program, but because he did not return the kit, he was charged. Now they are not wanting to cancel the program.
33 5	The consumer received an email from Smokeless E Cig, Bay Pak Premium E Cigarette, ordered a started kit for 4.95, states she put the wrong credit card number yet the order went thru and was charged 9.95. Consumer called the company to dispute.
33 6	Consumer states that she received a email from E-Cigarette offering her a free trial for a Ecig. Consumer states that she was informed that in order to receive the Ecig to begin the trial she would need to pay shipping fees which she complied in doing so. Consumer states that she was not provided with an agreement for nor was she notified of any other fees she would need to pay. Consumer states that she then received a call from E-Cigarette informing her that she was going to be charged for other fees which she did not authorize. Consumer feels like they are defrauding individuals that agree to the shipping fees because they do not inform the consumer that they will be charged additionally.
33 7	I purchase an E-Cigarette starter kit with extra cartridges form E-Cigarette-USA.com. From the first day I received it....I had problems. I called E-Cigarette-USA the same day I received it & told them I was having problems with their product. I was told they were sending me new components & was told they were certain it was because of defective components that came with my Pro-98 Starter Kit. After receiving the new replacement components....it still wasn't working correctly. When I called them to complain about the product the second time...I was told that a refund wasn't possible due to the fact that by sending me the new replacement components....their profit from my transaction was little to none. Their web site says if I'm not satisfied....refunds are possible providing I send everything back in it's original packaging (which I still have). After being told I could not return the product & get a refund....I didn't send it back. But...it is entirely useless / doesn't work. I'd like my money back.. PS9000: a product purchased on the Internet Other-Other Update
33 8	Plain and simple, this company is aggressively advertising and taking orders for products they don't have and (I believe, as others) never intend to ship. They , of course, don't mention this when you order. They send you an email AFTER you order saying there is a backlog on the product and it may take"up to 3 weeks" to ship. There has now been an email distributed to some(not all) purchasers, that implies that their shipment has been confiscated by customs(they sell electronic cigarettes, by the way) and there is no shipping estimate time available. There are literally THOUSANDS of people complaining on e-cigarette web forums across the country. They NEVER pick up the phone when you call, nor do they respond to their"live chat" window. UPDATE 7/8/08 Consumer stated he has never receieved his order. dwatkins
33 9	Facebook ad for completely healthy cigarettes is telling people not only that they won't harm themselves, but also that they can smoke these anywhere, anytime because they are harmless. I'm allergic to nicotine and think this product will endanger my health if used in public places that currently have smoking bans.. PS9000: E-cigarette Other-Other Update

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34 0	I answered an email ad for an e-cigarette that was claimed to replace smoking. An agent from Smokingeverywhere called to offer a 30 day trial period if I would allow them to charge \$79.99 on my credit card.I was told that each cartridge would replace a pack of cigarettes and if fact only substituted for 3 or 4.The company has not returned my calls not responded to my email requests. I have delivery confirmation that they received the product on 10/13/09. Since it was shipped to me on 09/14/09, I was within the 30 day trial period.An Internet search revealed that this company appears to be conducting a scam and will not honor its money back guarantee.Smokingevery is perpetuating a fraud by false advertising and refusing to honor their 30 day return guarantee.. PS9000: e-cigarette Other-Other Update
34 1	My issue is that his company is making false claims about the safety of it's product.. PS9000: E-cigarette Other-Other Update
34 2	I signed up for a trial to try out the company's e-cigarettes. I was charged 9.95 for this with the understanding that I would have a trial period to return the e-cigarette or I would be charged for their membership. The e-cigarette was not received til well past the trial period, in fact I was charged 89.95 on the day I received the e-cigarette. I was also charged another 29.95 on the next day with nothing to show for it.. PS9000: Online store Other-Other Update
34 3	I purchased for \$9.95 a sample e-cigarette. Not only was it defective, I began being billed over \$100.00 per month for more e-cigarettes which I did not order. I called SmartSmoker (1-866-667-6653) and was told I had been enrolled in their "Smart Plan" which apparently was hidden in the fine print (terms and conditions) at the time of order. No refunds or returns allowed.I feel their marketing practices are deceptive and fraudulent and that they are making perhaps millions by deception.I have had to call them twice to hopefully be cancelled out of their system and to receive no future billing or shipments or emails. These people should be stopped!!!. PS9000: e-cigarette distributor Other-Other Update
34 4	I contacted Smoking Everywhere on the Internet after hearing an ad on the radio for the e-cigarette. They offered a free 14 day trial offer. I spoke to a representative by phone on October 7th. He told me that I would receive the product within 3 to 5 business days. I received the product on October 30th. After trying the product, I was not satisfied because the cigarette would not hold a charge (it needed to be charged for 8 hours). I decided to return the product. I learned that I had been charged twice. The first charge was on November 2nd for 92.08 and the second charge was on November 4th for 49.99. I returned the product along with a note letting them know that they had made a mistake. They ignored me. I contacted my financial institution and disputed the charges. On December 2nd, Smoking Everywhere charged my account 17.84. I have no idea what the charge is for. I contacted customer service demanded that they cancel this order. They have continued to ignore me.

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34 I contacted the company on their web site to sign up for a two week trial, the next day I received an  
5 email that I needed to call them to confirm my information. I did not call them back and assumed that  
because I had to confirm my info that if I just ignored it the order would be cancelled. I was then called  
by them on Monday November 9th at 1pm from telephone number 1-800-613-0337, The woman I spoke  
to tried to upsell me into buying the kit I was going to be trying out, she immediately dropped the price  
from the web site's offering of \$99.95 to \$79.95 when I said no the first time. My anxiety was really  
acting up at the time so I told her to put a note in my account that the price was now 79.95 if I decided to  
keep it, and that for the moment I wanted to try the trial and find out if I liked the thing or not. Then she  
dropped the price again to \$49.99 and I repeated my request that she allow me to test the thing first. I  
smoke and had never tried eCigarettes before but was quite interested. I ended the call by telling her  
that i wanted to try the trial and was there anything else I needed to know. She did mention a return  
shipping label which would be included with the trial package. There was no return label included in the  
box. She did not tell me my trial had begun when I signed up on the web site (on the 7th of November),  
she also neglected to mention the trial would only end when the trial package landed on the supervisors  
desk. I received the package by mail on the 13th of November; tried the product, and found that it was  
defective and did not work the way it was supposed to. I set it aside and didn't think about it for a few  
days because I thought I was going to have to go into town to return the item because the box would be  
too big for my mailbox. On the 23rd of November (Which was the 10th day of my 14 day trial) I looked  
for the return label and found none. I called the company and the first thing I was told was that my order  
had never been a trial and that I just owed them the full price of the item, and the ten dollars I had spent  
for the trial had been all shipping and handling. I argued with her for a few moments and then asked to  
speak to her manager. The manager came on line, his name was Keith I think, and he gave me an  
identical run around with the exception that when I mentioned that the product was broken on top of  
being, at least in theory, a trial offer; he said I could pay my own shipping (another \$7) and they would  
either fix it or return a replacement, but I was still going to have to pay the full price because the trial had  
begun on the 7th and had finished on the 21st, ie: 2 days previous. I then asked to speak to his manager.  
The next manager in line whose name was Joe said, almost word for word the same thing as the two  
people before him. He brought the price back down to 45.95 (The others had been all over the board as  
high as \$150 and as low as \$45). After being told that I was, for all intents and purposes, screwed and I  
may as well just return the eCigarette for a functional one and the price would be deducted from my  
account whether I wanted them to or not. Now, they have the eCigarette Kit and have had it for a week  
(Received by them November 30, 2009, 2:06 PM). They have charged me twice what they were supposed  
to and then charged me more for a "Free Gift" on Dec. 11th.. PS9000: online E-Cigarette  
Store non-authorized credit card charges Other-Other Update

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34 6	<p>On November 5 2009, we received a call from Smart Smoker concerning the free trial of their electronic cigarette (e-cigarette). At this point, my Checking Account debit card was charged \$9.95 for the shipping of the e-cigarette kit. 2 separate calls were made within the first two weeks of November 2009 to follow up on the status of the order. On the second phone call, I was told that my account had been cancelled by Smart Smoker staff member. I never cancelled the account. During this time, the staff at Smart Smoker advised me that my e-cigarette was on its way. During this phone conversation, it was agreed that my trial period would end on December 2,2009. I finally received the cigarette on November 27,2009. On December 1, 2009, Smart Smoker charged my Checking Account debit card \$102.99 for the e-cigarette. I am not sure how they were able to charge me for the e-cigarette before my trial period ended, but they did. I attempted to make several calls and sent emails to them with out response for Smart Smoker. On New Years Eve my wife discovered that they had charged my Checking Account debit card for \$77.03 for a months supply of nicotine cartridges for the e-cigarette. I did not authorize this purchase especially since they told me that my account was cancelled. I attempted to contact them by phone on New Years Eve and the answering machine said that the customer service center was under going maintenance. I attempted to contact them by phone since then and received the same response. I sent several emails to them via the following site <a href="http://www.smartsmokerhelp.com">www.smartsmokerhelp.com</a> and the email kept coming back undeliverable. I finally got one sent to the company via the above web site and finally received a reply which is enclosed: b(6) A request for support has been created and assigned ticket #b(6). A representative will follow-up with you as soon as possible.You can view this ticket's progress online here: <a href="http://www.smartsmokerhelp.com/support/view.php?e=b(6)">http://www.smartsmokerhelp.com/support/view.php?e=b(6)</a>.If you wish to send additional comments or information regarding this issue, please don't open a new ticket. Simply login using the link above and update the ticket.--Kind RegardsSmart SmokerCustomer ServicesI am in the process of cancelling the account that they used to obtain their money. Hopefully it will be completed before they charge my account this month (January 24). It is now the 21st of January and I still have not received my cartridges (nicotine filters) that they charged me for on December 24th, 2009. I still have the package material that were used to ship my e-cigarette. It came from Great Britain. There is no return label on it. There is a Customs Declaration on the package.. PS9000: SMART SMOKER ELECTRONIC CIGARETTE Other-Other Update</p>
34 7	<p>This electronic cigarette caused me horrid headaches. Have tried since 7/09 (purchased product 7/12/09) to get a refund because of health problems; even provided doctor's note. Then contacted Channel 13 "Call Kurtis" for help. They asked me to file a complaint w/BBB &amp; you, after they were told that I am to contact the company they buy from, Luis Suarez, Smoking Everywhere, 5600 Northwest 102nd Ave. #A, Sunrise, Florida 33351 &amp; fax sales receipt &amp; doctor's note to "Luis Suarez at 954-315-2673" &amp; they would refund the money; but no reply. Then Channel 13 contacted him again &amp; he claimed no file was opened. Do it again. Then replied that it is not his problem, case closed. Every time I have made the trip to Roseville to speak w/the orig. salesperson, he is never there. One of the other ones had called the mall security. All I want is my money back for something that causes me health problems &amp; even the FDA said on TV that this e-cigarette causes health problems &amp; it is not FDA approved. Channel 13 "Call Kurtis" even is getting the runaround &amp; no answers or return calls.. PS9000: Smoking everywhere (Kiosk at Galleria Shopping Mall in roseville) Other-Other Update</p>

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34 8	<p>There have been no updates and many people have sent \$ to him, but not received the goods. Now they are verbally attacking people that question when they might receive what they ordered. Some of them ordered 3 months ago. <a href="http://www.e-cigarette-forum.com/forum/juice-box-fans/65763-updates-juice-box.html">http://www.e-cigarette-forum.com/forum/juice-box-fans/65763-updates-juice-box.html</a><a href="http://www.e-cigarette-forum.com/forum/juice-box-fans/71736-complaining-wait-clear-up-clutter-update-thread.html">http://www.e-cigarette-forum.com/forum/juice-box-fans/71736-complaining-wait-clear-up-clutter-update-thread.html</a> Here is what I was sent before I placed my order. I have not received anything from Mr Aguiar regarding this order since he took my money in DECEMBER. No updates, change order dates, etc. Just hearsay on the above e-cigarette forum. Thanks for your interest in the juice box .... Due to the price of materials going up I have had to raise my prices to 85.00 +5.00 for shipping in the USA I have PayPal. My PP contact is b(6) and I am running about four and a half weeks behind due to all the orders I've been getting so if your interested please place your order as soon as you can and I'll put you in line. Also to help me keep the cost down on the Juice Box I ask you to mark this PayPal transaction as a gift so PP doesn't take a big chunk out of the payment. Please remember not to mention anything in PayPal about e-cigs so they do not cancel my account. Hope to have you in the juice box family and you'll see it's a whole new experience in vaping.</p>
34 9	<p>I was told I would receive a free E-cigarette to help me quit smoking and that I would only have to pay for the shipping (\$9.99) but then the company charged my credit card \$89.99. When I called to complain, the company representative failed to immediately address my concern and acted like the dispute was my fault. I do not trust this company and they should be shut down for their predatory business practices.. PS9000: E-cigarette Other-Other Update</p>
35 0	<p>In early September, 2009, I responded to an Internet ad for a free trial of an e-cigarette for \$9.99 S&amp;H charge. After not receiving any product, I called and was told nothing had shipped. I cancelled the order and requested my card be credited. This was confirmed by e-mail. Over the next few months, my Capital One card was billed in \$99 and \$49 amounts. I disputed these charges each time with Capital One. Each time I told Capital One that these charges were fraudulent. I asked them to not accept any more charges from this outfit. They would not comply with my wishes. We eventually paid off the account and closed it. Capital One continues to accept new charges from Smoking Everywhere and I get up to 5 robocalls from them daily dunning me for charges and interest. Every day is groundhogellday.. PS9000: electronic cigarettes Other-Other Update</p>
35 1	<p>I received a email from this company for electric cigarette and all I had to do was pay s/h which I did in the amount of \$9.95. My bank statement Sept 14, 2010 shows they charged me \$149.90. I have emailed this company to no avail. The company name Parado E-Cigarette.. PS9000: Electric Cig. Other-Other Update</p>
35 2	<p>Company advertised 30 day trial of e cigarette for 9.95. 10 days later saw a \$150 charge &amp; then 1 week after that saw a \$70 charge. When I contacted the company they informed me that it is a 10 day trial and the first day starts when they charge your credit card. Then, you have 10 days to receive item in mail, try it, contact company for a return code, send it back, and for them to receive it. Otherwise they will not accept it and the charge stands. This is almost impossible and is intentionally designed to scam people. The \$70 charge is for automatic monthly refills that they refuse to take back. After researching this on the internet, I saw multiple complaints on this company.</p>

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On 09/04/2010 I ordered an E-Cigarette starter kit that was only to cost shipping of \$4.95(which I put on my debit card. I read all the fine print and there was no information regarding term of trial or additional billing anywhere on the order site. On 09/21/2010 I was charged an additional \$99.67 to which I e-mailed their customer support on 9/23/10 who responded on 9/24/2010 only saying to call their customer support. I also filed a claim with the BBB b(6) on 9/23/10 about the additional billing. On 09/30/2010 16:55PM CST I was finally able to reach NuAge Labs customer support line (Mark) and was issued a cancellation number b(6) was contacted by Nuage labs (Moshe Berman) on 10/7/2010 6:45PM EST and she said they would refund my \$99.67 without my having to return the product they sent me. On 10/11/2010 I Received a request from The BBB asking if they could close the case as resolved. I stated NO per I had not received my refund yet. On 10/13/2010 the BBB forwarded my response to the business. On 10/14/2010 instead of receiving a refund my debit card was charged an additional \$99.67 which being the day before payday overdrafted my account. I relayed this info to the BBB and I am awaiting reply. I believe this company has provided misinformation and lack of information in their business practices. As The FTC does not resolve individual complaints, I will continue with The BBB and under private legal council to try to acquire an actual refund of my monies and any bank charges and credit score issues this has caused me. Thank you in advance for any action you can or may take against this business for it's deceitful and unfair practices. Sincerely b(6). PS9000: NuAge Labs - A.K.A. Lux-E-Cigarette Co. UPDATE 10/15/2010: Consumer reports that the BBB tried to refund his money yesterday. He states that all credits were redebited to the accounts. He states that he no longer feels that he was frauded. He states that Nu Age Labs has acted in good faith. LGALYEAN.

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The page is at this address: [http://www.safesecuretrial.com/offer/blkyllwds/#order\\_form](http://www.safesecuretrial.com/offer/blkyllwds/#order_form) It offers a 9.95 free trial of it's electronic Cigarette. If you look at the page you see references to CNN, ABC, Fox News and others. A movie by an x congressman. And it says "FREE TRIAL OFFER" you pay just shipping and handling. So I ordered just as I am sure hundreds if not thousands of persons have. Good deal. Then afterwords I was looking around and read the VERY SMALL print at the bottom. Terms. There it states that your card will be billed every 30 days for 149.00 unless you return the trial in 14 days and you can not return it until you get an RMA number. What kind of free trial is this? This is set up as a card charging scheme from the start. Even if they were up front with the terms, how can anyone try anything and return it in 14 days when it takes 5 days to ship and then after that you have to rush to get an RMA number to return the item so they don't CHARGE YOU again for YOUR FREE TRIAL. This page is set up as a scam and they are using a dirty tactic. Lots of people want to quit smoking, and they are using this to trick them into getting their credit card info. I have been purchasing items online from thr early 90's and this is the first time I fell for this because it seemed legit. I checked the site without the free offer and saw what site it was and I thought they were on the up and up until I ordered. Something needs to be done about this kind of practice. Prado E-Cigarette is the name of the product. Smoke Freely, LLC Customer Service: 1.877.6473735 Email: customersupport@smokefreely.com Warranty or Exchanges: 14301 N. 87th Street Suite #107 Scottsdale, AZ 85260 Corporate Address: EU SFP Limited 40 Villa Fairholme Sir Augustus Bartolo Street Ta X'Biex XBX 1095 Malta thank you.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

35 5	I ordered an electronic cigarette from this company. I never agreed to any future purchases. They are charging my credit card \$69.90 for 2 small boxes of filters that I never ordered and do not want. Impossible to get them to credit my card and will continue to try and charge every month according to other complaints I have read. Please stop these thieves. I will contact my bank to change my card but this is just theft plain and simple.. PS9000: e-cigarette company Other-Other Update
35 6	I am writing because of this ad I found on the internet making the misleading claim that smoking is healthy: "E-Cigarette: Exposed The electronic cigarette craze has been sweeping the nation. Is it truly as good as people claim? Learn more Smoking Is Healthy? It is if you're smoking e-cigarettes. Get a no-risk trial pack today! Learn more" The ad was distributed by a company called adblade but the link is for another company.
35 7	<p>This product was obtained from an e-mail circulating ad for Prado that sited CNN, ABC, etc. as an endorsement for the "E-cigarette" and offered you a "trial off". After deciding to order the E-cigarette through Prado based on the internet advertised health effects of the product and the introductory price of \$7.95, I filled out the on-line order on 11/09/10. During the process there was no request to acknowledge any "policies". After finishing the order and giving my credit card info, I did receive an e-mail confirmation--again, with no policies. It was a very simple confirmation with Order #, Billed To, and Ship To info. I left for vacation on 11/10 and returned on 11/23 to find the product was delivered. Because of the Thanksgiving holiday I did not look at the product until 12/1 and found the instructions very confusing (including typos)--not typical of a normal product. I still have not used the E-cigarette because of the complicated instructions. I received my credit card statement on 12/10 and reviewed it on 12/14. I was charged \$7.95 on 11/09 and then \$149.90 TWICE on 11/24 so I called the company phone # on my cc statement. Talked to representative "JJ--#156561 and got that this is there policy, except I should have been charged only once for \$149.90 so she would issue me an immediate credit for ONE of the TWO \$149.90 charges. At one point JJ said she would credit my account in full, but then backdown on that statement. I told her this was a scam and I was calling my credit card company and the BBB immediately. My Chase VISA company was understanding and said they would credit the \$149.90 and another charge of \$69.90 from the Prado Company on 12/10 (I had no idea this charge was another charge on my cc statement because 12/10 transactions will be on my NEXT statement. However, the Chase representative told me they would send a complaint to the merchant and there may still be a possibility that I am re-charged \$149.90 + \$69.90. Therefore, I dediced to research Prado on my own. I spent over an hour trying to find Prado's policies on their website. It says "By placing your order for the Trial Offer of Prado Electronic Cigarette you agree to be bound by the following Terms and Conditions. This has to be FRAUD as you do not ever acknowledge this when placing the order. And, it does say my cc will be charged \$149.90 after 14 days and I will be enrolled in an automatic re-fill program once per month for \$59.95 plus S&amp;H. The terms continue to say 1)if the starter kit is not returned within 14 days with a VALID RMA# from Prado your cc will be charged \$149.90; 2) No returns will be accepted after 14 days; 3)refills sent automatically to you are non-refundable (even though you never signed up for or "enrolled" in this monthly program). Looking at other people's reviews on the internet, it appears ALL Prado purchasers have been scammed as I have. Today, 12/15 I went to my P.O. Box and found the Prado refills that I did not order. I took the package to my postmaster and refused it. Hopefully, my Chase cc company will come through for me, but this company and others using these same techniques need to be SHUT DOWN. Additionally, they show a Corporate address as: EU SFP Limited 40 Villa Fairholme Sir Augustus Bartolo Street Ta X'Biex XBX 1095 Malta</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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Company advertised that customer could get a "starter kit" at no cost. The ad read "regular price: over \$100. Your cost 0.00. Get one now" and other statements that the "starter kit" would be sent to me for no charge. They sent the kit to me along with an invoice showing "total cost for kit \$0.00 and shipping charges of \$4.95. The S&H charge was paid by debit card. Then 15 days later, I received an email from Directecig saying that I owed them \$109.90. I called them to protest the charge because their ad was deceptive. I was told that the charge had been made against my debit account, and that I should have read the "terms and conditions" sections of the ad where it indicated that their offer was only for a 14 day trial of the kit. Nowhere in their ad did they mention anything about a 14 day trial nor did they direct the customer to the terms and conditions of the offer. A real "Gotcha" response. So, within minutes after the expiration of the trial period, they put through the charge for \$109.90. I know that the Company is engaged in false, deceptive and misleading advertisement. I called the Company four times, but they always referred me to the terms and conditions. Keep in mind that the words "trial period" never appeared in their ad. Their response seemed to be a stock answer and rehearsed by the service persons I spoke with. Two of the service reps hung up the phone after they gave me their stock answer which leads me to believe that they have had numerous complaints of the same nature. It is also interesting to note that the Company pulled their "no cost to you" ad off their website on the very day I called to complain. I believe the Company is engaged in a pattern and practice of deceptive and misleading advertising, and they should be ordered to cease and desist. They should "do the right thing" by refunding the purchase price which they wrongfully obtained through such false and misleading advertising 4. PS9000: company advertises on internet for the E cigarette Other-Other Update

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there was a link for a free starter kit for an e cigarette on another website, I don't remember the referring site. the link took me to an order page to choose regular or menthol, what strength and where or not I wanted just the free trial (pay 4.95 s&h). I chose the free trial only. My card was charged 1/07/2011 the 4.95. There was nothing else on that order page. Today 1/26/2011 I got several replacement cartridges and a statement for 99.95 that will auto bill my debit card. I called immediately and Nicole said I can't get out of it, the T&C was right there and the free starter kit was actually a 14 day free trial. She further stated that there is a no return policy! This is what upsets me most. I am not a novice internet shopper by any means. Even if somehow I missed this 14 day free trial, I can't return this 99.95 shipment back to them for credit to my card?! Called a 2nd time and Diana stated the same. asked for a supervisor and both stated "Nick" isn't available. they both hung up on me. I would have never signed up for something like this if it was clear that it was a 14 day free trial and I would be shipped more cartridges at 99.95 each shipment! And as I stated earlier, if I had somehow missed that, they have a "no return" policy?! Please help me with this scam they have going. I am contacting both attorneys general, NY and Fla, as well as protesting this at my bank. This is just plain wrong.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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In late November 2010, I went to the web site of a company that sent me an email offer for a free e-cigarette starter kit. I was to pay the shipping and handling only. I ordered that online and received the kit and was charged \$12.95 on 12/1 for shipping. On 12/2 I received a call from Smoke Freely, which was a fast talking sales pitch. I was told, "I feel so confident that you will be satisfied with this product that I am going to enroll you in the monthly plan". That automatically sends a 30 day supply and bills you monthly. I interrupted before he finished his spiel and told him in no uncertain terms, "do not put me on any monthly or recurring billing". I repeated that again at least once and made sure that I was understood. But I had a feeling that this was not over yet. As expected, a month later on 12/31/10, I received a month's supply and was charged \$69.90. I was furious and complained to them by email. They would not credit the charge until I returned the order. I did want to go through the hassle of returning something that I did not order in the first place. My first thought was to just dispute the charge with my credit card company and not return it. But since I was going to order it anyway, on an as needed only basis (vs. automatic monthly), I kept the item and did not rescind the charge. I have 2 complaints: 1) After I made it known that I did not sign up for, nor did I want an automatic monthly billing situation, I was put in one anyway. They have since then removed me from that. 2) I was charged \$10.00 then the price shown for that item on their web site. I got the impression that this is a tactic used on a regular basis by this company. I did inform them that I would be filing a complaint with the FTC.

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I ordered a Free Trial electronic cigarette from Direct E-Cig's website. I had to pay only for shipping & handling - cost was \$4.95. I did not order anything else or give permission in any way for my credit card to be used again. On February 3, 2011 they charged my credit card \$109.09 and mailed me some supplies for the e-cigarette. I have sent 2 emails asking for a return label to return these items I did not order. I have not been able to get through to anyone over the phone. My credit card company is entering a dispute on my behalf.

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2

SOME OF SPAM EMAIL TEXT: Full View Smoking Alternative ... From: Lux E-Cigarette  
&lt;todlowe.dagworth@baadmar2.com> ... Add to Contacts To: b(6) Smoking Alternative  
Other-Other Update

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

[illegible]

36 I was offered via email a free trial starter kit for \$12.95 I purchased it. It was not clear to me that I was  
4 agreeing to future purchases. When I received my credit card statement I called customer service  
refunded \$40 of \$232.75 and cancelled further charges. They would not refund the total because she  
said I agreed to their terms. I asked to speak to a supervisor I was told Barb would call later in the day. I  
received no call. When I have requested a refund for a product I didnt order or was unhappy with, other  
legitimate companies have apologized and given me a refund. By offering a refund, it seems to me that  
Prado could refund the amount I am contesting, \$192.75. Besides this complaint, I am registering  
complaints with consumer protection in WA and AZ, along with BBB, consumer affairs.com and FDA. Of  
course I emailed the company with my complaint and will also send them a letter. I have notified my  
credit card co. not to accept anymore charges from this company and am requesting a full refund of  
\$192.75. I appreciate whatever help you can provide. Thank you.. PS9000: Prado E-Cigarette Other-Other  
Update

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

- 36  
5 Seen this ad on TV/Internet several times. About a free e-cigarette. All I had to do is pay for shipping. I ordered the e cigarette kit. thinking I would only have to pay for the shipping. When my credit card bill came I found two charges one for \$4.95 for shipping (authorized) and another for \$109.95 (unauthorized) Called my credit card company and they got Emerald Lux on phone. Emerald stated that the free kit was only for a two week trial period and that the two week period had pasted which is why I was charged \$109.95. I said I didn't want the product, They said they would send me a return form via email and also an email confirming this conversation. So far I have not received either. I don't remember seeing anything about a two-week trial period or a \$109.95 future charge. I believe this is deceptive advertising and strongly suspect is a scam to defraud others and me out of \$110. I also saved the web page I ordered this product from, when I try to open it. It starts loading multiple pages repeatedly, making it impossible to see this page. I believe they may have also installed some sort of malicious software (malware) on my computer, when I ordered their product.
- 36  
6 On 11411 I ws online looking for an e-cig. I found this Lux E cig offering a trial offer @ 4.95. Great deal, however, to my own fault I quickly acted on it. I was received the product & was charged the \$4.95 on 11711. After reviewing my bank records I discovered another charge on 12211 for \$59.67 & I currently have a pending charge from the same company for \$69.62. I called the customer service to ask about these charges. I was informed that the offer was only good for 15 days. It was never initially disclosed that this was only a 15 day trial offer. I was also informed that this was a monthly membership charge, which I never signed up for a monthly membership. Along with this membership comes products, to which I never received any new products. I asked to cancel this so called membership & asked to be refunded. Which I felt I was entitled to a refund since I havent received any additional product. I was informed that they can not refund my money. I then asked to speak to a supervisor & was told that there is no supervisor there. I have no problem paying the \$4.95, but the additional charges are a scam. I never authorized these charges or wanted a membership, as I wanted to try the e-cigarette as a means of trying to quit smoking. I would really hate to see others caught up in this scam like I have.
- 36  
7 company advertises a "free" kit of e-cigarettes. you pay for only shipping. after you place order and you see order confirmation page, there is a sentence on bottom that part of your order is: "Exclusive Autoship Club Membership." when i asked what this was, I was told I would be charge 69 dollars per month for refills. this was couched as a convenience to me, so that "you wouldnt run out." I said I didnt want this. the telephone salesperson said she would remove this part. when I asked if there was any other hidden charges, she said that if after two weeks I didnt return the items I would be charged 100.dollars for the kit. I then cancelled the whole order and received an e-mail confirming my cancellation. My complaint, is that nowhere on their web page does it say anything about the "exclusive autoship club membership." Nor is there any mention of what that will cost. second: Nowhere on the web page is there any mention the cost if you dont cancel and return after two weeks. This is very deceptive, and false. It is presented as a "free," item that you simply pay the shipping. Nowhere on the web page is there any mention of the true cost. Thank you for any help. People should be protected from this.. PS9000: e-cigarette internet sales

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

36 8	<p>I was notified while online that I had "won" a free "e-cigarette", for which I would only owe the cost of shipping (which was \$4.95). The shipping cost was charged to my debit card on April 15, 2012. On May 7, 2012, I noticed an additional debit of \$99.95 had been charged to my debit card for which I had no explanation. Upon calling the "e-cigarette" company, I was informed that the e-cigarette was not what I had "won", but only a 14-day "free trial" which would cost \$99.95. I saw no notification of this on the website although they claimed that a separate window had appeared at least three times requiring my response. I have absolutely no memory of such a stipulation, and would never have accepted such an offer knowingly. How can you "win" something that is only supposed to be contingent upon your paying shipping, and then be informed that you "won" nothing of value to you. It is a scam! I have since paid to return the item to the company and demanded my money back but I feel that the entire transaction was based on criminal and de3ceptive business practices. I have no ideal if my money will be returned! This company needs to be stopped!?. PS9000: "free" e-cigarette scam Other-Other Update</p>
36 9	<p>I ordered a trial e-cigarette from this company. I wanted to return before the trial ended. I needed a RMA # to return. They informed me that I would have to pay \$23.99 for a re-stocking fee. When I ordered the ecig from them I did not see this information in the ordering process. It is hidden within their site somewhere!!! I had to cancel my bank card so they would not charge me this fee. I believe that this is a fraudulent practice. I have since done some research on the Internet. I have found so many complaints about Regal Cigs business practices. I wish I had done my homework before ordering from this company. They have scammed many people out of money. This companys practices needs a serious eye looking at them. Thank you</p>
37 0	<p>I paid \$4.95 for a promotional product(E Cigarette) I was later billed and debited \$114.95 for a kit. According to customer service, I did not cancel the subscription within a specified time that I was unaware of, so I was billed for the kit. This is a classic case of obscuring the fine print and getting people obligated for something they had no idea they were obligating themselves for. In a word, this is fraud, and this company needs to be shut down ASAP and a class action commenced to recover all monies this company has received from unsuspecting consumers like me. I am an attorney and got tricked, so I can just imagine how many other people have been victimized by this practice. As the customer service rep said, if they sold the product for \$4.95 they would be out of business. The ad boldly promotes the \$4.95 price for the product. The EmeraldLux companys practice is characteristic false and misleading advertising. Please investigate and take appropriate action to end this corrupt practice and prevent others from being similarly victimized. Other-Other Update</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

37 1	<p>I ordered an e-cigarette on May 14th. I recd May 16. I called and said I wanted to return product on May 21. They gave me a RMA # and said it expired in 5 days. I said I would try product a few more days and decide. I became sick and due to Holiday on the 28th, could not send product back in two week trial period. I then called on May 29th and asked if the RMA number was still good and was told it was. Then Charlotte called me back and said I had ben charged for the product as I didnt return it in time. I asked how can you charge me for a 14 day trial period if I didnt receive it until the 16th, that would mean my trial date ends on the 30th. She said it doesnt work that way. I asked for a supervisor, she said I am, I asked for a Mgr and was put on hold for over 5 minutes and lost connection because my cell phone died. I am calling them back for information on returning product and getting my charges reversed. I called and asked WELls Fargo to reverse charges and they said they would as soon as product was returned. This girl was rude, not accomodating and also said my account had been closed, but still charged me. I dont understand how they can include shipping time as part of a trial period. They had better give me another RMA number, as I am calling back today. I want this resolved and my money back. I called them the day I ordered this product as the fine print said you will be automatically charged 114.00 for this product, well then they try to talk you into keeping it for a 50 discount which is a scam in itself. It gave me a headache and made me nauseous. I told them this and they still dont care. I dont want it and I want a RMA number and my bank account reconciled.</p>
37 2	<p>When I contacted ecigs, the first time I was lead to believe that it was a quit smoking aid. I took advantage of an introductory program that was shown at \$5.95. I placed an order and was told that there would be no further obligation on my part if I was not satisfied. I was also told by their phone rep. that they would include a fuel voucher for \$100 for only \$3 more. I received my starter kit within a few days via USPS. Upon reading the material sent, it said that at the end of the two week trial I if did not want to continue, that I should call them by phone so that my bank account would not be billed with any reoccurring charges. Which I did well within their stated limits. I spoke with a very rude off shore"support" individual and told her: "You do not have my authorization to apply any further charges to my account" As I don't wish to continue to use your product as it was being advertised as something it is not. On 6/21/2012 I received another package in the mail with a refill!!! I immediately checked my banking account and discovered that there was a \$140+ debit to my acct.as of 6/20/2012. I then contacted my bank and was told that I would have to physically put a stop payment for any further debits at \$25 per order. I also sent an email to ecigs asking for an explanation and so I would have a paper trail, to date it has gone unheeded. In that email I told them that if they did not contact me within 24 hours that I would start filing complaints. Thus my reason for contacting you. I have had no explanation,nor contact. I am asking you if you can help? I live on SSI and can ill afford these kind of costs. There seems to be fraudulent activity going on with this company. That's just my feeling so it doesn't mean much but I AM SO ANGRY right now. Please Help? b(6) PS9000: e-cigarette Other-Other Update</p>
37 3	<p>VaporFume requested \$4.95 for P&amp;H. They charged me \$109.67 I know now this is to be a monthly charge I did not expect.. PS9000: E-Cigarette Company Other-Other Update</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

37 4	<p>Paid \$4.99 for a sample of there product. No other information came with the sample. Was surprised to see a \$99.95 charge pending to our bank account. Called them for a cancellation. Got \$60.00 knocked off.Was real clear about cancelling. Asked that no more money be taken out of our account.A few days later they sent a monthly refill we didnt ask for and they charged us another \$19.95.Attempted to call them but couldn't get through. Called our bank and had to change debit card # but couldnt stop the \$19.95 charge.. PS9000: e-cigarette comany Other-Other Update</p>
37 5	<p>Found this company on an Internet search for electric cigarettes to help quit smoking. They had a link to their web site from a quit smoking site. They offered a free sample pack of eletronic cigarettes and said all I pay is shipping- with a money back guarantee. I could not get the order to go through online, so I called and ordered. Two weeks after ordering, they sent more cigarettes. I then saw two charges on my Visa bill, the first for \$117.35 and second for 74.49. When I investigated, they had a shut down their web site and BBB said not to use them- plus saw many sites complaining of them. I then called them and they gave me the run around. They told me I agreed to pay the \$117.35 by not calling them within 24 hours of receiving the free sample. They also said because I did not call, I was enrolled in their cigarette program and would continue sending me cigarettes every two weeks. I told them I had not agreed to this and they said I did. Nothing was said to me about this- nothing On their web site as I can recall. They said they could give me a credit on my Visa of \$40 on each payment but that is the best they would do. I talked to my bank that I have the Visa account with to see if I could block them from taking more money out. They said they could but it would also block them from depositing the credit. I have kept the account open for now. They said they would credit within 5-7 business days so I am waiting for that and hope they will not take more money out. I received an e-mail for cancelling my account - no letterhead, just an e-mail. I have the paperwork if you need it. I believe I should be refunded all the money. I am willing to send back the cigarettes, but they did not give me the option. When I called, it was a call center and the women were foreign and I could not understand them. They pretty much gave me the run around and tried to sell me teeth whitener. I hope this will be investigated so more people will not be ripped off. Thank you, b(6) PS9000: Online Company called No Flame E-Cigarette Other-Other Update</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

37 6	<p>I received an unsolicited ad for free trial e-cigarette.I will assist in any prosecution.Below is the email header information:x-store-info:sbevkl2QZR7OXo7WID5ZcVBK1Phj2jXAuthentication-Results:hotmail.com sender-id=permerror (sender IP is 66.3.49.121) header.from=info@flower.kangaroomegan.com dkim=none header.d=flower.kangaroomegan.com x-hmca=noneX-SID-PRA: info@flower.kangaroomegan.comX-SID-Result: PermErrorX-DKIM-Result: NoneX-AUTH-Result: NONEX-Message-Status: n:nX-Message-Delivery: Vj0xLjE7dXM9MDtsPTA7YT0wO0Q9MTtHRD0xO1NDTD0wX-Message-Info: 12I2I64mAZSWFhQ0inhVxBWleWiBdGXU6gTj3EdabCAqs3Qixac2zZEZYAcMwzEZVIW39GfvO+NkkdvWJJR VBgV7tTvaiHBAMyA dIDch4iB9HJ5nzZ2mDRxHxpX234fyRV6km6VDK4pwQ7JHDmQ==Received: from flower.kangaroomegan.com ([66.3.49.121]) by COL0-MC1-F23.Col0.hotmail.com with Microsoft SMTPSVC(6.0.3790.4900) Thu, 11 Oct 2012 11:24:15 -0700Received: from flower.kangaroomegan.com (66.3.49.121) by b(6) (PowerMTA(TM) v3.5r15) id iZgmJRBKQDq7N for &amp;b(6)&amp;gt Thu, 11 Oct 2012 11:24:00 PDT (envelope-from &amp;b(6)&amp;gt) Date: Thu, 11 Oct 2012 11:23:53 PDT List-unsub:Content-Type: texthtmlFrom: =?iso-8859-1?Q?Free_Trail_E-Cigarette=?&amp;ltinfo@flower.kangaroomegan.com&amp;gtReturn-Path: returnsDRvSH@flower.kangaroomegan.comTo: b(6)Subject: =?iso-8859-1?Q?Finally_Smoke_Anywhere You WantLegally!..?=Message-ID: &amp;ltCOL0-MC1-F23LGP6i4w00582211@COL0-MC1-F23.Col0.hotmail.com&amp;gtX-OriginalArrivalTime: 11 Oct 2012 18:24:15.0455 (UTC) FILETIME=[9EA09EF0:01CDA7DD] Other-Other Update</p>
37 7	<p>Received text spam at 7:46am, included link for an e-cigarette site- I did not use link. Texted back with "Stop". Message content: "Hey b(6) not sure if you or anyone you know still smokes. But www.nosmoke77.com is giving away free e-cig trials. - Mark". I have had no contact or relations with this, or any similar company. Other-Other Update</p>
37 8	<p>The phone number i received a text from is 573-529-4701 and the website is nosmoke22.com. PS9000: E-cigarette internet company Other-Other Update</p>
37 9	<p>This company was text message spamming my wireless cell phone. I responded to the first text to be removed from any and all lists and to not be contacted again. I have since received several additional messages from different phone numbers that are some variation on: " Hey b(6) not sure if you or anyone you know still smokes. But www.smoke8.com is giving away free e-cig trails. -John" The phone number, name and website change with each message. www.33cigs.com John from 415-374-0522 www.nosmoke33.com John from 267-265-8511 Thank you!. PS9000: e-cigarette company Other-Other Update</p>
38 0	<p>I have received multiple text messages from various numbers with various websites: all with the same info. I have replied by text to ask them to stop sending me this, which has resulted in no change or reply. I have listed below the numbers and websites I have received. I will also include the text of the message:"Hey b(6) not sure if you or anyone you know still smokes. But www.33cigs.com is giving away free e-cig trials. -Frank"from #904-651-3794 on 10152012-Same text from #202-509-5425, from John and website: www.nosmoke77.com on 10312012-Same text from #314-229-6204, from Mike and website: www.nosmoke22.com on 1132012.Thanks, b(6) PS9000: E-Cigarette Other-Other Update</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

38 1	I am not a smoker, nor have I ever done business with e-cigarette or www.smoke111.com. I dont appreciate these unwanted, unsolicited spam text messages that I ultimately have to pay for. Im sure Im not the only one who has received this spam text message. I really hope this complaint is follow-up on, and the company is fined.. PS9000: Unwanted text message to solicit business - spam Other-Other Update
38 2	I purchased &quot;E-Cigarette Brand Trial Kit&quot; for only the shipping cost of \$4.95. 14 days later, I was charged \$99.95 for add-on monthly &quot;cartomizer&quot; charges to refuel the cigarettes. The online ad used &quot;free&quot; and &quot;no risk&quot; several times. I only realized today that I had been scammed, and I called their 877-652-0203 customer service number and spent 30 minutes trying to get the \$100 refunded, and in the end only got them to refund \$75 and to agree close the account and to cancel any further charges. The purchase was for a relative who smokes, and their rep says the fine print allows them to charge added fees unless the purchaser responds to cancel wi 14 days. Nothing in the advert made mention of additional fees or the cancellation issue. It was a scam, fraudulent and the company should be fined for carrying out such advert offers. Im willing to talk with someone further b(6) Other-Other Update
38 3	I purchased an e-cigarette starter kit as a Christmas present for my sister from this company on Dec 3, 2012. A charge was made to my visa card, and I have receipt proof of this. After waiting 14 days, I still had not received what I purchased, nor did I receive word of its status. So I sent an email to their customer service department notifying them that it shouldnt take longer than two weeks to deliver such a small package within the United States. I also told them that I know my rights as a consumer and that neglect of my order would be a violation of the contract of our purchase agreement. Within the hour of the delivery of this email, they replied with an email notification that my account was canceled. There was no response to my email or word of the status of my order there were only the five words, "your account has been cancelled," followed by a company signature. I feel that I have been cheated and that this company has no intention of rectifying the problem.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

38 4	<p>This page on the FDA web site misleads consumers into making decisions detrimental to their health and has misled governments of several nations to implement rules that harm the health of their citizens: <a href="http://www.fda.gov/newsevents/newsroom/pressannouncements/sucm173222.htm">http://www.fda.gov/newsevents/newsroom/pressannouncements/sucm173222.htm</a> Take the first sentence: "The U.S. Food and Drug Administration today announced that a laboratory analysis of electronic cigarette samples has found that they contain carcinogens and toxic chemicals such as diethylene glycol, an ingredient used in antifreeze." A sentence later on that page states, "These tests indicate that these products contained detectable levels of known carcinogens and toxic chemicals to which users could potentially be exposed." Anyone reading these sentences would come to the conclusion that the samples tested contained harmful amounts of several toxic chemicals and the products were likely to cause cancer. However, this is not the case. The "known carcinogens" refers to Tobacco-specific Nitrosamines (TSNAs). The web page neglects to mention that these same TSNAs are also found in FDA-approved nicotine patches, in equivalent quantities (~ 8 ng), and that a day's supply of Nicorette gum would total 20 ng or more. To date, no cases of cancer have been linked to use of nicotine patches or gum. Cancer has, however, been linked to smoking tobacco cigarettes, and a single Marlboro cigarette can contain an average of 208 ng of the two cancer-causing types of TSNAs. So a pack-a-day smoker would be taking in thousands of times higher levels of carcinogens than an e-cigarette user. Although the plural for "toxin" is used in the press release, the lab report mentions only one toxin, found in the liquid. No toxins whatsoever were reported to be found in the vapor, which is the only physical form ingested by the user. The statement "These products are marketed and sold to young people" is based on conjecture. Three and a half years later, there is still no evidence the products are marketed to children. The evidence shows that the products are being marketed to adult smokers to be substituted for smoking. More conjecture: "Public health experts expressed concern that electronic cigarettes could increase nicotine addiction and tobacco use in young people." Multiple surveys of consumers show that 60 to 80 of daily users (average age about 40 years) no longer smoke, and many have reduced the percent of nicotine in their cartridges. A growing body of research shows that e-cigarettes are proving to be an acceptable substitute for smoking, and that adverse health effects not only are minimal, but pale in comparison to continued smoking. In fact, users are reporting health improvements, likely due to having stopped smoking. Sadly, in response to this press release, many smokers decided that it would be less risky to continue smoking. Several countries banned the sale of e-cigarettes, depriving their citizens of the opportunity to switch to a lower-risk alternative. This page is just the beginnings of an epidemic of misleading information on the FDA web site about e-cigarettes and other low-risk substitutes for smoking. The FDA needs to scrub its site of information that is harmful to public health.. PS9000: U.S. Department of Health and Human Services Other-Other Update</p>
38 5	<p>When I ordered the e cigarette I understood it would cost me \$4.95 shipping and handling. A couple of weeks later they charged my account \$99.67. I did not even have that much money in my account. I was under the impression it was a free trial. Because I did not have enough money in my account the bank charged me for an over draft. I called the company so that they would not send me anything else and I wanted to send this item back as it came with a satisfaction guarantee. They refused to take it back and said they would refund part of the money and it would cost me \$40.00. I feel like it was a scam and I learned a hard lesson. I am turning this company in as I dont want this to happen to anyone else that thinks they are getting something just for the cost of shipping and handling. Thank you Joan Klaus PS The taste of this e cigarett is terrible. It taste like a stale cigarette.. PS9000: no flame e-cigarette Other-Other Update</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

38 When I saw the charge of \$99.67 on my credit card, I called my card company & put the amount in  
6 dispute. I had no prior knowledge of the \$99.67 charge, added on 12/5/12. I initially ordered a trial kit  
of the e-cigarette, for \$4.95, from an ad in the NYDaily News, which I get online. There was nothing in  
the ad to indicate further charges. On 12/23 or 12/26, they put an additional \$79.62 on the card for refills  
which I did not want or request. There are voluminous complaints online about this & other e-  
cigarette companies, sprouting up all over the country. I sent copies of all my email to my credit card  
company hopefully will not have to pay the \$179.29 that they charged me. I returned the filters to them  
& have proof they were delivered to their address. This company should be SHUT DOWN!!!!!!  
11/22/12 was the date of the initial 'trial kit' for \$4.95.. PS9000: Safe Smoke Vapors (an electronic  
cigarette) Other-Other Update

I get 2-3 emails per day from same company advertizing different JUNK - all unsolicited - I am unable to remove my name - slime company When I attempt to access url address which appears to be part of the senders email address - m.asitisthe.us the website which is accessed is sky trust media website ...www.skytrustmedia.com I refuse to give them my email to "unsubscribe" because I never subscribed

From: Free Trial E-Cigarette &lt;FreeTrialECigarette@m.asitisthe.us>  
Subject: Stop Smoking with E-Cigaretts! Start today and QUIT for good Date: January 2, 2013 11:28:43 PM EST Return-Path: freetrialcigarette@m.asitisthe.us Received: from imta26.westchester.pa.mail.comcast.net (LHLO imta26.westchester.pa.mail.comcast.net) (76.96.62.79) by sz0009.wc.mail.comcast.net with LMTP Thu, 3 Jan 2013 04:29:33 +0000 (UTC) Received: from m.asitisthe.us ([IPv6:2001:470:e083:6::4a]) by imta26.westchester.pa.mail.comcast.net with comcast id jGV41k00z36ycrx0SGV52i Thu, 03 Jan 2013 04:29:31 +0000 ..... X-Caa-Spam: 0 X-Caa-Spam: 0 X-Caa-Spam: 0 X-Caa-Spam: 0 X-Caa-Spam: 0 X-Caa-Spam: 0 X-Caa-Spam: 0 X-Caa-Spam: 0 X-Caa-Spam: 0 X-Authority-Analysis: v=2.1 cv=HrTOrcjS c=1 sm=1 tr=0 a=O-Nk\_u5pTR8A:10 a=jFFAWyQE3CoA:10 a=8nJEP1OIZ-IA:10 a=V0hQfJUHH1BAA:10 a=4UeuXbx8AAAA:8 a=iOQU0IfhqxWfyMIN9bkA:9 a=09VoiNMWIALq1rT4SmQvWluioQ=:19 a=86\_NjdO11AXAkssF:21 a=6SD5yihd7CNbb42v:21 a=o-9D3e9gByhZXVeJ:21 a=wPNLvGTTeEIA:10 a=\_W\_S\_7VecoQA:10 a=0mBfoo4hHikA:10 a=72WW6I4-kPYA:10 a=rFHTs1ZI9jUA:10 a=nsJR3IQqJcUA:10 a=Vox6M4ndG\_QA:10 a=OgLdtMDSDLcA:10 a=tvF6LMHy6swA:10 a=lnBbtPgCp7oA:10 a=uqy2V3RdUrOA:10 a=ZmGS1si1gVMA:10 a=mreHwWw3xHwA:10 a=NWVoK91CQyQA:10 Dkim-Signature: v=1 q=dnstxt a=rsa-sha1 s= d=asitisthe.us c=simplesimple h=Message-ID:From:Subject:Date:MIME-Version:Content-Type:Content-Transfer-Encoding bh=p8Kar3tL0nVXW4AtugD4cgqHIAg=b=hKZN4u6u1kXAWQAKSw0CYBGTKAh8pmns8UDUoctbPoFdfISCB43xaYue5k6ENHeJAK2hpxvTY6OfHS+Ild9psTikbDf9sbXWa A2OGmPGqAM2+5k7s3USYrz7YEsc19PoesvhrNJ9T48acuUSCKr2nl8ENL7pqgfIbXRpXE= Message-Id: &lt;1259.1413564867935@m.asitisthe.us> Mime-Version: 1.0 Content-Type: text/html charset="iso-8859-1" Content-Transfer-Encoding: 7bit Other-Other Update

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

38 8	<p>The company placed an ad on reddit.com offering a free e-cigarette starter kit. After following the link to the website, the ordering information described the offer as being completely free minus a one cent charge to verify that the individual ordering is over eighteen years of age. This text specifically said there would be no recurring charges. In spite of that the company is now saying I signed up for a membership and is charging me 31.90 a month without any option to cancel the service on their website. Emails to the company, and contacting them via facebook gets no response and most of the telephone contact numbers available for them online are disconnected. The one number that does work just seems to keep callers permanently on hold.. PS9000: Electronic cigarettes Other-Other Update</p>
38 9	<p>The company offered an e-cigarette starter kit for \$0.01, clearly stating no recurring charges. I and a multitude of other people responded to this offer, only to have the company turn around and attempt to draw payment for a monthly membership fee from our accounts. I have an actual screen shot of the email confirmation I received from them on 112912 after I placed the order stating that I had ordered a "Starter Kit" for one penny, and another of the order history on their website stating that I purchased a "Platinum Membership." I only looked into this after receiving an email from the company stating that my monthly payment had failed to go through. I can only imagine this is because I removed my billing info from their site after reading how hundreds of other people had experienced the same bait and switch. I'm one of the lucky ones if that charge had gone through today, my account would have overdrawn. Plenty of people bit at this companys offer out of a desire to try something for an affordable price that might help them quit smoking. The ad copy on the companys site stated time and again that there would be no recurring charges, and no membership necessary, and try though I might, I could find no small print stating anything to the contrary, and yet, nonetheless, the company is attempting, and in some cases succeeding, billing other people for something they did not buy.</p>
39 0	<p>I ordered a free e-cigarette offered by this company through reddit.com, it explicitly stated that there would be no further charges, no recurring fees, try the e-cigarette for free. They wanted a card number, and were going to put a .01 cent charge on the card. I gave them the card number for that purpose. On January 22nd 2013, I get a charge to my bank account for \$31.90, completely unauthorized. The company is closed today, for Martin Luther King day, amazing how a company can charge me fraudulently on a day they are not even open to take my phone calls so I can try to correct the issue. My bank card was immediately put on hold by my bank, so I wont have access to any money again until I can contact this company and figure this out, or until they can mail me a new card. Unbelievable.. PS9000: Electronic Cigarette Other-Other Update</p>
39 1	<p>Responded to an online promotion. 1 penny for an e-cigarette sample. I wanted to get it for a friend. I provided my shipping address and credit card on their web site. They billed 1 cent and sent the sample on 121412. I received it as described. Exactly one month later on 11413 I received an email saying that Victory e-cigarettes was sending me a package - though it didnt say what it is. The email did not indicate any charge. I received refill cartridges for their e-cigarette a few days ago. No invoice in the package indicating a fee. However, I noticed today a charge of \$31.90 on my credit card. They never disclosed at any point (and I was careful about this) that there would be any recurring shipments or charges.</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

39 2	<p>Received an unsolicited email ad for electronic cigarettes.Email header:x-store-info:4r51+eLowCe79NzwdU2kR3P+ctWZsO+JAuthentication-Results: hotmail.com spf=none (sender IP is 64.234.113.33) smtp.mailfrom=freetrailecigarette@body.mumconcepcion.com dkim=none header.d=pb7furlep119.frt x-hmca=noneX-SID-PRA: freetrailecigarette@pb7furlep119.frtX-AUTH-Result: NONEX-SID-Result: NONEX-Message-Status: n:nX-Message-Delivery: Vj0xLjE7dXM9MDtsPTA7YT0wO0Q9MjtHRD0yO1NDTD02X-Message-Info: 63bBW0qvNIZ10R9uzqbOkFNUB0AG5Gizls6DtUcx947wOkT4rLcPIT91pcHRLO3Ym1hFm5erRNxbllOUfj7a1BMAOXHJlsxng5v</p> <p>t1cgAe3Ywm02WFQRUaIH72g6H32MwTwJxH6PFwyLZ4KeGx2YzzwukP5vUNVReceived: from body.mumconcepcion.com ([64.234.113.33]) by SNT0-MC3-F25.Snt0.hotmail.com with Microsoft SMTPSVC(6.0.3790.4900) Fri, 18 Jan 2013 09:32:01 -0800Content-Type: texthtmlMIME-Version: 1.0Return-Path: Free Trail E-Cigarette</p> <p>&amp;lt;freetrailecigarette@body.mumconcepcion.com&amp;gt;Subject: __Smoke Where You Want, When You Want!!!__From: Free Trail E-Cigarette</p> <p>&amp;lt;freetrailecigarette@pb7furlep119.frt&amp;gt;Bcc:Message-ID: &amp;lt;SNT0-MC3-F25wO5blwH00525e88@SNT0-MC3-F25.Snt0.hotmail.com&amp;gt;X-OriginalArrivalTime: 18 Jan 2013 17:32:01.0917 (UTC) FILETIME=[B9C9EAD0:01CDF5A1]Date: 18 Jan 2013 09:32:01 -0800 Other-Other Update</p>
39 3	<p>This company offered a starter kit for \$0.01 as age verification. The deal was \$0.01 with no hidden or recurring charges. After the order they changed their website and started charging people recurring charges. I called and asked to have my account cancelled. After I did this they would not provide any confirmation or refund and actually shipped products out after this call.. PS9000: E Cigarette Company Other-Other Update</p>
39 4	<p>Victory e-cigarettes offered a free, no obligation no recurring trial of their e-cigarette at the end of November. I started getting charged for refills that were explicitly not included in my initial offer at the beginning of January. Something needs to be done to stop this kind of blatant fraud.. PS9000: E-cigarette maker Other-Other Update</p>
39 5	<p>Victory offered a completely free, no-strings-attached offer for a e-cigarette starter kit. The offer stated that it was membership free, and i was also informed by their customer support email that all kits purchased from 27th November to the 30th was without subscription. The company also did a bait and switch with this free offer and a membership once the offer expired. It was one big scam.</p>
39 6	<p>This is bait and switch company that charges \$4.95 for an e-cigarette package. In the fine print, the claim the \$4.95 is a 14 day "trial" and then charge ones credit card for an additional \$99 and then \$69 per month hence forth. This information is not clearly stated in the initial offer and hidden in fine print. One family member and two friends have been taken advantage of by this company. I originally saw their info here: <a href="http://www.thehealthyreport.org/CB.php?keyword=yabsmku1_AccuWeather">http://www.thehealthyreport.org/CB.php?keyword=yabsmku1_AccuWeather</a> And here is their actual website: <a href="http://www.noflameecig.com">http://www.noflameecig.com</a></p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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Acceso mi cuenta de NetFlix y aparece una oferta sobre cigarrillos electr&#243;nicos. Dado que he estado buscando informaci&#243;n acerca de estos, decido abrir la oferta sugerida. La misma provee la oportunidad de probar sus cigarrillos electr&#243;nicos en un periodo de 14 dias a partir de la fecha de aceptaci&#243;n (en este caso: 02MAR2013)y solo pagando el manejo y envio de \$4.95. Si dentro de este periodo de aceptaci&#243;n decido que no me interesan, entoces llamo a la compa&#241;&#237;a para cancelar futuras &#243;rdenes que conllevan un a&#241;o de tratamiento y a su vez tengo que devolver el producto en perfectas condiciones. Llamo dentro del periodo de prueba (para notificar que a&#250;n no he recibido el art&#237;culo y no contestan las llamadas. Dejo mensaje en la grabadora para que me devuelvan la llamada, pero nunca se molestaron en llamar. Cargan ese mismo d&#237;a el monto total del primer mes de uso (\$109.65)a la tarjeta de cr&#233;dito y niquiera se completan los 14 dias iniciales de prueba. El articulo lleg&#243; por USPS el 18MAR2013 (Tracking #: b(6)) sin darme la oportunidad de probarlo me lo cobraron. Contin&#250;o llamando todo ese fin de semana y no fue hasta el martes 19 de marzo de 2013 que logro comunicarme con servicio al cliente. Segun ellos mi llamada se realiz&#243; luego del periodo de prueba (18MAR2013), cuando llevo llamando desde antes. Tampoco cumplen con el anunciado de servicio al cliente, 247, que ofrecen. Tengo en mi poder el articulo tal y como lleg&#243; porque niquiera lo he abierto y no lo quiero ni intentar. Proximamente cancelar&#233; la tarjeta de cr&#233;dito que utilic&#233; aunque le destruyan el cr&#233;dito al due&#241;o de la tarjeta. En una corta b&#250;squeda por el web aparecen mas quejas en contra de esta compa&#241;&#237;a por asuntos similares. Espero su pronta atenci&#243;n sobre este asunto. Gracias, Carlos Rosa. PS9000: No Flame E-Cigarette Other-Other Update

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

39 | I checked reviews of Optima E Cigs online and the reviews were good. I went to their website and  
8 | ordered a free trial of their product for 4.95 on 2112013 and paid with my debit card. I received the  
cartridges on 2132013 but not the e cigarette. I sent an email to them on 2232013 they sent me back an  
email that there was a mistake on their part and that the item was shipped on 2201013, I received the  
cigarette on 2252013. On 3112013 I was checking my bank statement online and saw a 116.93 debit  
charge from BWS Optimacigs.com on my account on 382013. I immediately called their 800 number and  
was on hold for an hour or more, I was never connected to a representative but opted to leave a call  
back number after waiting so long. At 8:06 I got a call from Greenville SC 864-546-5470, it was a  
representative from Optima whose name was Takena. I told her I did not authorize Optima to debit my  
account for 116.93, she then told me that when I ordered the free trial that I was automatically enrolled  
in their subscription program. I never saw this disclaimer on their website and I still cannot find it. Takena  
said that after 15 days Optima automatically takes the 116.93 out. She told me that the 382013 order  
had already shipped and that I could return the order when I received it at my own expense and they  
would refund 79.99. I explained and had her look up the mistake on the e cigarette. She did and found it,  
I replied that I was still in the free trial period and she said yes, so I told her I wanted a full refund and to  
cancel the subscription, she said she would give it to a manager to be reviewed for a full refund. I have  
gotten no response from Optima. To return their merchandise you must request an RMA# to put on the  
outside the box, and then return the box to 1269 North Wood Dale Rd. Wood Dale IL 60191. If the RMA #  
is not on the box, no refund, if you refuse shipment of an order shipped from them, no refund. As of  
3162013 I have not received the order that they took the 116.93 for. After I contacted them on 3112013 I  
found out my Husband who is a heart patient had to go to St Vincents Heart Center which is a 2 to 3 hour  
drive from our home. He has an implanted defibrillator/pacemaker that he is dependent on. I sent Optima  
an email that I needed my refund and that I would send back there product with a tracking # when I  
received it, or I would file a lawsuit against them if something happened to my husband due to the  
hardship of them taking my money. We are both disabled and our only income is Soc Sec Disability. I had  
to borrow the money to go take my husband to St Vincents on 3152013. He is scheduled for surgery on  
3222013 and I do not have the money to take him. If I had not seen that 116.93, I would have already  
bounced numerous checks. I checked complaints about Optima on the internet and this has happened to  
so many consumers like me. Even if you cannot help me, somebody needs to investigate this company.  
You are asked for your email address when you order, and most reputable companies send an email  
letting you know when a charge is due, not this company. I also had to cancel my debit card because my  
account on there website states my next order is due on 3222013. I cannot take the chance of another  
116.93 being taken out of my account. I wanted to quit smoking not ripped off. Optima should be held  
accountable for these deceptive business practices. Thank You for your time in this matter. b(6)

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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9 Delivered-To: jcnf13@gmail.com Received: by 10.50.236.105 with SMTP id ut9csp150047igc Wed, 10 Apr 2013 11:44:27 -0700 (PDT) X-Received: by 10.66.217.133 with SMTP id oy5mr5207376pac.20.1365619466915 Wed, 10 Apr 2013 11:44:26 -0700 (PDT) Return-Path: &lt;xnr@gmail.com&gt; Received: from c3.la (c3.la. [65.39.221.213]) by mx.google.com with SMTP id kx5si926744pbc.80.2013.04.10.11.44.26 Wed, 10 Apr 2013 11:44:26 -0700 (PDT) Received-SPF: neutral (google.com: 65.39.221.213 is neither permitted nor denied by domain of xnr@gmail.com) client-ip=65.39.221.213 Authentication-Results: mx.google.com spf=neutral (google.com: 65.39.221.213 is neither permitted nor denied by domain of xnr@gmail.com) smtp.mail=xnr@gmail.com Received: (qmail 76474 invoked from network) 10 Apr 2013 18:55:22 -0000 Received: from unknown (HELO 218.56.32.11) (kayo@libianoco.com@65.39.221.213) by c3.la with SMTP 10 Apr 2013 18:55:22 -0000 Message-ID: &lt;0137C93C933E4EE3906407A795962BCE@chhut&gt; Reply-To: &quot;Consumer Reviews&quot; &lt;lvvoztmj@gmail.com&gt; From: &quot;Consumer Reviews&quot; &lt;xnr@gmail.com&gt; To: &lt;jcnf13@gmail.com&gt; Subject: What Every Smoker Must Know! Date: Wed, 10 Apr 2013 22:43:51 +0400 Organization: Consumer Reviews MIME-Version: 1.0 Content-Type: multipart/alternative boundary=&quot;=\_NextPart\_000\_0863\_01CE363C.DFA5DD50&quot; X-Priority: 3 X-MSMail-Priority: Normal X-Mailer: Microsoft Outlook Express 6.00.2900.5931 X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.6109 This is a multi-part message in MIME format.  
=\_NextPart\_000\_0863\_01CE363C.DFA5DD50 Content-Type: text/plain charset=&quot;koi8-r&quot; Content-Transfer-Encoding: quoted-printable Hey!=20 Do you smoke cigarettes?=20 Have you been trying to find a healthier alternative or an easier way to = quit? Try e-cigarettes instead!=20 Scientific evidence everywhere is proving that electronic cigarettes are = much safer than smoking tobacco.=20 Best of all e-cigarettes cost 65 less than regular cigarettes!=20 &quot;The electronic cigarette is up to 1,400 times safer than the leading bra= nd of cigarettes&quot;=20 -Prof. Michael Siegel, MD, Boston University=20 Read the Consumer E-Cigarette Reviews to find out everything you need to = know about electronic cigarettes today!=20 Click Here Now: E-Cigarette-Review.net to find the best e-cigarette for y= ou.=20 =20 =\_NextPart\_000\_0863\_01CE363C.DFA5DD50 Content-Type: text/html charset=&quot;koi8-r&quot; Content-Transfer-Encoding: quoted-printable &lt;!DOCTYPE HTML PUBLIC &quot;-W3CDTD HTML 4.0 TransitionalEN&quot;&gt; &lt;HTML&gt;&lt;HEAD&gt; &lt;META content=3D&quot;text/html charset=3Dkoi8-r&quot; http-equiv=3DContent-Type&gt; &lt;META name=3DGENERATOR content=3D&quot;MSHTML 8.00.6001.19154&quot;&gt; &lt;STYLE&gt;&lt;STYLE&gt; &lt;HEAD&gt; &lt;BODY bgcolor=3D#ffffff&gt; &lt;DIV align=3Dleft&gt;&lt;FONT size=3D2 face=3DArial&gt;Hey! &lt;BR&gt;Do you &lt;B&gt;smoke&lt;B= &gt; cigarettes?=20 &lt;BR&gt;Have you been trying to find a &lt;B&gt;healthier alternative&lt;B&gt; or an &lt;B&gt;= easier=20 way to quit&lt;B&gt;? Try &lt;A title=3De-cigarettes=20 href=3D&quot;http://e-cigarette-review.net&quot;&gt;e-cigarettes&lt;A& mp;gt; instead!=20 &lt;BR&gt;&lt;B&gt;Scientific evidence&lt;B&gt; everywhere is proving that electronic ciga= rettes=20 are &lt;B&gt;much safer&lt;B&gt; than smoking tobacco. &lt;BR&gt;Best of Other-Other Update

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

40 0	I received an email for a free trial from No Flame E-Cigarette out of Miami FL for the total cost of shipping which they said was \$4.95 so I paid the \$4.95 with my Master Card and received the trial kit a few days later. Today when looking at charge card statement I found I'd been charged \$99.67 plus an International Transact Fee of \$3.60 by No Flame E-Cigarette. I have bought many items on-line, and THERE WAS NO INFORMATION STATING MY CHARGE CARD WOULD BE CHARGED AN ADDITIONAL ***\$103.27*** or anything about sending back what they offered for free!!! This company is scamming people wanting to quit smoking!!!Thank you for your help...b(6)
40 1	The original add was from a web site, the fine print on the terms and conditions was in black ink on a black background. I believe this is a scam and should be against the law. I am told by my bank card company since I received the product there is nothing I can do.. PS9000: No Flame E Cigarette Other-Other Update
40 2	I ordered a "Free trial" of the no flame e cigarette starter kit, which I never received, and was subsequently chargedwith no notification3 additional costs: First, May 8th 2013 \$99.67 Second, May 28th 2013 \$79.62 Third, June 25th 2013 \$79.62. I called them to cancel the account and get a refund since I never agreed to pay anything after the initial trial S&H for the package I never even received. I also told them I would be happy to send back any of the items that I *did* receive for a refund of everything other than the initial \$4.95.
40 3	I did not pay this company anything, since I did not respond to their scam. I am complaining about the practice of seeming to offer their product free of charge, with only a charge for shipping. It isnt mentioned anywhere in the main body of the ad that you will be charged \$110 if you dont return the product at the end of the trial period. This information is given only if you read the "terms & conditions," which are available when you click on the tiny print at the very bottom of the page. I object to the use of the word "free" when there is, in fact, a very substantial charge for the product.. PS9000: E-cigarette vendors Other-Other Update
40 4	I went on line to get my account balance at Chase Bank. An add came up using Chase Banks name and would not let me go any further until I made a selection. It said it was from chase on line and would only cost \$4.95. I answered the 4 questions and then allowed me to get my account information. By the 11th of May my account was charged \$104.62 so I sent them an email informing them that I hadnt received anything and I wanted my money back. I also informed them if the e-cigarette showed up I would return it. I tried calling their phone # but couldnt ever talk to anyone. On May 28th they charged my account \$64.72 so I closed that debit card.. PS9000: fraud, deceptive internet ads Other-Other Update
40 5	an internet posting has informed me that this free item will require returning and that i am to be automatically charged \$99.95. This information is not visible on the offer site and i am not sure how to proceed. i do not feel like paying to return an item they said was free. This FTC website does not accept 10 digits for phone numbers and does not accept changes to phone numbers. my phone number is 805 543-3029. the e cigarette phone number is 877 766-5306. when i reviewed this complaint i was able to make corrections to my phone number but not to the number of the company. information included with the item does not say if you do not return it you will be charged. it states if you are unhappy for any reason you may return it for a refund. There was no statement of a 30 day trial other than you could be refunded the 4.95. please let me know if i must return this item at my expense

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

40 6	I had placed a custom order of e liquids with Ethan(vapelicious.com) on 6th feb13 and he promised to deliver in fifteen days.I have been following up with him since then,asking him to ship and he keeps on postponing every time.Many others have faced similar issues with him,as is evident from e-cigarette-forum.coms threads on vapelicious.I had ordered this to gift them to my friend in India.I asked Ethan to refund but he doesnt saying that order has been already made but he is not shipping.He once even gave FedEx info which was later found to be incorrect.Please look into this and help me getting a refund or the product.Thanks.. PS9000: Online company selling e liquids for e cigarettes Other-Other Update. UPDATE: 06.13.2013 The consumer wanted to know what to do next. GPITTS.
40 7	This company popped up as a survey attached to Costcos web site. After completing what was probably a phony survey about Costco Wholesale Store, they offered me a free gift, I just had to pay for shipping. I choose the E Cigarette, paid for shipping with my card then after a week the scam company charged my card the full \$110.00. They messed up my account and when I called, they tried telling me I didnt read the fine print. They finally agreed to refund the \$110, after i paid double to ship it back and incurred checking account fines. Some one of authority need to stop these scammers from costing consumers possibly lots of money. Please help. Thank You, Chris. PS9000: Free Electronic Cigarette through internet survey offer Other-Other Update
40 8	E-cigarettes contacted me with a free trial offer for \$4.95 for a e-cigarette they used a article showing all the good things about the e-cigarette,but nowhere did it say I would be billed \$100.90 after the free trial expired they utilized deceptive practices so that you would not see there disclosure which appeared after the long comment section,anyone can plainly see that they did not want you to know about all the extra charges I was fortunate to have Visa terminate the payment that they tried to get from Visa on July 18th very early in the Morning Thanks to visa being alerted to what looked like a fraudulent activity I was able to cancel the Payment.I just had to return the product which I did immediately the following day this is strictly a scam and as a elderly person I resent the fact of what they are doing,they need to be investigated
40 9	It was suposed to be a trial offer.none of the rules, or explanation was posted. check out the brightburn websight. its a ripoff. now i have to cancel my card to stop payments.. PS9000: Bright Burn E-cigarette. Trial Offer Other-Other Update
41 0	I ordered a &quot;trial kit&quot; for and was only supposed to pay 4.95 shipping for a 14 day trial. I returned the product within the 14 days (with proof of delivery). The company charged me an additional 99.67 on the 14th day and then when they received the product back they only credited back a partial refund...stating that a portion of the product was used...It was a TRIAL kit! Of course it was used! It was supposed to be used! There is nothing in the terms and conditions I agreed to upon placing the order that says they can deduct for actually using the Trial kit.. PS9000: e-cigarette supplier Other-Other Update

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

41	1	The offer popped on my screen stating that I won a prize for e-cigarette for \$4.95 shipping charge and I accepted. After the first use I got sore throat, I called them telling the company that their product is health hazard and they did not provide me with a return package to send it back. I was told that I have to go to post office to send it back in a way that they receive it in 10 days, otherwise they charge my account for over \$100. I work all day and have not time to go stand in post office line, they should provide me with return package, this product is not FDA approved and is toxic, health hazard and should be inspected by government agencies, and the company is scam, they pop on peoples computer screen, offering prize without proper disclosure to rip off people. Government has to stop this kind of internet scam. Thanks for your prompt attention to this kind of health hazard scam. Thank you. Regards, b(6)
41	2	I believe this company is fraudulently misleading on their advertisement. On an "Get it Free" email I received it said you could get E cigarettes for free- just pay shipping and handling. I went to the web site <a href="http://www.liftecigs.comtrial.php">http://www.liftecigs.comtrial.php</a> and ordered what appeared very clearly posted as free starter kit. You just pay shipping and handling. Well as they so sweetly pointed out- below in the dark area with small print- do they mention free trial only. I was mislead by the Get it free email and then the bold box saying \$0.00. I was informed they will credit back the money once it is returned but I dont trust that they will but wanted me off their back when I said I was reporting them to BBB. They dont count that it was after normal business hours that it was ordered and now they say I am outside of the 10day trial. I believe that my friend that I got these from tried the e cigarette within the trial and we are mailing the unused portion. But my concern is that if it isnt in the original packaging unopened that they are not going to refund my \$148.00 charged to my bank card. I would like your help in making sure they completely refund this. Thank you
41	3	On August 6,2013 I request an e-cigarette trial for \$4.95. Immediately upon reading the fine print that I would be billed \$120.00 in two weeks and each month thereafter I called the co.Told them to Cancel my trial package, and that they did not have permission to charge my visa account. Told me to call in three hours. Immediately call Visa credit card and relayed info regarding this scam. They made note and advised me to call if billed. On August 8th I once again called the company phone 1-877-647-3625 and gave only my name and told them they did not have permission to charge any account of mine. They kept asking me to spell my name, give a phone # and e-mail address. On August 6th they found my account with just my name but on August 8th she claimed not to locate it unless I gave her more info. I refused and once again said not to send trial package and do not charge any account.. PS9000: Trial Offer For E Cigarettes Other-Other Update
41	4	I am irritated by companies like E-Cigarette and Lift Vision that quickly follow delivery of a free offer with an expensive reorder if you miss the almost invisible fine print and dont cancel.. PS9000: E-Cigarettes, Lift Vision Other-Other Update
41	5	Supposed 4.95 shipping For a free trial on the E-Cigarette. Then get billed after 14 days, 100.00 for the starter kit that was received then 80.00 every 30 day for the cartomizers. They dont tell you that before its too late. Called on 81913 & spoke with Summer @ customer service who kept trying to talk me into keep the product even extending my trial time. So they could bill me. Wanted to cancel and they tried the best to get me not to. Had to threaten with FTC so they finally gave me a RAC... Im sending it back tomorrow... PS9000: E-CIGARETTE Other-Other Update

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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41 6	E cigarette scam.I was told in the internet ad that there would only be a one time payment of \$4.95 for a starter kit.This was untrue.If you dont call for a return authorization number within 14 days of your order confirmation email,you are charged approximately \$100.00 for the starter kit and are supposedly further obligated for additional automatic monthly charges for flavor cartridge refills.This is a complete misrepresentation of the ad I saw online
41 7	To whom it may concern,E-Cigarette located in Miami Beach, Florida needs to be shut down for the dishonset way they do business. I was ripoff by this company and now wants to charge me for it. Companies like this should be shut down and report to the law. If I went out and rob a bank I would be arrested. WHAT is happening to companies like this. I was not allowed to speak to a supervisor nor would they give me the phone number for the main company.
41 8	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
41 9	i got a email from vaperxs for free starter kit of e- cigarette. according the email i need to pay only \$4.95 for shipping. I placed order on 11/04/2013 online withmy credit card. they did charge me \$ 4.95 same day.but after a month I did not get any product. and they charged one more time me for \$99.95 on 12/01/2013on my card.when I called them up , I got answer that I passed my free trial period of 12 days which started same day when I placed order.than I did dispute with those both transaction with my credit card company. result is still pending. and then I got product on 12/05/2013 and second one is on12/16/2013. but now i do not want that product because this company is fraudand fake and product is also wrong. i need my money back
42 0	I order e cigarette liquid from the e liquid warehouse website. December 27 2013. Paid 10.30 for the product and 6.99 for 3-5 day shipping. I still have not received my product after 7 days. I tried contacting them through email but their email is no longer valid. And their website is no longer up and running. I checked their facebook page today and 4 others have had the same issue. I would just like my money back. UPDATE: 01/03/14 What is the process of the FTC for the complaint? FMorelos

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

- 42  
1 An email advertisement from vaporlite came into my inbox offering a 12 day free trial e cigarette for \$4.95. I responded to this offer by ordering this item on the 24 December 2013 and it was supposed to ship out within one buisness day, I received the item on the 6th January 2014, I was also supposed to get a shipping email which i never received. Today 6 January i received a call from my creditcard company questioning a charge of \$99.95, I called vaporlite and asked them about the charge and was told my 12 day trial was over and that it was in the contract form them to charge me this amount. I replied that as i had only just received the product how could i have had a free trial to which they replied that the trial begins when they ship it out, I then asked for an RGA as i have not opened the package. They then offered to reduce the price to \$49.95. I stated that i was not interested in paying that and again asked for an RGA. It would seem to me that this company is offering a product they cannot deliver on time and then trying to bully people into paying for this, Which again if you read the web offer is supposed to save the customer a substantial amount which it will not.
- 42  
2 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 vaper 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

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

42 On 12/24/13 I signed up for a "Free trial" offer of an electronic cigarette from the Vapor XS company.  
3 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 VaperXS e-cigarette products, don't hesitate to contact our team of customer support specialists. Please visit [www.vaperxs.com](http://www.vaperxs.com) for more information on VaperXS .Your VaperXS 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 by 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 called 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. Charyle Calvert

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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42 4	<p>Ordered E-Cig (Cigarette Replacement item) by phone after Ad, which offered a free E-Cigarette, terms were that I "only had to pay \$4.95 shipping" - I called and ordered, giving my credit card details, on or about June 12, 2013. E-Cig arrived and never used it as it broke on first attempted use. being only \$4.95 it was not returned as the RETURN shipping costs are more than the item advertisements cost. Tghis company is owned or is a company called E-Cigs Sensation (<a href="http://www.safesmoke.us">www.safesmoke.us</a>). They kept my credit card number (w/out auth) on records and then billed for \$59.67 on 12/15/2013 for asserting that it was a "trial" and they sent more supplies (which they did not nothing was received other that original items in June, 2013). Disputing with Credit Card but it is a FRAUDULENT SALE as they do not clearly note they are not free for shipping costs, but instead bait and switch where they say (in a website) that it is a "Trial" (mind you who would want a "trial" of a \$4 cig?, no one would do so) and then be on a "subscription" for supplies which never arrived. No such language was said or noted in the initial sales material nor was any "trial" noted on the phone when ordering. The seem soophisticated in responding to credit card chargebacks and fight any disputes for the charges, Please force them to be CLEAR about what they are doing as burying a "trial" in fine print is intentional to deceive the consumer, which they did.</p>
42 5	<p>according to the email from vaporlite i was offered a 12day free trial of their E cigarette, for which i would only pay \$4.95 shipping and handeling. If within the 12 day trial i was not satisfied i could return the product and pay only the shipping and handling, After which they would charge me \$99.95, I recieved the product 14 days later and was charged the 99.95. i called the company and said that i had only just recieved this product and that i had not had the 12 day trial to which they replied the trial starts on the day they ship. Their Website states the items will be recieved within 4 buisness days. I told them that i was not happy about their buisness practice and asked to be refunded all charges less the shipping and handling and was told there would be a restocking fee because the time limit of the trial had expired this company has charged my credit card twice for \$99.95. I have received one refund of \$99.95. This company's ad is totally misleading and false.</p>
42 6	<p>The company has an internet ad offering an e-cigarette starter kit in which you only have to pay \$9.99 for shipping. <a href="http://www.ecigsbrand.com/ec20av2/?aff=cbec10&amp;sub=826483&amp;rt=0">http://www.ecigsbrand.com/ec20av2/?aff=cbec10&amp;sub=826483&amp;rt=0</a> When ordering they must have hidden the fine print well somewhere that I didn't see during the ordering process. After receiving the product there's card saying I've signed up for an automatic subscription where they will keep sending refills automatically with no option to opt out and charge to the credit card given. I've contacted them and fighting back and forth until they agreed to charge me a fee of \$29.94 to get out of this subscription. There're plenty of complaints about them over the internet including the BBB. Even though they agreed to cancel the subscription, given what I've read, I had to take a step further and have my credit card number changed to prevent potential future charges per others' complaints. I'm hoping you can take a step further and ban them from doing in business in the US. <a href="http://www.consumeraffairs.com/online/ecig.html">http://www.consumeraffairs.com/online/ecig.html</a></p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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42 ICCC Ref #:I0910020255567931. On 15 September 2009 I clicked on an advertisement posted at:  
7 <http://forums.slickdeals.net/showthread.php?t=1573215> which stated: |----- Advertisement -  
-----| FREE E-cigarette + S&H TOTAL: \$9.95 E-Cigarette is an electronic smoking device  
(s&h fees required) E-Cigarette is an electronic smoking device that offers smokers a tar-free way  
to enjoy smoking and gives them the freedom to smoke anywhere. Smokers can finally get their nicotine  
fix, without experiencing the harmful side effects attributed to the tar contained in real tobacco  
products. The best part about the E-Cigarette is that you'll be saving THOUSANDS of dollars a year as the  
E-Cigarette WONT cost you an arm and a leg. Revolutionary Electronic Cigarette Offers a Real Smoking  
Pleasure & Nicotine Delivery Without the Tobacco, Tar, Smoke, or Odor Now smokers can enjoy  
cigarettes at a reasonable price without tar and without offending or endangering others with the  
secondhand smoke of traditional cigarettes. Revolutionary Electronic Cigarette Offers a Real Smoking  
Pleasure & Nicotine Delivery Without the Tobacco, Tar, Smoke, or Odor Now smokers can enjoy  
cigarettes at a reasonable price without tar and without offending or endangering others with the  
secondhand smoke of traditional cigarettes. CSS LivePOS, the leader in Specialty Retail Turnkey Solutions  
would like to invite everyone to visit us at the SPREE 2009 to be held at Venetian Resort Hotel &  
Casino in Las Vegas, Nevada on April 21 to 23, 2009.... One Electronic Cigarette Rechargeable Battery. 5  
high-strength (16mg) tobacco flavored cartridges. Mains Charger Adaptor. Power Lead (U.S plug).  
Manual (English). 12 MONTHS (ONE-YEAR) Manufacturer Replacement WARRANTY\*. The cigarette  
comes in two parts: 1) The longest part contains micro-electronic technology and a rechargeable battery  
and 2) The shorter part is the flavored cartridge. Each cartridge is the equivalent of 20 cigarettes. The  
tip of the cigarette lights up as you inhale. Simulated smoke is emitted as you exhale. This is only vapor  
and evaporates in seconds. A full charge will last for approximately one day. Suitable for smokers of  
legal smoking age (at least 18 years). |----- end of advertisement -----| This company  
uses a cleverly connected group of websites to solicit purchases with misleading information. While the  
[www.smokeanywhere.com](http://www.smokeanywhere.com) and [www.smoke51.com](http://www.smoke51.com) websites appears to contain legitimate information  
on product pricing and special offers, other related websites (which change frequently and which are  
closed now) such as; [www.smoke51cig.com](http://www.smoke51cig.com) have been the sites where the company has posted offers  
for a free e-cigarette without any of the conditions or trial terms that appear on the  
[www.smokeanywhere.com](http://www.smokeanywhere.com) site. The company also has 'flooded' the Internet with blog and forum  
postings which endorse their product and contain a link to one of the purchase engine sites. See link  
below: <http://forums.slickdeals.net/showthread.php?t=1573215> I made my transaction on one of the  
secondary sites ([www.smoke51cig.com](http://www.smoke51cig.com)) which offered the free e-cigarette. The only advertised payment  
was \$9.95 for shipping and handling. This site disappears from time to time and the details are changed  
frequently. The product (which remains unopened) was sent from the Smoke Anywhere company and  
the charges to my bank account were made by EZsmoker (2 charges) and a third charge on 1 October by  
Smoke Anywhere. I have since read on the Internet of the EZsmoker Scam whereby the solicitation that  
you use for your initial purchase of the 'Free E-Cigarette' does not have any details of a 'Trial' or recurring  
charges which do appear on the main [www.smoke51.com](http://www.smoke51.com) website. The company will defend their  
position by referring to the terms of a 'Trial' on their main website. However, these important details are  
omitted from the various advertisements that

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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- 42 8 ICCC Ref #:I0910081031335471. On September 16, 2009, I responded to an offer for a 7 day free trial kit  
of an electronic cigarette which is distributed by Smoke Anywhere USA, Inc. They have a web site at  
www.smoke51.com, but I saw the product advertised on webmd.com, and I connected to the link found  
there. I had to pay \$9.95 for shipping and handling, and I did so by credit card. Supposedly, if I did not  
want to keep the product, I could e-mail the company at RMA@smoke51.com to request an RMA  
number in order to return the product and have no further charges to my credit card. I received the kit  
on September 25 and sent an e-mail request for an RMA on September 28. When there was no response,  
I e-mailed them again on October 2. In both e-mails, I made it clear that I did not want the product and  
that no further charges to my credit card were authorized. On October 7 when I viewed recent credit  
card transactions, I found that Smoke Anywhere had charged \$89.95 to my card on October 1 and \$29.95  
on October 3. The original ad stated that the kit would cost \$79.95 if I kept it and that there would be a  
monthly fee of \$29.95 for replacement filters for the e-cigarette. They charged the \$89.95 fee to my card  
before the 7 day trial period had ended and 3 days after my first e-mail request to return the kit. I  
contacted my credit card company, and these charges were removed from my account, but this company  
is operating a scam on consumers.
- 42 9 ICCC Ref #:I0910121707070542. I ordered a free sample of the e-cigarette product and authorized \$9.95  
shipping and handling to be charged from my credit card. The product has not arrived and the following  
unauthorized charges have been made to my Wells Fargo Visa card: 9-11-09 \$6.21 9-15-09 \$79.28 9-15-  
09 \$79.28 9-22-09 \$8.53 No products have been ordered or received for these charges.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

43 ICC Ref #:I0910271823519642. On September 18th 2009. I received an email about the use of electronic  
0 cigarettes to help quit smoking. I had several friends try them with promising results. This particular  
company Smoking Everywhere inc offered a free trial with a payment of 9.95 for shipping and handling  
fee. I ordered two, one for myself and one for my mother-in-law. I immediately received the email below  
Dear b(6) In order for us to ship your Smoking Everywhere electronic cigarette \*Free Trial order  
Please call us Toll Free 1-800-613-0337 To confirm your order and shipping address. Thank you for  
your order Regards, Smoking Everywhere Support Team 1-800-613-0337  
www.SmokingEverywhere.com I then went back to the web page and tried to find a contact number  
because there was no answer to the above number. On the bottom of the web page left hand side in  
very transparent letters barley visible was a conditions link. I clicked on that and read the following  
SMOKING EVERYWHERE E-CIGARETTE TERMS & CONDITIONS Effective June 22, 2009 1. TRIAL  
OFFER The 14 day trial offer is designed to display the quality and effectiveness of the Smoking  
Everywhere E-Cigarette product. This gives you the opportunity to try Smoking Everywhere E-Cigarette  
during a 14 day trial period. You can come to a decision for yourself if this is the right product for you.  
The 14 day trial period starts on the day you place your order and includes processing and transit time.  
Upon ordering, you agree to pay the non-refundable \$9.95 shipping and handling fees for the free trial  
offer. Unless you call customer support to cancel before the end of the 14 day trial period, you will you  
be charged a discounted price of only \$99.02 automatically. By accepting this Free Trial, you will also be  
enrolled in our Cartridges Refill Autoship Program. You will After the 14 days from your free trial order  
date and every 30 days thereafter you will be sent 35 cartridges (7 packs) which equal to 30 day supply of  
Smoking Everywhere E-Cigarette and the form of payment that you used to order the trial will be billed  
the Member's Only price of \$49.99 which includes the shipping and handling for the monthly supply. 14  
DAY TRIAL PERIOD INCLUDES SHIPPING AND TRANSIT TIME You are not obligated to purchase after you  
receive your free trial of Smoking Everywhere E-Cigarette and you can cancel any time before the end of  
the 14 day trial period. If you decide to cancel, please send back the Smoking. Send the return  
shipment to the following address: Smoking Everywhere 5600 NW 102nd Ave, Suite A. Sunrise, FL  
33351 To avoid being charged you must cancel before your 14 day trial period is over. You may cancel  
your Cartridges Refill Autoship Program by calling Toll Free 1-800-613-0337 Monday thru Friday 9am-  
9pm Eastern Standard Time or emailing our support department at support@smokingeverywhere.com.  
2.VALUE AUTOSHIP PROGRAM Unless you cancel before the end of the 14 day trial period, the  
Cartridges Refill Autoship Program will ship you 35 cartridges (7 packs) which equal to 30 day supply of  
Smoking Everywhere E-Cigarette beginning about 30 days after you place your trial order and every 30  
days thereafter . When each supply ships, we will automatically charge the monthly fee of \$49.99 which  
includes the shipping and handling for the monthly supply to the card you provided when you signed up  
for the trial offer. You may cancel your enrollment in the Cartridges Refill Autoship Program at any time  
by contacting customer service at Toll Free 1-800-613-0337. Home Privacy Terms and Conditions  
Contact Us 2009 ElectronicCigarette I immediately called the company to cancel my order. I  
could not reach a human to speak too until September 21 2009. I spoke to someone named Maria  
extension #42583. Maria told me that my order was not in their system as being placed, so therefore I  
would n

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

- 43 1 ICCC Ref #:I0911071638266521. Responded to 7 day free trial e-cigarette offer for the cost of \$9.95 shipping. Was charged shipping, seperate charge of \$89.95 and again \$29.95. Was not happy with the product and tried to contact the company for a return authorization. Can not reach a live person. Voice message said to send product back to receive refund. Sent product back over a month ago and still no refund. Can not reach anyone at the company via voice or email. Further research reveals that others have the same problem with the company.
- 43 2 ICCC Ref #:I0911122152420791. Today is November 12, 2009. My name is b(6) and I am a smoker that has tried everything to quit: gum, patches, Chantix, etc. My sister had an electronic cigarette that she picked up at the Bloomsburg Fair in Pa. at the cost of \$60.00. Online I saw them for \$59.95 but even at that cost I couldn't afford them as I am on a fixed income. On November 3rd, 2009 I was going through my e-mail and saw a little flashing paragraph on the top left that that mentioned a deal for the E-Cigarette-click here and when moused I went to the Smoking Everywhere site. There I saw a five minute timer to collect info that had to be filled in or lose the deal of the \$9.95 for the cigarette kit and a verbal presentation about smoking in bars, restaurants, etc. and that you would be lucky to have ths as it tastes and felt like a real cigarette (all the positives of this product). I quickly checked the info at hand and what I needed to fill in the blanks. I had to locate my debit card and filled everything in with a few seconds left after hitting the submit tab. Up front there was no indication of, &quot;if you keep it--it would cost you another \$99.00&quot;; not mention, &quot;if you didn't like it--you have to send it back, let alone, at your cost&quot;. I was lead to believe that the only cost was \$9.95 with extra charges for refills. I downloaded a result of the transaction. I was thrilled! On November 4th, 2009 I returned home to find a Smoking Everywhere's 800 number listed on my Caller ID. It was late so I decided to call them back tomorrow. On November 5th, 2009 I called the 800 number and the first thing I got was a recording that said &quot;This call will be recorded for quality assurance or for training purposes&quot; and then it asked for an extension number and that &quot;you can dial it at any time or hang on for the first available operator&quot;. Then it started the same recorded message I heard online at their internet site until finally I was connected to a person named Hal Pierre (he acted like he wasn't sure) he gave his number as 42590, extension 208. The first thing he said after a few moments of silence was &quot;what would you like to talk about?&quot; and I said, &quot;what woud you like to talk about?&quot; then I mentioned that they called me first and I was returning the call. So he started trying to sell me refills and I mentioned that I did not even get my cigarette and that I thought it was too early to buy supplies. I was put on hold and was listening to the recording again and then he picked up and said his name, number and extension again and then told me that today if I bought two packs of extras that I could get a third pack of the extras for free--just pay \$19.98 and that he would enclose them in my cigarette kit package. He explained that the refills came in different strengths and my kit was coming with 16mg. 16mg was their top strength and that there was also a 11mg and a 6mg strength. Right now I am smoking low tar and nicotine real cigarettes so probably after the 16mg I should use 11 mg for two weeks and then the 6mg so I ordered two packs of the 11mg and the free pack of a 6mg strength. He also mentioned that I could get this deal everytime I called. I was Happy as Hell! So far I had \$9.95 invested in the kit and I had enough money in my account for this extra purchase of filters costing me \$19.98 and with the real cigarettes that I have, it would leave me with 17 dollars and change I would be set for the rest of the month with tobacco. Our conversation also included talk about yoga, tai-chi, form flexibility, and he even was talking to the girls there for stealing his candy. Like a player. He mentioned he was from Boston, but I heard a latino accent and he also mentioned his mother used this to quit smoking. There still was no mention of any extra costs for the kit. On November 7th, 2009 my kit came via United States Postal

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

Service and was placed on

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ICCC Ref #:I0911280542022371. I attempted to purchase e-cigarette, with risk free trial. payment did not go through and I did not receive product as my card was over the limit, however my credit card company called to advise a repeat payment/direct debit type payment had been set up and did I really do this. As the payment did not go through I contacted the company via their support, at the following address; <http://www.cleansmokefree.com/support/index/site/5399> I was told no recurring payment had been set up. They refused to divulge their company details.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

43

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ICCC Ref #:I1001120253007452. I filled out a form for a free trial of their electronic cigarette. After not receiving it I thought it was forgotten. I received a phone call from them verifying that I had made the request.I was asked for my credit card number for shipping expenses.I was told it would be \$9.99. Was asked if I would take monthly cartridges and said yes. I received the e-cigarette and found the cartridges made me sick. So I called them back and asked them to stop all monthly shipments because of the effect they had on me. They agreed. Just yesterday I found a charge of \$79.62 paid out to Smart Smoker Panama. I have never was in contact with this Branch. I have been emailing Smart Smoker Usa , but have been getting them returned by email demon stating they cannot deliver to that email address. When I call them they have an automatic message stating the are repairing their site. I made another purchase at Smart Smoke Usa. I ordered an atomizer, a spare battery, and a mains charger for the batteries. I recieved the mains charger, but the other items were not sent. Checking into my account with them at their site I find they state that the order was complete. The order cost 92.00 American, and the object they sent me was worth 15.00 American. I will contact my Visa 3Rep, but they usually tell you to contact the vender, which is impossible. I hope you can prevent this company from defrauding others! Thank you My address is b(6) Wallaceburg Onrario, b(6) Canada Phone b(6)

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ICCC Ref #:I1001191617189642. On December 21, 2009, I ordered a Deluxe Smart Smoker Kit containing 2 e-cigarettes and various non-nicotine filters to try to help my wife and me stop smoking. I placed the order on the internet using my debit card. I really didn't notice this was not an American company as I went to Smartsmokerusa.com to place the order. I was emailed an order confirmation showing my order # as b(6). The email was sent to my sbc mailbox on December 21st, and my card was debited on December 22, 2009. I didn't tell my wife as it was to be a surprise. When the item didn't deliver after the holidays, I emailed the company from my personal email address (but do not have a copy of that email) and forgot about it for a short while. When my son purchased an e-cigarette at the mall, I remembered I had not received a response. My wife then wrote them again, and saved a copy of her email. She received a n automated response stating she would hear back in 24 to 48 hours. She sent back a message and said she wanted to hear by the close of business that day. No response. Not that day or since. We went to the website and then realized this was an international company. We tried calling both numbers listed for US and Canadian cutomers. One was no longer in service, and the other was an automatic hang-up. We called our bank and disputed the charge. I have the bank statement where they pulled the money, the order confirmation page, copies of emails to them, and can produce phone records where we tried to call, if necessary. Their website is still up. We went there again on January 19, 2010 and tried to get response, but we were directed to "sign in". It asked for our email address and said if we couldn't remember our password, they would send it. I checked that box and they came back with a message on the site that said they don't have an order on file for that email address. Funny, they had it when they sent my order confirmation.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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ICCC Ref #:I1001221516487152. ordered e-cigarette kit for 14 day free trial for \$9.95 s/h on 10/1/09. cancelled order in the meantime via phone and email. company said order was processed. recd kit, refused delivery by uspo which returned kit to co. was billed \$89.95. after co. recd kit back. \$89.95 was restored to my bank account. then they sent cartridges & made unauthorized charge of \$29.95. i sent cartridges back to them. they sent letter stting their merchant service provider, transfirst merchant services disabled their ability to directly refund money to my account by closing their account. they sent me a charge back authorization form to complete and fax to transfirst merchant services to receive my refund. i faxed this form. trans first emailed me saying they didnt know anything about the matter and were not authorized to issue a refund. i have been in contact with my credit card provider hsbc and they say they cant do anything about it because they dont bother with claims under \$100. this is where the matter stands now. i realize this \$29.95 is a small amount of money, but its the principle of the thing. its not right to be scammed like this any help you can give me would be greatly appreciated. thank you

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ICCC Ref #:I1001282007335021. On 01/13/10, I ordered the Smart Smoker E-Cigarette free trial offer @\$9.95 ppd. I have never received it and have tried by phone & Email to contact them. The phone # states the Call Center is under maintenance no matter what time I call. I have sent 2 Emails to the site provided & have never gotten a reply. The company states it will charge my credit card \$99.99 if the trial is not returned within 10 days & \$59.99 + \$14.99 S&H every 30 days. I cancelled my credit card to avoid these charges & am only out the \$9.95. However I was unable to cancel my order to get the \$9.95 back.

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ICCC Ref #:I1002012149067232. I ORDERED A STOP SMOKING PRODUCT ADVERTISED AS ECIGARETTE ONLINE FOR 9.95 WHICH WAS CHARGED TO MY DEBIT CARD 11/17/09 WITH A REFERENCE OF PURE BUILD 800.781.1095. I DIDN'T RECEIVE THE PRODUCT BUT ON 12/2/09 \$99.10 WAS DEBITED TO MY ACCOUNT WITH A REFERENCE OF PHONE 800.589.5791. I CALLED THAT DAY TO REQUEST A REFUND. I TOLD THE CUSTOMER SERVICE REP THAT I HAD NOT EVEN RECEIVED THE E-CIGARETTE PRODUCT LET ALONE DECIDING TO ORDER SUPPLIES FOR IT. I TOLD THEM TO CANCEL ANY FURTHER PRODUCT AND MAKE THE REFUND. THEY ASSURED ME I WOULD GET MY REFUND IN 5-7 WORKING DAYS. I WAS WILLING TO PAY THE \$9.95 FOR THE E-CIGARETTE SINCE I HAD ORDERED (AND HAD NOT RECEIVED) IT BUT REFUND THE \$99.10. THEY QUICKLY SENT OUT THE E-CIGARETTE THAT VERY DAY 12/2/09 IN A BROWN ENVELOPE FROM THE FULFILLMENT ADDRESS IN SANDY UTAH. I HAVE SINCE CALLED 3 MORE TIMES REQUESTING THE REFUND OF THE \$99.10 AND EACH TIME HAVE BEEN TOLD IT WOULD BE REFUNDED BUT IT HAS NOT. I HAVE SEEN COMPLAINTS ON THIS SAME PRODUCT AT COMPLAINTSBOARD.COM/COMPLAINTS/PUREBUILD SO THIS IS OBVIOUSLY A SCAM THAT NEEDS TO BE STOPPED. I ORDERED THIS UNDER MY HUSBAND'S NAME b(6). THANK YOU FOR YOUR ASSISTANCE. b(6) AFTER 5 PM CST

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

43 9	ICCC Ref #:I1002161422297732. I ordered the E-cigarette for my spouse to help her attempt to quit smoking. It as a 14-day money-back trial in which the trial starts as soon as the order is made. The product doesn't arrive until the tenth day, so I have my spouse try it out for the day to determine if I want to buy it or not. I call and receive an RMA(return merchandise authorization) number( a number which they clearly state is not given out if the trial period has lapsed. I return it through USPS on the 12th day. My tracking slip shows they received the package on 2-1-10, but they tell me their computers show 2-11-10. All I want is my money back. I have the original shipping package along with my tracking number of the return which is #b(6). I was told they charge your account on the tenth day regardless of not having received the package which for me was on 1-30-10 and my tracking slip was procured the same day as the charge. Please help rectify this situation.
44 0	ICCC Ref #:I1003081512333911. My wife have terminal caner so i decide ON 1/10/2010 my order id #5048 for 115.00 to by an e- cigarette for t company called zero tar. I payed extra money for rush delivery of the product but it took 23 working day to get here. I did as the paper work instructed me to 8 hour charge before use. the first battery was dead right off the charged anther 8 hours same effect. the second battery held its charge only for a few mins. I also noticed the Cartridges the sent me where medium when i order high.I contacted the company around the 2nd of march there replied on the third saying the would send batterers and the right Cartridges. I still have not received any replacement form the company and it 3/3/2010 they will not return my phone calls (just an answering machine no matter what time you call)they will not reply to my emails!!! All i want is my replacement parts and if I cant get that I want my money back for this fraud the have done to me I just want some answers!!!!!!!!!!!!!!!!!!!!!!
44 1	ICCC Ref #:I1003131153317332. online order 1-26-2010 order #b(6) 3 1.0cartridge Tobacco flavor 1.0 cartridege-medium 11mg nicotine 5's 9.99 bx 29.97 1 kit-original electronic cigarette 1.0 49.99 1 accessorie E cigarette metal gold carrying cse blk 29.99 1 shipping(per online add orders over 100.00 ship free)unable to delete from order i paid 7.95 rec'd order 1/30 per instructions plugged in for 8 hrs 2/1 it wouldn't work.. called spoke w/ maria asked for freight refund she said my account would be credited.2/2livechat regarding item won't work (copy of) rep called w/in 5 minutes name of Allison she gave us auth to return and said to write on original paper work"replace w/new kit once tested to work properly";2/3 shipped back via ups my cost 10.39..2/11 received e-mail confirming receipt of package and asked for an additional 8.95 to resend my order.... I protested any further money, no explanation that I gave was successfull they refused to send me my merchandise unless I sent money.2/25 my last email to them requesting a call back and or my merchandise..unable to contact anyone by phone.. no more live chats..no responses from anyone..
44 2	ICCC Ref #:I1004212009594902. This transaction was made Online on 12/24/09 and charged to my account on 12/28/09. The Product was ECIGS or Vapor Pak E-Cigarette and the Order ID # is b(6) I never ordered this item! They used my credit card account number and my last name. The transaction Description is "8005921349ANYTIMECIG 800"; I tried calling them on three different phone numbers on 4/21/10 and none of them are in service: 1-888-713-3082, 1-800-589-5791, 1-800-592-1349. I got these numbers from the documents my bank provided and one from the internet that supposedly belongs to this company. I found out about this on 2/2/10 and immediately contacted my bank and the three Credit Bureaus (Experian, Equifax, TransUnion).

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

- 44 3 ICCC Ref #:I1004262042485712. I responded to an add that came up when I logged onto internet, MSN.com being my home page. I thought for \$5.95 I'd like to try the e-cigarette, hoping to quit smoking. It came shortly thereafter. When it arrived my wife looked at it and told me it was not \$5.95 - that was just to receive the sample. So I immediately called and canceled the membership - confirmation #b(6). That was early February. They said they would send me an email to confirm that the membership was canceled. They did not. Instead of debiting the \$5.95 they in mid March debited my checking account \$99.67. I didn't realize I needed to return the unit. That should have been the last of it but my bank account now (4/26/10) shows they are debiting me again - this time for \$69.62. I have not ordered anything, the cancellation still stands, and if I should receive anything it will go immediately back - with confirmation through whatever means shipment might be sent.
- 44 4 ICCC Ref #:I1008131153561991. This last week my husband and I have been researching the e-cigarette because we are smokers and are always looking for alternatives and quit smoking options that are affordable and have low side effects and are SAFE. Yesterday August 12, 2010 my husband sent me a link to a web site: [www.safesecuretrial.com](http://www.safesecuretrial.com), that offered a trial one for \$14.95. So I checked it out and had to put in my information in order to get to the next page....I actually had my husband on the phone at the time because I was leary but since there was no place to confirm an order or chose any items I went to the next screen....I then read the fine print at the bottom and realized that I did not want anything to do with this as they were going to charge my account large amounts of money and a monthly charge and a charge for this and that so I deleted my information and closed down the site. This morning August 13, 2010 I checked my email as I usually do and there was a email from [customersupport@smokefreely.com](mailto:customersupport@smokefreely.com)...I thought it was some information I may have requested from one of the sites I had visited previously...instead it was a conformation from a Prado company of an order #b(6) and my identiy info and a charge of \$14.95...with a phone number to call. I then went on my banks web site and there was a charge from a different named company; Electriccig 87764 8776473745 on 8/12 for \$69.75 that was processing. I called the bank and they said to try to call the merchant first. I then waited till normal business hours to call the number 1.877.647.3735 from the email because the recording stated to call back. At exactly 9:00 someone answered the phone and gave me a huge run around, tried to force me to buy the product, told me they were going to charge me more fees, and then said they could not cancel this bogus order that I had never odered in the first place. The person I talked to was named Cyrel ID#126163. She also stated that she could cancel my account...I never set up an account but not my order. I repeatedly told her I did not place an order but was given information to return the product because they were shipping it anyway and there was nothing she could do. My husband also called and was given basically the same run around. I then jumped in my car and went to the bank as was instructed by the bank person I had talked to and closed my card out and will now have to file a fraud report when/if the transaction processes. I sent serveral emails to the [customersupport@smokefreely.com](mailto:customersupport@smokefreely.com) with no replies...I also went back on the web site and searched around to see if there was another way to contact them. I discovered their terms and policy tab, which was barely visable and then it pops up and says Congratulations on your order...I had not put any info in at all ..and there was a long explination of their policies and how they were going to charge all these amounts because this was international and different addresses and contacts. This web site also has endorsments on it from CNN and other prominent/presumed safe advertisers. I know that the Internet has quickly become a place for so many unscrupulous things and that your job must be never ending and complicated. If there is anything you can do to regulate this I would appreciate it for myself and other people out there that get duped/scamed. I would also like to know what to do with this product if they

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

do indeed ship it to me? I am now afraid which is why I cancelled my bank card...they could sell my information.....

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5 ICCC Ref #:I1008292250550462. Hi, I'd like to explain what is going on. There is this new electronic cigarette website, Joycig.com, that has copied Blucigs.com. I've done a &quot;whois&quot; search on them and could not find any real information about the owner. I did a little more digging and found out those details, above, of the person running the site. Please go to &quot;<http://blucigforum.forumotion.com/vaping-and-e-cigarette-products-and-information-f6/a-blum-poster-t1762.htm>&quot; and read the whole thread. Basically, what I have found is that Joycig.com is being ran by a scam artist and I don't want to see anyone getting ripped off by them. This worries me greatly because the electronic cigarette industry is already getting plenty of heat from the FDA so this would not make it look any better. Thank you.
- 44  
6 ICCC Ref #:I1008182036264292. After purchasing e-cigarette equipment online, the following day I was unable to use my debit card. After checking with my bank, they notified me my account had been frozen due to fraudulent activity that night, later, after making my valid purchases. My bank notified me that the account had been drained from approx \$2300 USD then frozen. This has all happened in the span of 24 hours, I do not have all of the data at this time, however I expect to have it very soon and would like to cooperate with the FBI to apprehend the guilty party. I will update this complaint form as I receive more information.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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ICCC Ref #:I1011121422125132. On or about October 27th, 2010, I followed an internet ad link that said I could receive a free trial (what I thought of as a "sample") electronic cigarette for the price of shipping alone, about 8 dollars. I researched the product through Google and saw a lot of positive testimonials. I went slowly through the registration and never saw any mention of any other charges. I did receive a sample e-cigarette, which was of middling quality. However, early in November I received an e-mail from this company telling me my "next order" was on the way and I was being charged 90 dollars for it. I wrote back saying, no, I don't want this, and they wrote back saying, literally, yes, you're taking it because you agreed to certain fine print. I had never seen this fine print anywhere; I did not want or intend to buy any more product from them; I did not knowingly authorize them to charge anything more to my credit card than the original shipping. I called their customer service line and got nowhere. I did use their "opt out" option on the web page and called to confirm that they will not try to charge me anything more. I have looked into this pretty extensively. What we probably have here is a rather small group of scammers with a large web presence, operating a misleading bait-and-switch scam while hiding behind the technicality of extremely fine print. I specifically listed the company "Direct E-cig" in this complaint, but it looks to me like they operate under a number of company names. They have planted fake news reports and fake testimonials all over the internet. The product they sell is only incidental to the scheme; they sell probably 10 dollars worth of merchandise at 90 dollars a pop to people who are unaware they have agreed to buy anything at all. I would be interested to know what one would find at their listed physical address -- I doubt there's any kind of business presence there at all. When you call "customer service," you run into a brick wall. When I ran a "Whois" search on their web site, I found that the domain was purchased through GoDaddy.com, and they even used a proxy service to make that transaction. These are con artists and thieves of the first order; I almost have to admire them and the amount of work they have put into this. But they stole 90 dollars from me, and they steal thousands of dollars from U.S. citizens every day. I would like to get my money back.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

44 8	<p>ICCC Ref #:I1012111319049881. I had placed an online order for Starter Kit of an e-cigarette with this company on 10/30/10 for the advertished price of \$7.95. I received the product on 11/3/10. On 11/18/10, a charge of \$149.90 was charged to my account. I immediately called the phone number listed for this business and heard a recording stating to call during normal business hours. I called again the next day and a woman answered the phone. I inquired about the charge and was told that the \$7.95 charge was only shipping and handling. I responded that I would return the kit and demanded a refund. At that time, the woman told me they would not accept any returns after 14 days from purchase. Of course they did not place the charge on my account until after the 14 days expired. I then instructed the woman to cease any further charges on my account. At that time I felt I was scammed and it was just an unfortunate, expense lesson. On 11/30/10 another charge of \$69.90 was placed on my account. Again I called the number listed and spoke with the same woman. She informed me that the \$69.90 charge was my monthly fee for additional products. I again told her I wanted nothing to do with this business and she stated she would credit my account \$40.00 as a discount. I agreed to the credit, figuring I could recoup some of my losses and told the woman not to charge anything to my account, and not to send anything to me. I never received any additional product. I then cancelled my debit card to avoid any further charges. Looking on my account, I realize this company is overseas as there was also a cross border fee on my account. This is a scam and unfortunately their terms and conditions do not appear until after you pay the \$7.95 fee.</p>
44 9	<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 "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: I have not been victimized. No &amp;quot;crime&amp;quot; was comitted that I am aware of...I am only reporting a website that appears fraudulent. I found the website by searching for e-cigarettes on google. I am not sure that this is a fraudulent website, but you will have to investigate further yourself. This website claims to have testimonials from a news anchor from channel 5 news. However, the website appears fake (none of the links work, and when you try to find the &amp;quot;home page&amp;quot; (i.e., channel5newsreport.com), it takes you directly to the e-cigarette advertisement, etc.) The contact email (asmith@channe5newsreport.com ) is definitely fake. It doesn't even have an &amp;quot;l&amp;quot; in the email address...I got a delivery notification error when I tried to send email to the address. It appears that they try to trick you into buying their e-cigarette package by providing a false testimonial. (I'm not 100% sure of this claim; again, just look into this for yourselves). --- Specified Other Payment: Never purchased anything</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at [SEARCH@IC3.GOV](mailto:SEARCH@IC3.GOV). Please check the "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: While searching for information on electronic cigarettes; I visited this site: <http://www.thejournalsofhealth.co/electronic-cigarettes.htm>. I clicked on the ad for a free trail, cost of shipping only when taken to this site <http://ecigs4us.com/?hid=&affiliate=bam&sub1=101011>. I filled in my information for a free trial which would cost me \$4.95 for shipping and handling only. They did offer to sell me several other items, and I refused all, only wishes the free e-cigarette for the cost of shipping and handling. I was to receive Ignite; with 1 stainless steel atomizer; 1 rechargeable battery; 1 USB charger; 5 cartridges; and lifetime warranty. Instead I received Fifty-One; with 1 USB charger; 1 atomizer; and 3 filter covers; price was listed as \$4.95 for shipping and handling, no cost for the merchandise. My debit card (Master Card) was charged \$109.67 on August 23, 2011, instead of the \$4.95. I placed the order on approximately August 13 or 14, 2011. I received an email reply today to my complaint concerning the electronic cigarette, they told me I had contacted the manufacturer. They gave me this phone number to call tomorrow: 877-766-5306 and referred to the company I was ripped off by as Lux E-Cig. The email states the company is in southern Florida; but does not give an address. I will be calling them tomorrow, but do not hold out much hope without your intervention.

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NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at [SEARCH@IC3.GOV](mailto:SEARCH@IC3.GOV). Please check the "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: On August 17, 2011 I diccovered that the individual named above received merchandise that I ordered from E-cigarette Depot in the amount of 4.99. Also on the same date I also discovered that they ordered merchandise from Diet Coach August 9, 2011 in the amount of 4.95, using my debit card number. The also used my email address for both instances. I have the email from E-Cigarette Depot verifying that the merchandise was sent USPS, and it contains the individuals name. As to the Diet Coach my cardholder gave me the name, address, and phone number of the individual listed above.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

45 2	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at <a href="mailto:SEARCH@IC3.GOV">SEARCH@IC3.GOV</a>. Please check the "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: I purchased the e-cigarette complete kit, additional atomizers, and extra cartridges from this Direct Ecig in May 2011. I had the hopes of quitting smoking cigarettes with the use of this product. I spent in excess of \$180.00 total to receive a large enough supply to last me at least 6 months. They claim the batteries last for at least 3 months each and the atomizers last for about a month and a half. However, within a short time I had to call them because one of the batteries died and they sent a replacement. Then in August of 2011, I went to use a new atomizer it didn't work, I tried another, it didn't work either, the third one worked. I called them up to tell them about this and they offered to send the replacements as long as I sent the defective ones back. I sent the defective ones back through the USPS and received the replacements about a week later. During this whole process, they charged my card for the replacements and claim that they refunded the payment, but I do not see the credit (it is possible I missed it though). Last Monday I opened up one of the atomizers (one of the replacements sent last month,)and it worked fine for three days, then just quit working. I tried the second atomizer and it didn't work at all. The old atomizer (I don't know why I kept it, but I am glad I did)still works in both batteries (weakly but still works), so it's not the batteries. When I called today to tell them that the replacement atomizers they sent me in August were also defective, they told me that I waited too long and they would not send out any replacements. I would be willing to send these back as I did the other ones, but they refused. Since I didn't need a new atomizer until now, I didn't open them out of the protective packaging until now. I was told when I placed the order not to open anything I was not going to use until I was ready to use it, now they are saying that I should have tried them out right away to see if they worked and that it's been a month now, so they will NOT replace the defective replacements they sent out for the defective atomizers they sold me. The only solution is for me to purchase new atomizers. Since their product is different, I can not buy another atomizer from another company and use it with their batteries, they are not compatible. To summarize this; I purchased products from this company, I followed their instructions, I discovered that the product was defective when I needed to use them, they will do nothing. The rest of this product is useless without the atomizers so it is un-useable after only 4 months.</p>
45 3	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at <a href="mailto:SEARCH@IC3.GOV">SEARCH@IC3.GOV</a>. Please check the "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: I purchased a no obligation free trial of the Raven E Cigarette. I heard it can actually help you quit. I got the free trial with a 30 day supply. After that you have to call and order more. Or so I thought. This charge appeared about a month later on my account. I did not authorize it and was not told of any pending charges. The support number has been disconnected but the contact E-Mail is <a href="mailto:info@ravencig.com">info@ravencig.com</a> I have sent them several E-Mails and have called my bank. The bank says they cannot stop the hold from going through.I have gotten in touch with them and resolved the issue. The shipping E-Mail had the wrong number on it and I was unable to get in touch with them. I did some searching and found another number and they got me to the correct people.</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at [SEARCH@IC3.GOV](mailto:SEARCH@IC3.GOV). Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: They advertise OVALE ELIPS e-cigarette's, they use the brand and video's of the original. You think you buy the real one, but if you look on the picture's and what you get. You get e-cigarette's of ELIPS conterfeit. They don't advertise for ELIPS but for OVALE ELIPS. So that make's it illegal. I'm pretty pissed of cause this is already the second time i getted a counterfeit. Only because the european site of OVALE (<http://www.ovaleeurope.com/>) i can't seem 2 order anything. Thats why i came 2 this sepecified site. --- Specified Other Payment: visa

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NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at [SEARCH@IC3.GOV](mailto:SEARCH@IC3.GOV). Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: I was victimized on April 30 by a fraudulent company (Safe Smoke Vapors 888-491-4919), that is reselling this legitimate product, the 51 Trio e-cigarette: [http://www.smoke51.com/shop/index.php/electronic-cigarette-1/fifty-one-trio-electroni c-cigarette-mini-stater-kit.html](http://www.smoke51.com/shop/index.php/electronic-cigarette-1/fifty-one-trio-electroni-c-cigarette-mini-stater-kit.html) The serial number on the 51trio product box that I received can be seen in photo #2, it is #J130822. I have saved .html documents from 4 different websites that I have found to be associated with "Safe Smoke Vapors. The websites are listed in folders, in the order that I discovered them chronologically, beginning on April 15. I wish that I had ordered this product directly from smoke51.com, because it is very good, and I see that it is sold for the reasonable price of \$29.95. The smoke51.com website is printed on the box, which you can see clearly in photo #3. "Safe Smoke Vapors", claiming to be the company "Lux E Cig" in their e-mails and telephone calls, but sometimes also claiming to be the company "No Flame E-Cigarette" and "Smokeless Cigarette", and using at least 4 or more different URLs and business addresses, is currently attempting to charge my debit card a total of \$109.67 for this product that costs \$29.95. I signed up for a \$4.95 e-cig at the following website: <http://noflamecig.com/> After I placed this order on the evening of April 15, I began to receive robotic phone calls from the number 909-259-5582. These calls were placed to my cell phone, b(6), which I had provided with my order information for the e-cig. I received a total of 6 calls on Monday, April 16, starting at 7:06pm PST and ending at 8:59pm. There was never anyone on the line. I tried calling back several times, but never reached a person. Every time I called, I reached a recording which stated "You have reached the marketing department. All of our agents are busy at the moment. If you want to be added to our do not call list, press 1. If you want a representative to call you back, press 2." I tried pressing 1 every time I called back, but they kept calling me back. I pressed 2 once, because I was desperate to speak with a person. The number kept calling me back. It's possible that it could have been trying to automatically wardial and get access to a modem or fax machine. I suspected something weird was going on, so I googled the number 909-259-5582 and found this: <http://800notes.com/Phone.aspx/1-909-259-5582/> After reading the reports about 909-259-5582, I considered blocking my debit card number, but there were no more charges to my debit card or calls to my phone. I ended up actually receiving the 51 trio in the mail. The only charge that I received from "Safe Smoke Vapors 888-491-4919" after placing my order was for \$4.95. This was the only charge I expected to receive from them, because the fine print wasn't possible to read on their website -- and they didn't include the information about the \$109.67 charge in the confirmation e-mail. I was extremely shocked when I received the charge of \$109.67 on the evening of April 30. Based on my browser history and saved .html documents, here's what the fine print said at <http://noflamecig.com/>: "Offer Terms: By clicking confirm my order, you agree to be enrolled in the 14 day trial offer for \$4.95 which is the cost of

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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shipping, and after the trial expires, you agree that your card will be charged \$109.67 for the Starter Kit. Your refill cartridges will recur at \$59.67 plus \$9.95 for shipping and handling every month from the time of initial purchase until you cancel." If you examine the website #2 .html files, you can see that the fine print is disguised, and that the pro

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Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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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: Received an unsolicited email ad for free trial e-cigarette. I will assist in any prosecution. Below is the email header information: x-store-info:sbevkl2QZR7OXo7WID5ZcVBK1Phj2jX/ Authentication-Results: hotmail.com; sender-id=permerror (sender IP is 66.3.49.121) header.from=info@flower.kangaroomegan.com; dkim=none header.d=flower.kangaroomegan.com; x-hmca=none X-SID-PRA: info@flower.kangaroomegan.com X-SID-Result: PermError X-DKIM-Result: None X-AUTH-Result: NONE X-Message-Status: n:n X-Message-Delivery: Vj0xLjE7dXM9MDtsPTA7YT0wO0Q9MTtHRD0xO1NDTD0w X-Message-Info: 12l2l64mAZSWFhQ0inhVxBWleWiBdGXU6gTj3EdabCAqs3Qixac2zZEZYAcMwzEZVIW3/9GfvO+NkkdvWJJR VBg/V7tTvaiHBAM yAdlDch4iB9HJ5nz/Z2mDRxHxpX234fyRV6km6VDK4pwQ7JHDmQ== Received: from flower.kangaroomegan.com ([66.3.49.121]) by COL0-MC1-F23.Col0.hotmail.com with Microsoft SMTPSVC(6.0.3790.4900); Thu, 11 Oct 2012 11:24:15 -0700 Received: from flower.kangaroomegan.com (66.3.49.121) by b(6)) id iZgmJRBKQDq7N for b(6); Thu, 11 Oct 2012 11:24:00 PDT (envelope-from <b(6)>) Date: Thu, 11 Oct 2012 11:23:53 PDT List-unsub: Content-Type: text/html From: =?iso-8859-1?Q?Free\_Trail\_E-Cigarette?= <info@flower.kangaroomegan.com> Return-Path: returnsDRvSH@flower.kangaroomegan.com To:b(6) Subject: =?iso-8859-1?Q?Finally\_Smoke\_Anywhere\_You\_Want--Legally!?.?= Message-ID: <COL0-MC1-F23LGP6i4w00582211@COL0-MC1-F23.Col0.hotmail.com> X-OriginalArrivalTime: 11 Oct 2012 18:24:15.0455 (UTC) FILETIME=[9EA09EF0:01CDA7DD]

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

45 7	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at <a href="mailto:SEARCH@IC3.GOV">SEARCH@IC3.GOV</a>. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: Answered Online Add for Electronic Cigarette starter kit introductory Offer to receive the starter kit for the price of shipping and handling (\$4.95). After placing order I received the following e mail from the company Shipment Information You will be notified with a shipping confirmation email. Orders are shipped through USPS and a tracking number will be provided in your shipping confirmation email. Items Order Date Subtotal Discount Total 1x E-Cigarette Starter Kit - Tobacco Flavor 10/2/2012 4.95 0 4.95 Billing and Membership Details Your charge will appear on your statement as Quality-Ecigarettes. If you made a trial starter kit purchase, you have been enrolled in our refill membership program. In 15 days, we'll send you 10 replacement filters and charge your Visa on file. Each 30 days thereafter you will be billed and automatically sent 10 replacement filters (equivalent to 20 packs of traditional cigarettes). If you cancel your membership before the end of the 15-day trial period, you will be charged for the starter kit's full value. E-Cigarette starter kits include the following: - 1 E-Cigarette battery - 1 wall charger - 1 USB-port battery charger - 7 replacement filters (equivalent to 14 packs of tobacco cigarettes) - 1 E-Cigs Brand carrying case Billing Address: b(6) Martinsburg, WV b(6) b(6) Card On File: b(6) Thank You For Your Order! If you wish to make changes to this order, purchase additional starter kits and accessories, or cancel your membership, you may call one of our friendly customer service representatives at 1-866-830-2464. If you are not fully satisfied, you may return any unused, unopened products to our warehouse for a refund. To return a product, you must first contact customer service and obtain an RMA (return merchandise authorization) code. Refunds will not be processed without an RMA code. All returns must be within 30 days of purchase and in re-saleable condition. Shipping and handling charges are non-refundable. Return shipping is the responsibility of the customer. Did you know we offer a fantastic Referral Program? Recommend E-Cigs to your friends and make money! It's simple. Just give them your Referral ID (it's the same as your Customer ID listed at the top of this email), and tell them to enter it when ordering. You'll make a commission of 40% of their order total, in E-Cigs Bucks, and they'll get 20% off! To learn more, visit our website, <a href="http://www.ecigsbrand.com">www.ecigsbrand.com</a>. Kind Regards, The E-Cigs Team 1-866-830-2464 Open 24 hours a day, 7 days a week. Your Referral ID: 449987 Your password: None of this information about this membership or additional charges is provided on the web site. Side Note I just checked my CC and the company is reimbursing the \$4.95 charge do not know if I will incur the additional charges or not for cancellation as I caught it and cancelled prior to the product being shipped, The reason for this complaint is If I almost got caught in this scam/fraud how many others have been caught into it and stuck because they didn't know where to go or who to contact when I called the company I did inform them (when they were saying they couldn't refund my money) that I would be contacting the attorney General's office for internet fraud.</p>
45 8	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at <a href="mailto:SEARCH@IC3.GOV">SEARCH@IC3.GOV</a>. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: The website texted me pretending to be my friend. They somehow knew I had brothers who smoke. The website offers free E-cigarette for 4.95 shipping and handling. I put my info in to order it for him and it said invalid duplicate account then I saw they take 99.67 out for the refills. I called to cancel this order and they pretended they had none of my information but the money was taken out of my account.</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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9 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 the Jbox, which is a custom  
made electronic cigarette, from jboxshop.com on August 16 2012 which, to this day, I still have not  
received. PayPal Transaction ID #b(6). At the time of placing my order, the website referenced an  
estimated build time of 21 business days. 27 business days had passed and I did not get a shipping  
confirmation on my order. I emailed Jason on September 24 2012 to inquire about the status of my  
order. He replied on the same day saying the following "I am shooting the final coat on yours tomorrow  
then its just the curing time so pretty soon Im sorry I got hit real hard with a bunch of orders right before  
yours and didn't get the site changed on the build time but its close my friend:)". I gave Jason the  
benefit of the doubt when he stated this and waited on my order. During this time I was perusing the  
electronic cigarette forum and came across this forum thread: [http://www.e-cigarette-  
forum.com/forum/e-cigarette-apv-reviews/325267-new-jbox-jboxshop-com-my-first-impressions-3.html](http://www.e-cigarette-forum.com/forum/e-cigarette-apv-reviews/325267-new-jbox-jboxshop-com-my-first-impressions-3.html)  
Jason (his handle was jboyse) sent an update on 10/17/12 to all the people in the thread but it was  
deleted (see post#29). a remnant of his reply is still visible as a quote on post#31 where he states: "Sorry  
have been super busy and have been out of town the last week for Vapercon. I am working on getting  
caught up as I have been hit real hard the last month with orders. I am currently looking for someone to  
help me out as Jboxshop is not my primary business as I have another business that I run. Last thing to is  
the build time estimate is based off of business days as I only work on Jboxes during the week, I am a  
single Dad raising two kids on my own and running two businesses but everything is good and orders are  
moving along so there is no need to worry. Thanks" I got an email from Jason on 10/28/12 saying the  
following: "This is a general update email as I have been very very busy and not had much time to  
respond to personal emails in the last couple weeks due to being out of town and working getting things  
caught up and the new Jbox 20d design. The reason for the delay is many things as this is a newer  
product and I came across some issues on the finishing process that set me back as I had many Jboxes that  
were close to being complete and curing. The material that was used was not hardening and the  
manufacturer told me it might have been a bad batch. The result of this was that I had to strip down  
many devices by hand and treat with a special sealer to be able to refinish it which took me almost 2  
weeks to do, with out going into all the details it has set me back and I am sorry for the delay. I will keep  
you informed on the status of your Jboxes as they become closer to the final curing stages. I have a lot of  
Jboxes going out in the next week or so, if yours is one of them you will be getting tracking info email."  
This was the last update email he sent to me and to his other customers. I did not hear from him again  
until I sent an email on 12/18/12 to a webcast show that he was involved in called "Vape Team Live" to  
which he is no longer a part of. He replied to me (from email address jason@vapeteam.com) saying: "I  
will be responding to my emails when I get back from a funeral in the next few days." That was the last I  
heard from him and I have not gotten any updates, let alone a shipping confirmation to this day. I sent  
him another email on 12/27/12 asking him for a more definite update. I also told him that I would be  
contacting my credit card company for a refund if I do not hear from him by the end of the year. As of  
today, he has not replied to this ema

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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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 Jbox from jboxshop.com on Sept-19-2012 (Order # b(6) on jboxshop.com; Paypal transaction ID b(6)). A jbox is a custom wood made device. At the time of my order the site stated 30 Business Days Estimated build time (now the site says 48 Business Days). Since the date of purchasing a jbox I have had a total of 4 emails. 1. Oct-6-2012 Gave me an update that he was heading out of town for 1 week and will get mine sent out when he got back. 2. Oct-29-2012 Sent a mass email to all customers saying that was having some issues with materials he used and there would be some delays, but will get items sent out in 2 weeks. 3. Nov-28-2012 After 2 follow up emails, Jason said that he is trying to get the item shipped before Dec-1-2012. 4. 1-Jan-2012 Another mass email to all customers stating that he is having some personal issues and will get all orders out by Jan-2012. Just recently (end of December 2012) I found a forum where there were many people complaining about lack of communication and feeling that they have been scammed. They were goign through exactly the same issues I was going with. All informaiton can be found at: <http://www.e-cigarette-forum.com/forum/general-e-smoking-discussion/364181-jbox-issue.html> I have tried to raise a dispute with PayPal (was told it was over the 45 day mark and they cannot do anything). So I proceeded to ask my Credit Card company if I can dispute the transaction (They said it was over 60 days and nothing they could do). Both said to contact the merchant directly.

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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 agreed to a trial offer for 4.95 for a e cigarette , and now they have charged my credit card two charges total of 179.29. this was a pop up add &no contract was displaid or agreed to . U.S.mail from zip code 33141 .

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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: Received an unsolicited email ad for electronic cigarettes. Email header info: x-store-info:4r51+eLowCe79NzwdU2kR3P+ctWZsO+J Authentication-Results: hotmail.com; spf=none (sender IP is 64.234.113.33) smtp.mailfrom=freetrailecigarette@body.mumconcepcion.com; dkim=none header.d=pb7furlep119.frt; x-hmca=none X-SID-PRA: freetrailecigarette@pb7furlep119.frt X-AUTH-Result: NONE X-SID-Result: NONE X-Message-Status: n:n X-Message-Delivery: Vj0xLjE7dXM9MDtsPTA7YT0wO0Q9MjtHRD0yO1NDTD02 X-Message-Info: 63bBW0qvNIZ10R9uzqbOkFNUB0AG5Gizls6DtUcx947wOkT4rLcPIT91pcHRLO3Ym1hFm5erRNxbIIOUfj7a1 BMAOXHJlsxng5/ vt1cgAe3Ywm02WFQRUaIH72/g6H32MwTwJxH6PFwyLZ4KeGx2YzzwukP5vUNV Received: from body.mumconcepcion.com ([64.234.113.33]) by SNT0-MC3-F25.Snt0.hotmail.com with Microsoft SMTPSVC(6.0.3790.4900); Fri, 18 Jan 2013 09:32:01 -0800 Content-Type: text/html MIME-Version: 1.0 Return-Path: Free Trail E-Cigarette <freetrailecigarette@body.mumconcepcion.com> Subject: \_\_Smoke Where You Want, When You Want!!!\_\_ From: Free Trail E-Cigarette <freetrailecigarette@pb7furlep119.frt> Bcc: Message-ID: <SNT0-MC3-F25wO5blwH00525e88@SNT0-MC3-F25.Snt0.hotmail.com> X-OriginalArrivalTime: 18 Jan 2013 17:32:01.0917 (UTC) FILETIME=[B9C9EAD0:01CDF5A1] Date: 18 Jan 2013 09:32:01 -0800

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at [SEARCH@IC3.GOV](mailto:SEARCH@IC3.GOV). Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: On October 6th, 2012 I ordered an electronic device from Jboxshop.com. I had been in contact with Jason Boyse for a few days prior regarding the purchase and every email I sent was responded to very quickly. I ordered the device on that website which directed me to PayPal to complete the purchase. At the time I ordered, the website stated that orders would take 30 business days to complete. Three weeks later I emailed him for a status report which received no response. On November 22, 2012 I emailed him again and he responded on the 27th stating that my order would be fulfilled the following week. That was the last direct contact I have had with him and I have still not received the item I purchased. I found around this time on internet forums that as approximately 30, possibly more, people have had the same issue with this company and some have been waiting since August. This is the forum link: <http://www.e-cigarette-forum.com/forum/general-e-smoking-discussion/364181-jbox-issue.html> I have repeatedly tried to contact Jason Boyse through email, that forum and Facebook. He sent out a mass email on December 31, 2012 explaining he was having family troubles and would be in touch with each of his customers soon which has not happened. I found this as well involving Jboxshop.com, this is different than what this complaint involves. <http://bit.ly/UaW2CN>

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Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

46	4	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at <a href="mailto:SEARCH@IC3.GOV">SEARCH@IC3.GOV</a>. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: A minimum of 27 people have paid between \$250 to \$300 each for a custom made personal vaporizer that we never received. We are vapers which means we stopped smoking and started using electronic cigarettes. Electronic cigarettes have become a healthy lifestyle choice. There are many custom made personal vaporizers out there. The Jbox is one of these custom made vaporizers. Jason Boyse was "known" to us through a weekly vaping show on the internet called the Vapeteam Live. There are replays of the show on Youtube. The show's website is: <a href="http://vapersplace.com/vp-live-vape-team/">http://vapersplace.com/vp-live-vape-team/</a> Jason's new jbox was even mentioned on the show. To be fair, the Vapeteam had no knowledge of Jason's failings, they just had the bad luck of knowing him. We all were duped into trusting Jason. We saw him on the show every week. In fact, it was this familiarity with Jason that made me feel comfortable with sending him my money. He also quickly responded to emails at first. The original wait time for the Jbox was 28 business days. That wait time was then changed to 30 days, then 40, and then 48. I placed my order on 17 August 2012. He does not communicate at all except for an occasional mass email which usually gives excuses, etc. Once the vaping community found out about the Jbox issue and the possible scam being conducted by Jason Boyse, the Vapeteam Live crew publicly acknowledged the situation. Jason is no longer a host of the show. A radio show host for Click Bang Radio did an entire show about it as well. That radio podcast is here: <a href="http://soundcloud.com/vp-live/the-nivel-chip-has-a-us">http://soundcloud.com/vp-live/the-nivel-chip-has-a-us</a> There are two threads on the Electronic Cigarette Forum (ECF) website which explain what has happened. There is a ton of info in these threads. This first thread started as a review but around September/October 2012 we (those that purchased a Jbox) started to realize something was wrong. <a href="http://www.e-cigarette-forum.com/forum/e-cigarette-apv-reviews/325267-new-jbox-jboxshop-com-my-first-impressions-entire-reading-suggested.html">http://www.e-cigarette-forum.com/forum/e-cigarette-apv-reviews/325267-new-jbox-jboxshop-com-my-first-impressions-entire-reading-suggested.html</a> This second thread was started for "victims" of Jason. <a href="http://www.e-cigarette-forum.com/forum/general-e-smoking-discussion/364181-jbox-issue.html">http://www.e-cigarette-forum.com/forum/general-e-smoking-discussion/364181-jbox-issue.html</a> Jason Boyse has essentially stolen thousands of dollars from us. The required wait time for the custom made device is long enough that you can no longer file a complaint with paypal or your credit card or bank. --- Specified Other Payment: paypal</p>
46	5	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at <a href="mailto:SEARCH@IC3.GOV">SEARCH@IC3.GOV</a>. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: E-cigarette starter kit purchased in early December from Victory Electronic Cigarettes. Web site clearly stated no hidden or recurring fees, only a \$.01 fee for "processing". Was signed up for a "membership" without my will or consent, attempting to charge me \$31.90 per month for nicotine refills. My bank account did not have the amount billed, so an overdraft charge of \$35.00 was applied by my bank, Bank of America, when the attempt to bill me occurred. --- Specified Other Payment: Overdraft Fee from the bank re: attempted charge</p>
46	6	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at <a href="mailto:SEARCH@IC3.GOV">SEARCH@IC3.GOV</a>. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: Victory E Cigs was running a promotion in November. Get an e-cigarette kit (\$59.99 value) for one cent. No recurring fees, no hidden costs. Not a trial offer. I have a screen shot of the verbage. I hope this company is investigated for fraud. Thank you.</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

46 NOTE: To prevent interference with pending law enforcement action, prior to any investigative action,  
7 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:  
Delivered-To: b(6) Received: by 10.50.236.105 with SMTP id ut9csp150047igc; Wed, 10 Apr 2013  
11:44:27 -0700 (PDT) X-Received: by 10.66.217.133 with SMTP id oy5mr5207376pac.20.1365619466915;  
Wed, 10 Apr 2013 11:44:26 -0700 (PDT) Return-Path: <xnr@gmail.com> Received: from c3.la (c3.la.  
[65.39.221.213]) by mx.google.com with SMTP id kx5si926744pbc.80.2013.04.10.11.44.26;  
Wed, 10 Apr 2013 11:44:26 -0700 (PDT) Received-SPF: neutral (google.com: 65.39.221.213 is neither  
permitted nor denied by domain of xnr@gmail.com) client-ip=65.39.221.213; Authentication-Results:  
mx.google.com; spf=neutral (google.com: 65.39.221.213 is neither permitted nor denied by domain  
of xnr@gmail.com) smtp.mail=xnr@gmail.com Received: (qmail 76474 invoked from network); 10 Apr  
2013 18:55:22 -0000 Received: from unknown (HELO 218.56.32.11) b(6) by c3.la with SMTP; 10 Apr 2013  
18:55:22 -0000 Message-ID: <0137C93C933E4EE3906407A795962BCE@chhut> Reply-To: "Consumer  
Reviews"b(6) From: "Consumer Reviews" <xnr@gmail.com> To: b(6) Subject: What Every Smoker Must  
Know! Date: Wed, 10 Apr 2013 22:43:51 +0400 Organization: Consumer Reviews MIME-Version: 1.0  
Content-Type: multipart/alternative; boundary="-----\_NextPart\_000\_0863\_01CE363C.DFA5DD50" X-  
Priority: 3 X-MSMail-Priority: Normal X-Mailer: Microsoft Outlook Express 6.00.2900.5931 X-MimeOLE:  
Produced By Microsoft MimeOLE V6.00.2900.6109 This is a multi-part message in MIME format. -----  
=\_NextPart\_000\_0863\_01CE363C.DFA5DD50 Content-Type: text/plain; charset="koi8-r" Content-  
Transfer-Encoding: quoted-printable Hey!=20 Do you smoke cigarettes?=20 Have you been trying to find  
a healthier alternative or an easier way to = quit? Try e-cigarettes instead!=20 Scientific evidence  
everywhere is proving that electronic cigarettes are = much safer than smoking tobacco.=20 Best of all e-  
cigarettes cost 65% less than regular cigarettes!=20 "The electronic cigarette is up to 1,400 times safer  
than the leading bra= nd of cigarettes"=20 -Prof. Michael Siegel, MD, Boston University=20 Read the  
Consumer E-Cigarette Reviews to find out everything you need to = know about electronic cigarettes  
today!=20 Click Here Now: E-Cigarette-Review.net to find the best e-cigarette for y= ou.=20 =20 -----  
=\_NextPart\_000\_0863\_01CE363C.DFA5DD50 Content-Type: text/html; charset="koi8-r" Content-  
Transfer-Encoding: quoted-printable <!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.0  
Transitional//EN"> <HTML><HEAD> <META content=3D"text/html; charset=3Dkoi8-r" http-  
equiv=3DContent-Type> <META name=3DGENERATOR content=3D"MSHTML 8.00.6001.19154">  
<STYLE></STYLE> </HEAD> <BODY bgColor=3D#ffffff> <DIV align=3Dleft><FONT size=3D2  
face=3DArial>Hey! <BR>Do you <B>smoke</B> > cigarettes?=20 <BR>Have you been trying to find a  
<B>healthier alternative</B> or an <B>= easier=20 way to quit</B>? Try <A title=3De-cigarettes=20  
href=3D"http://e-cigarette-review.net/">e-cigarettes</A> instead!=20 <BR><B>Scientific evidence</B>  
everywhere is proving that electronic ciga= rettes=20 are <B>much safer</B> than smoking tobacco.  
<BR>Best of all e-cigare

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

46 NOTE: To prevent interference with pending law enforcement action, prior to any investigative action,  
8 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: Upon finding eGo starter kit for a much  
lower price at the E-Smoker World web site a new PayPal account was entered as a guest purchase  
where PayPal added the sum total of \$61.90US from the preload debit into a new PayPal balance when  
signing up and opting to use their BillMeLater option. Payment was then made by PayPal to the above  
named Shenzhen Mingsheng factory as it later turned out when promptly receiving an email from  
someone. "Paul Chen (paul.ecigarette@gmail.com) Dear E cig Customer, Good day to you ! This is Paul  
Chan again from Shenzhen Mingsheng factory in Guangdong,China. As we ever sent you our electronic  
cigarette price list, but maybe it has beed sent to your Junk mail.Hope you could check it. For our factory,  
we mainly business at eGo series,CE clearomizer series and other accessries, here is a few prices for you .  
(1. eGo-T CE4 with blister packing is \$5.85 / set; and other products with photos inserted) Above is only  
parts of our products. We are the e cigarette factory and have been in this area for 5 years. Our products  
have been deliever to all over the world. We have the best price and keep eyes on the quantity.Please  
believe in us, our quantity is the best! You would have a good surprise if you buy our products. Let's do  
something ,please trust us. Hope we could start a good business relationship from this moment. We are  
looking forward to hearing from you soon. Thanks and best regards, -- Paul Chen The Global Eletronic  
Cigarette Distributor Email: paul.ecigarette@gmail.com ada.ecigarette@hotmail.com MSN:b(6)  
Skypeb(6) No other email including order confirmation/invoice type email received and dispute opened  
in PayPal Dispute Resolution Center with no reply from seller(alleged seller). After three full weeks the  
company information as well as the E-Smoker World site is suspect! PayPal will automatically close intial  
complaint/inquiry on May 1st when a dispute case will then need to be opened. If this is a scam site  
someone has gone to a greater length to make everything appear legitimate with one comfirmation that  
the factory in China does exist but just who is the seller may not represent the actual factory but be  
posing as such.Update: Received second email from supposed seller but still no invoice or other email  
regarding the order placed. "Dear E cig Customer, Good day to you ! This is Paul Chan again from  
Shenzhen Mingsheng factory in Guangdong,China. As we ever sent you our electronic cigarette price list,  
but maybe it has beed sent to your Junk mail.Hope you could check it. If you want to know more about  
our products, welcome to visit our website: <http://www.myecigar.cn/> For our factory, we mainly  
business at eGo series,CE clearomizer series and other accessries, here is a few prices for you ." (several  
items again with prices and photos) "Above is only parts of our products. We are the e cigarette factory  
and have been in this area for 5 years. Our products have been deliever to all over the world. We have  
the best price and keep eyes on the quantity.Please believe in us, our quantity is the best! You would  
have a good surprise if you buy our products. Let's do something ,please trust us. Hope we could start a  
good business relationship from this moment. We are looking forward to hearing from you soon. Thanks  
and best regards, paul.ecigarette Paul.Chan Shenzhen MY Tech.Co; Ltd Skype: paulxada MSN : b(6)  
Email: paul.ecigarette@hotmail.com Website: <http://www.myecigar.cn/>" Hearing from me? Where's my  
order?! );( If the order is on the way but has a valid reason for being delayed this complaint will be  
updated to withd

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

46

9 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 recieved an email for a free trial e-cigarette for only 4.95. So I purchased it, it stated 30 day money back guarantee. It was ordered on may 9, 2013. I recieved it on may 14, 2013 and on may 15,2013 my bank account was debited for 99.67. I called their customer service and they told me that it was the cost of the cigarette. I told them that is not what i recieved in my emails. they told me that I needed to send everything back to them and she could not assure me that I would be credited anything back. They have been open for 2 months.

47

0 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 responded to an ad from "Optima Cigs" for a free trial of their e-cigarette. I agreed to the \$4.95 shipping charge. Approximately 3 weeks later, I received a bill on my debit card for \$ 116.93. When I called them about the charge, they claimed that I checked box to receive more accessories on a monthly basis. I never saw the "box" and certainly don't remember checking it. The operator (Don) I spoke with said I could cancel the monthly service, and upon receipt of the package, I could return it. The credit however, was not for the full amount of \$116.93 and I would receive a credit for \$79.00. They sent me a "RMA" number and I returned the package on March 29th. I have not yet received the credit. They have given me excuse after excuse for the delay on my credit. I went online to check if I was the only one having this problem and found another 70 unresolved complaints, all of the same nature. Their reputation is degrading rapidly according to my research. Thank you for your time on this matter, b(6)

47

1 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: My order looked like a trash bin, every item was broken & damaged. The e-cigarette battery, the usb e-cigarette batter charger, the pieces that are filled with the liquid could not be tested. The liquid sent through the mail arrives unsealed and could be hazardous waste and nasty stuff customers are inhaling. I believe these guys are doing illegal things. Here is an email I received from these guys after I wrote to them letting them know that the products were damaged. " Please understand that we hold firm in our stance that we did nothing wrong. Shipping damages are out of our control and you did not so much as add a picture to support your claim. Please be advised that we willk no longer accept your business either. Should you choose to place another order in the future that your money will be instantly refunded and no packages will be sent." I texted these guys two pictures, one of the battery, and one of the charger, and these guys are claiming to not receive them when I even emailed them to these guys as well to both of their email addresses. I sure wish they would have given me an immediate refund instead of sending me this package of damaged items. These guys are clearly frauds and I am sure making millions right now as the e-cigarette revolution is huge right now. Also, on their site including my 3 reviews were taken down. They do not let their customers complain on the site or review their damaged products.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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47  
2

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: Due to concerns of a product being sold on their site, a number of consumers wrote directly and posted on their FB page regarding the concerns in hopes of resolving the issue. After much online debate, the truth came out that they were never selling anything but purposely defrauding people. I was not one of them but did participate in the discussion that led to the truth being exposed. They have now come out and publicly admitted their fraud (I have screenshots if necessary), and are threatening further possible attacks against other online sites (cyber threats). Owner and accomplice continue to make public threats which are believed to be targeted cyber attacks. REGISTRANT CONTACT INFO (for MyeGoCig website) b(6) Charlotte NC b(6) US Phone: b(6) Email Address: b(6) ADMINISTRATIVE CONTACT INFO b(6). Martinez GA b(6) US Phone: b(6) Email Address: b(6) Copy of FB conversation from <https://www.facebook.com/myegocig> where public threats are being made. b(6) wow they have a whole list at <http://www.e-cigarette-forum.com/forum/forum-suppliers/> Forum Suppliers [www.e-cigarette-forum.com](http://www.e-cigarette-forum.com) Forum Suppliers - These forums are run by Suppliers whose customer service standards we monitor carefully. Please note that ECF does not moderate Like · Reply · 17 minutes ago MyeGoCig lol, that they monitor rofllll..... We are the ECF government. We will regulate what you do, no, that is what our mission is, to have the government to monitor the selling of all nicotine products. Like · 16 minutes ago b(6) I am glad that they are giving us a great list to monitor Like · 15 minutes ago Jacob Mitchell Well I'll do AltSmoke, you tackle the larger one's lol. I will work on the mom and pops. You do the ones on the good reviews Like · Reply · 44 minutes ago b(6) Yep, time for me to get my skills out to help the cause!!! Ready, Set, Go!!! I have both laptops ready to start throwing up the servers for you guys!!! Like · 35 minutes ago b(6), they are calling you a kid and a scam artist. Little that they know, you work at the xXXXxxX hahaha - they dont need to know this. Edited my reply with XXX's Like · 33 minutes ago · Edited MyeGoCig Lol, yup, so the fun begins Like · 31 minutes ago

47  
3

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 placed an order for some E-Cigarette accessories around May 20th. I received an email with a tracking number stating it had been shipped the next day. After a few days of checking the tracking, I noticed there had not been any updates or acceptance from the Post Office. When I contacted the Post Office with this number, they stated the package had not yet been handed off to them. I contact Sachin at Gentlemans Brand about this order and was told over and again that the order was coming and had been shipped. I waited nearly two weeks all while being harrassed and lied to by this company. I finally asked for a refund on June 1st. I was then insulted and told to "F#@ \$ OFF AND DIE!". The company then issued a refund and then voided it instantly. This Sachin then proceed to harass me thru emails and make ridiculous demands in order for me to receive a refund. I then told him If I was not refunded I would file a chargeback with the bank and make sure to leave reviews about his company, service and theft. The emails are still coming in. I have stopped answering them now. This company now says they will "deny" the chargeback and are going to take me to small claims court. All I want is what I ordered, or my money back. At this point, I dont want anything from this company any longer and would just like my money back.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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47  
4

NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at [SEARCH@IC3.GOV](mailto:SEARCH@IC3.GOV). Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: Me and my mother b(6) both were in going into business with a e-cigarette company "Gamucci". The parent company to Gamucci is XL Distributors. We were supposed to be the official distributors of their products in North & South Carolina. We were told that we would have plenty of customers in our area and the products are in high demand. So right before we were to start this business "Shaun" from Gamucci told my mother to buy a small inventory of products and to be shipped to our home so we can get the products to the customers ASAP. We were told that they already had many orders to be shipped to customers and we were to get a quick return on our investment. So my mother payed with a check(C.O.D.) when the products came(UPS). After we were expecting the orders to be rolling in. After about a month the we only received about no more then 4, I believe. My mother wanted to end ties with the company because we feel the Gamucci did not fully hold up their end of the agreement. So she wanted to return the products and get her money back. Every time we contacted Gamucci, they keep giving us excuse after excuse on why we could not return the products at that time. First it was they had to move to another warehouse then they said we couldn't the products until after 90 days of receiving them. Which was March 1st. So we waited until June 1st to call back. When we did, Shaun was on vacation and we were told that he wouldn't be back until the 9th. I called back on the 10th, someone by the name of Mike said that Shaun is out of the country and will return to July 1st. Also, Mike said we had 90 days to return the products in order to receive a refund. I told him repeatedly that we weren't told that. I kept calling back to talk to someone, maybe a manager and they were avoiding my calls. I'm tired of the go around. They pretty much made it clear that they never intended to return the products and refund us our money. We are ready to take legal action! We've notified the FBI and the FTC! --- Specified Other Payment: Bank Check

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5 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: Unknown as to whom this person is, or  
if they're really called "Christian Vernon" (My late-son's name that died in 2005, if that may or may not  
help) stole \$371.95 from my USA Checking account. Possible that it may be one person, possibly more.  
Two \$1.00 transactions (phishing attempts) were traced to Greece. One \$39.95 was traced to  
somewhere in Africa, and one \$330.00 transaction was traced trying to purchase 15 bottles of e-cigarette  
liquid from an online company in Burbank or Northern Los Angeles, CA called "Elevated Vaping." The  
person I spoke with from Elevated Vaping (Chris Nnines) stated that he said that he "noticed this very  
odd order, and is going to cooperate with myself and authorities to the best abilities possible," he said.  
Mr. Nnines also said that the person that ordered this large quantity was calling him/herself "Christian  
Vernon." The \$39.95 charge came from somebody with the e-mail address b(6)@gmail.com. As I said  
before, I'm not 100% if it's the same person for most or all of the unauthorized transactions and using my  
bank account via my Debit/Credit Card to make these transactions, but it all happened as of this  
morning, or so I was told by my bank's fraud department when they contacted me and left me a voice-  
mail. In-writing, you have my 100% cooperation and authorization to investigate this matter through my  
bank account. Mr. Nnines' mobile/cell number is b(6). His business number is (818) 331-2427 (Elevated  
Vaping). Due to security reasons, Mr. Nnines said that he cannot and will not disclose any further  
information to me about the person that made the order, without authorization from my bank or the  
authorities, if that makes any sense. These transactions took place as early as this morning at/by  
approximately 7:57AM Central Standard Time. I'm in Mountain Time, and I was clearly asleep while all of  
this was transpiring. The person/persons did not contact me, but they apparently hacked into my bank  
account, stole my Debit/Credit Card number, and used it for their "personal" gains and/or agendas. I  
have deactivated my Debit/Credit Card and requested for a new one to be sent via Fed Ex through my  
bank. They said it'll be at my residence by this-coming Tuesday via overnight Fed Ex, and that they are  
also looking into the matter, thoroughly. Any assistance you can provide to bring the person/persons to  
justice and charges filed against them to the heaviest extent of the law would be greatly appreciated. If  
you have any further questions, please contact me at your earliest convenience. Thank you. Sincerely,  
b(6)

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47 NOTE: To prevent interference with pending law enforcement action, prior to any investigative action,  
6 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: b(6) Phoenix, AZ b(6) After receiving a  
Bank Of The West credit card statement I noticed that I had never claimed my bonus rewards for using  
the card. Looking through the possible options I noticed a free e-cigarette offer for only the price of the  
shipping, \$4.95 or \$5.95. I received the product and then on my next statement I realized I had been  
charged a total of \$185 over two separate days. Upon calling the phone number on my credit card  
statement I was told that I would not receive a credit for the transaction even when I offered to return  
the product. The call was answered by a man with a strong Indian accent and he was almost threatening  
to me saying that if I reported this to my credit card company I would not even receive the refund that  
he had offered to give to me. A mere \$40 which was supposed to cover the charge of the refill shipment.  
This was also in error because the refill charge was \$69.42 and not the \$40 credited. Here is a copy of  
their email to me and information from the credit card statements listing the charges and credits. -----  
----- info@ecigcustomerservice.com Jul 10 to me Dear b(6), Thank  
you for placing your recent order for the Electronic Cigarette trial. Order Information: Date: 7/10/2013  
Order Number: b(6) Order Details: Electronic Cigarette Starter Kit Please allow 3-5 days for Standard  
shipping. If you have any questions regarding your order, please call us at 1-877-766-5306. Please be  
sure to reference your user name and/or order number when contacting us. Hours of operation: Mon-  
Fri. 9am-6pm Eastern/Standard Time Again, thank you for placing your order for the electronic cigarette.  
We know you are going to be amazed how incredible this product is. Best of Health, Customer Support  
----- Tran Date 07-24 Post Date 07-26 SAFE SMOKE VAPORS 888-491-  
4919 FL Reference Number 648 \$109.67 Tran Date 08-11 Post Date 08-13 SAFE SMOKE VAPORS 888-491-  
4919 FL Reference Number 504 \$69.62 Tran Date 09-06 Post Date 09-10 T SAFE SMOKE VAPORS 888-  
491-4919 FL Reference Number 762 \$40.00 -----  
info@ecigcustomerservice.com Sep 5 to me Dear b(6), Thank you for your business. This email is to let  
you know that we have issued you a refund for the Electronic Cigarette. Please note that refunds  
normally take 5-7 business days to process. Please do not attempt to request an additional refund from  
your credit card company or bank as doing so will create difficulty in processing your refund. For your  
records your customer order number is b(6) If you are continuing with our product, your card will  
be charged at new agreed rate. If you have further questions or needs please do not hesitate to call us  
at 1-877-766-5306. We appreciate your patience regarding this matter. Best of Health, Customer  
Support ----- info@ecigcustomerservice.com Sep 5 to me Dear b(6),  
Thank you for your business. This email is to let you know that we have canceled your account for our  
Electronic Cigarette. For your records your customer order number is b(6) If you have further  
questions or needs please do not hesitate to call us at 1-877-766-5306. We appreciate your patience  
regarding this matter. Best of Health, Customer Support

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47 NOTE: To prevent interference with pending law enforcement action, prior to any investigative action,  
7 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: To Whom It Should Concern:

Sometime in June 2013, I received what looked like a YAHOO e-mail. I use myYAHOO as my homepage on my computer. The e-mail said thanks for using YAHOO and that I would receive a free gift for taking a survey. I did not want to take any survey and I did not want the free gift, so I tried to delete the e-mail. The e-mail could not be deleted. I tried the delete button, the X box, the back button, the minimize button and everything I could think of, but nothing worked. The screen was frozen and I had to shut down my computer. When I restarted my computer everything looked fine until I went to my e-mail inbox at which time the old e-mail reappeared and froze the computer. I had to shut down again to get rid of the rogue e-mail. I used my computer for a few days without going into my e-mail account hoping the problem would go away. It didn't. Eventually I went to my inbox and found the old e-mail still there. I read it carefully and saw that there were only a few questions to be answered. I decided to try answering the questions to get rid of the thing. When I clicked the answer button a screen appeared with only four simple questions the answers to which could not possibly be informative to any one taking a serious survey. After clicking the SUBMIT button on the survey a screen appeared saying I had received a free gift for participating. There were three choices of gifts, none of which I wanted, and a note saying that I would need to pay \$4.95 for shipping and handling of the "free gift". Of the three gift choices it appeared the least offensive was something called an e-cigarette. I had no idea what that was or what it did. I selected the e-cigarette and was then asked to furnish a credit card number to cover the \$4.95 shipping and handling. I was reluctant to furnish a credit card number but since the e-mail said YAHOO, which I trusted to some extent, and since I was willing to pay more than \$4.95 to get the stuff off my computer so I could use my e-mail account again, I entered the credit card information and completed the transaction. The rogue e-mail immediately disappeared and my e-mail started working as it always had. I thought at the time that it was money well spent; little did I know what was to come. On July 6, 2013 I received an e-mail identified as "order confirmation". The e-mail was from info@ecigcustomerservice.com. There was no company name, no way to contact the sender, and no dollar amount shown. It stated that I would receive the order in 3-5 days. On July 6, 2013 I checked my State Farm VISA statement and found a charge in the amount of \$4.95 from a company identified as BRIGHT BURN ECIGS. A few days later I received a package labeled E-CIGARETTE STARTER KIT. It had a trademark of NO FLAME.cig. Inside were several items including a user's manual. It seems that if you could put everything together correctly you could smoke it like a cigarette. I left it alone and placed the package on my desk where it remains, On July 19, 2013 I discovered an unauthorized charge had been made to my State Farm VISA card in the amount of \$109.67 from BRIGHT BURN ECIGS. I immediately called State Farm and explained that it was an unauthorized charge and they agreed to remove the charge from my credit card. On July 26, 2013 State Farm credited my account \$109.67 to correct the unauthorized charge. They also sent a letter of confirmation and advised me that BRIGHT BURN ECIGS has the right to appeal the charge back transaction. State Farm gave me a telephone number for Burn Bright E-cigs (866 830 2520) which I called. The person who answered would not identify the company as Bright Burn E

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

47	8	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at <a href="mailto:SEARCH@IC3.GOV">SEARCH@IC3.GOV</a>. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: I placed an order on Sept. 18th For \$249.42 One package containing \$220.39 of items shipped On Sept 25th. b(6) Is the tracking number. Order Number: b(6) Paypal Unique Transaction ID #b(6) Below is a list of the items. Below this list is the 3 of the items that did arrive. The company is not responding to me asking for my money back. Paypal has sent me here. Qty Item Options Price 1 Stainless Steel Drip Tip for 510 / ViVi Nova / DCT Item # 1442707 \$2.21 USD 1 Stainless Steel Drip Tip for 510 / ViVi Nova / DCT Item # 1447702 \$2.27 USD 1 Stainless Steel Drip Tip for 510 / ViVi Nova / DCT Item # 1447705 \$2.27 USD 1 Stainless Steel Drip Tip for 510 / ViVi Nova / DCT Item # 1447701 \$2.33 USD 1 E-Cigarette Heat Insulation Bases for 510 Drip Tip (5-Pack) Item # 1448605 \$4.01 USD 1 USB Charger for EGO Electronic Cigarette Item # 1270407 \$2.38 USD 1 EGO-D Electronic Cigarette Flat Mouth Atomizer Item # 1332302 \$7.14 USD 1 Kamry X7 Mod / E-Cigarette Battery Compartment Item # 1429601 \$14.24 USD 1 E-Cigarette Stand for eGo Battery Item # 1447402 \$5.35 USD 1 Magneto Telescoping Mech Mod / E-Cigarette Battery Compartment Item # 1438901 \$22.81 USD 1 Bagua Mech Mod / E-Cigarette Battery Compartment Item # 1438101 \$20.13 USD 1 Private V2 Telescoping Mech Mod E-Cigarette Battery Compartment Item # 1429500 \$20.96 USD 1 Helio Stainless Steel Rebuildable Dripping Atomizer Item # 1419600 \$5.58 USD 1 TMP Mechanical Mod / E-Cigarette Battery Compartment Item # 1424000 \$19.87 USD 1 Vamo V3 Variable Voltage Mod / E-Cigarette Battery Compartment Item # 1376700 \$32.62 USD 1 eGo Beauty Rings for 2.0mL ViVi Nova Atomizer (2-Pack) Item # 1384603 \$1.34 USD 1 X6 1300mAh Variable Voltage Rechargeable Battery for Electronic Cigarette Item # 1368500 \$14.64 USD 1 DID V2 Mini Rebuildable Atomizer for DIY (1.8mL) Item # 1384100 \$8.36 USD 1 Cobra E-Cigarette Tank Rebuildable Round Mouth Atomizer Item # 1421310 \$7.46 USD 1 Utili-Key 6-in-1 Stainless Steel Keychain Multi-Tool Item # 1043200 \$4.26 USD 1 PU Band 28-LED 3-Colored Wrist Watch Item # 1111304 \$6.26 USD 1 Eternity Electronic Cigarette Rebuildable Atomizer Item # 1425901 \$13.12 USD 1 5mW 532nm Stars Light Show Green Laser Pen Item # 1030000 \$8.54 USD 1 Multifunction 15-LED 3-Mode 50-Lumen White Light Flashlight with Red Laser Item # 1424901 \$5.43 USD 1 Survival Nylon Bracelet with Whistle Item # 1132100 \$2.69 USD 1 Tuff Quick Release Carabiner Keychain Item # 1198801 \$1.26 USD 1 Stainless Steel Claw Knife Item # 1208300 \$1.77 USD 1 3-in-1 Stainless Steel Smoking Pipe Cleaning Tool Item # 1245500 \$2.68 USD 1 Magic Wooden Box with Extra Secure Secret Drawer (Big) Item # 1117100 \$5.34 USD 1 Super Mini Vintage Oil Lighter Item # 1166400 \$2.10 USD Amount \$249.42 USD The second Package Containing \$29.03 of items, Shipped on Sept 26th b(6) arrived with no problem. Package Scan Stainless Steel Drip Tip for 510 / ViVi Nova / DCT line total \$2.21 Stainless Steel Drip Tip for 510 / ViVi Nova / DCT Stainless Steel / SKU: 1442707 Price \$2.21 QTY 1 ¿ Reorder ¿ Return, replace (RMA), and support ¿ Write a review E-Cigarette Heat Insulation Bases for 510 Drip Tip (5-Pack) line total \$4.01 E-Cigarette Heat Insulation Bases for 510 Drip Tip (5-Pack) POM, Black: 5-Pack / SKU: 1448605 Price \$4.01 QTY 1 ¿ Reorder ¿ Return, replace (RMA), and support ¿ Write a review Magneto Telescoping Mech Mod / E-Cigarette Battery Compartment line total \$22.81 Magneto Telescoping Mech Mod / E-Cigarette Battery Compartment Magneto Mod, Silver / SKU:</p>
47		
9		<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at <a href="mailto:SEARCH@IC3.GOV">SEARCH@IC3.GOV</a>. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: Company sold my 15 year old an e cigarette and product. --- Specified Other Payment: PayPal</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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48 NOTE: To prevent interference with pending law enforcement action, prior to any investigative action,  
0 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: To whom it may concern. Wrote a two  
page document citing all the info and the reason for lack of contact information. The short of it is  
this website committed theft of service and refuses to admit it below. If you read the email  
below it is obvious that I was caught off guard and the manager in question refuses to admit  
fault and could care less as she doesn't even take the time to spell my name right in her first response.  
Thank you for your time. The email between Misty and me is copied direct from my Google account  
and as follows: This is all that will fit in your word allowance that I believe to be the most important. On  
Fri, Dec 13, 2013 at 7:06 PM, b(6) wrote: oh...and it is b(6) " thanks for taking the time to even spell my  
name, give me a break...you know what, nevermind...keep my money...i don't want to be affiliated with  
you people anymore anyways On Fri, Dec 13, 2013 at 7:04 PM, b(6) wrote: First of all, as I said...that is a  
future dream...and my Facebook page also says that I may be the founder and president but it is not an  
official business...and it also says I am the "family Juice maker..." how does being a family DIY maker  
qualify as being an "unregistered supplier" and how can I even try and apply when I am banned and  
unable to access any part of my account for life...You are being rude and presumptuous for a play on  
words...my facebook and my ECF I started to link and then tried to stop and just because someone has a  
facebook page doesn't give you the right to take their money and blow them off....I want an apology now  
for your assumptions and as I said...IN THE FUTURE WHEN AND IF IT BECOMES LEGITIMATE SUPPLIER I  
WILL GLADLY REGISTER...YOU ARE MAKING FALSE ACCUSATIONS....can I ban you for that/? Oh, I am sorry  
if I hurt your feelings without being rude...I am not one to cry, but I was mad enough that my eyes  
watered over this....I didn't even realize my facebook page was considered promotion as being part of  
my profile...you ask for a link, I put a link...Family Juice mixer...cannot apply for vendor status because I  
was banned without warning! does this make sense? do you understand my frustration and your  
actions? I want an apology On Fri, Dec 13, 2013 at 6:55 PM, Suppliers Manager - Misty <supplier@e-  
cigarette-forum.com> wrote: hi zachery Thanks for contacting I checked the infraction report: You were  
identified as a vendor advertising upcoming business due to 1. biography: " am currently the family juice  
mixer and am hoping to go fully online by new years (Jan 2014) and my goal is to have a B&M shop to go  
with it in two years. It's not about getting rich, it's not about making money (although being able  
to pay the bills would be nice,) " 2. and a FB page as your homepage that indicates you are already in  
business: <https://www.facebook.com/zacherychristopher> Started Working at Mad Monkey Vapors 2013  
& President and Founder All this information in your profile is considered advertising - whether business  
is actualized or upcoming. Only registered suppliers can promote their business on ECF. You will need to  
apply for supplier status for Mad Monkey Vapors Kindly advise Misty ECF Admin ECF Suppliers  
Manager misty@e-cigarette-forum.com supplier@e-cigarette-forum.com -----  
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in error, you should delete the email. Contents are the copyright of the original author and may not be  
published, transmi

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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48 1	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 got a free offer for a e-cigarette, so I said ok, then saw they were going to ding my card every month for 99.00 - they had no phone # so I emailed them to cancel everything - My card just got dinged, they have no contact info, no receipts, no phone, no hits on google and I didn't even get a free offer because I cancelled it They are going the rob me of 99.00 every month and I have no way to contact them to stop it
48 2	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 found a charge on my Walmart Moneycard on 12/17/13..Here is a copy and paste of the charges: SEWCS.COM 011-43114328 Purchase Date: 12/17/13 Category: Service Providers \$9.84 There is also a foreign service fee of .19 on 12/18/13. I went through my bills and subscriptions (to dating sites, karaoke sites) and found that this amount does not correlate to anything I purchased recently. I did a google search and found that other people had also had a similar debit on their cards. Here are 2 links to people posting online about their charges: <a href="http://www.amazon.com/gp/help/customer/forums?cdForum=Fx2NFGOONPZEXIP&amp;cdPage=17&amp;cdThread=T x2EME4IL59BUP4">http://www.amazon.com/gp/help/customer/forums?cdForum=Fx2NFGOONPZEXIP&amp;cdPage=17&amp;cdThread=T x2EME4IL59BUP4</a> <a href="http://www.e-cigarette-forum.com/forum/general-e-smoking-discussion/506252-check-your-credit-card-debit-card-statement-asap-14.html">http://www.e-cigarette-forum.com/forum/general-e-smoking-discussion/506252-check-your-credit-card-debit-card-statement-asap-14.html</a>
48 3	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 had a charge from this company posted to my debit account on 12/30/13 for \$9.84. I have had no interaction with this company. This was an unauthorized charge that was followed by a Foreign Transaction Fee to my account for \$0.19 on 12/31. I did contact my card company regarding this fraud to cancel the card. Upon my research for the company I discovered that multiple consumers have been charged for the same amount by the same company without their knowledge or consent. It also appears that the company may be charging under different names, but for the same amount and Foreign fee following in varied amounts. I read information on the following 3 sites: 1.) <a href="http://www.scamcallfighters.com/scam-call-01143114322-9-84--charges-by-TDWCS-COM---CWEBCS-COM--Some-one-is-stealing-cash--Credit-Card--Bank-Acct--Fraud-7011.html">http://www.scamcallfighters.com/scam-call-01143114322-9-84--charges-by-TDWCS-COM---CWEBCS-COM--Some-one-is-stealing-cash--Credit-Card--Bank-Acct--Fraud-7011.html</a> 2.) <a href="http://www.e-cigarette-forum.com/forum/general-e-smoking-discussion/506252-check-your-credit-card-debit-card-statement-asap.html">http://www.e-cigarette-forum.com/forum/general-e-smoking-discussion/506252-check-your-credit-card-debit-card-statement-asap.html</a> 3.) <a href="http://800notes.com/Phone.aspx/1-855-531-1095/4">http://800notes.com/Phone.aspx/1-855-531-1095/4</a> I was also able to locate the exact phone number for this business(011-43114326)that was listed on my account to the following website: <a href="http://webtrainingprogrampro.com/terms.php">http://webtrainingprogrampro.com/terms.php</a>

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48  
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NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at [SEARCH@IC3.GOV](mailto:SEARCH@IC3.GOV). Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: I am a disabled 59 year old Man who is trying to quit smoking, i saw an e-mail for a special price on an e-cigarette and ordered it, the site sinless vapor.com kept kicking out my order saying I didnt put in the zipcode so I was going to xout and give up when I did they said your order is complete and I knowing something was wrong went on to my online Banking site and transfered out all but 6.00 dollars in this account, I went in to my Bank today and sure enough sinlessvapor tried to take \$4.95 8 times \$14.95 2 times and Steampower.com tried to take out \$100.00 dollars and one more site dillard mall somewhere in georgia took a whopping .93 cents if I had not transferred any excess money out of my account they would have emptied it but I knew there was a problem and did the transfer I called sinless vapor and the woman was from another country and they got their 1.98 payment for the e-cig starter kit, i am supposed to receive it in 5-7 days If I do not then the fraud is definatly coming from them steampower.com phone number is 916 483 4249 and is disconnected, (bogus web site) and I had no way to reach dillard mall in georgia its not the amount that bothers me its the principal of the fact that if I had not tranfered all but 6.00 they would have taken it all. your help in resolving this matter and filing charges against these people is sincerely appreeciated Thank you b(6)

48  
5

NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at [SEARCH@IC3.GOV](mailto:SEARCH@IC3.GOV). Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: Both amounts were ¿UNAUTHORIZED¿ withdrawals on January 20th, 2014. As stated in the ¿TriVaper¿ Ad, it even states that they would send an e-mail prior to them sending an further shipments of¿ANYTHING! I received no such e-mail. I simply paid the trial amounts of \$1.99, \$4.95 and \$4.95 and received a ¿damaged¿ Trial Offer of the VaporLite eVaper, TriVaper XS e-Cigarette and the non-nicotine E-Liquid vapers. I DID NOT agree to any future shipments and, in fact, they NEVER mentioned ANY AUTOMATIC SHIPMENTS in their ads. I also have not received to this date ANY such shipments. Therefore, they have NO justification for charging my account \$179.90!!! They have basically STOLEN from me and I would ask that you go ahead and demand this amount returned to my account. The transactions were both made out of Phoenix, Arizona??? Here is another address "they" use: eVaper Corporate Address Seven90, LLC 790 W 14557 S #B Bluffdale, UT. 84065 I called the company and told them that when I agreed to their "Trial Kit," there was NO statement in their documents that said I would receive an "automatic" shipment of their product. In fact, I have a .png file of their ad as follows: "This exclusive offer that you've ordered today allows you an opportunity to experience the miraculous effects BEFORE buying the product." I called them and demanded them to reimburse me and they told me that they had already sent the shipment out and that when I received it, to call them back, obtain a RMA # and return the shipment...they would then reimburse me the \$79.95 nor the \$99.95. To this date, January 27th, I have received NO shipment(s). NOTE: They now have an ad on their site that says that this offer expires TODAY!!! January 27th due to limited supplies!!!! THEY HAVE MY MONEY...I HAVE NOTHING AND FURTHERMORE, NEVER ORDERED IT!! My belief is that they NEVER sent one on the date they charged my account to begin with. Additional Internet Addresses: [help@tryvaper.com](mailto:help@tryvaper.com) & [newsletter@tryeciggnow.com](mailto:newsletter@tryeciggnow.com) Additional Phone Numbers: (888)377-6570 (888) 224-7564

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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48 NOTE: To prevent interference with pending law enforcement action, prior to any investigative action,  
6 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: This is a report that follows, as a result of the complaint I filed below. I found a website called <http://www.ripoffreport.com/> which promises to try and help people who get scammed by someone. I filled out their forms and a few days later I got a call from (202)505-9778 (showing the State of Washington D.C.) and a man who said he "was with the F.B.I. had found the perpetrators of the scam I was involved in from China and that if I would send us[them] \$4,100 to an offshore bank that we[they] would return my \$2,500.00 that was stolen from me by Western Union". I knew this was a scam from the start as I never sent \$2,500 dollars by Western Union, just \$304.00. I had to compose myself to keep from laughing. It was such an obvious scam. I have received another call from Washington (not D.C) on 1/28/2014 but did not answer it as I know no one from that area. I also get a lot of calls from places I don't know; such as Jamaica (876-346-9299) and California (661-748-0240, which show up as "unknown") and on the other end are people with a Chinese accent. I cannot understand them. I called the real F.B.I. on 1/24/2014 immediately after receiving this phoney F.B.I. call and reported the phone call I had received from these scam artists, saying they were the real F.B.I. and needed to investigate. I was instructed to fill out another IC3 form. So this is it. The information from the 1st report follows this one. First IC3 report: On December 12, 2013 I sent Tom Brother \$304.00usd for e-cigarette supplies from his catalog and from his website on Alibaba; belong-electronic.com. I never received any merchandise and so I email to inquire as to how much longer it would be. All I got were two emails that said, "Merry Christmas" (after Christmas). This man known as Tom Brother may actually be Zhixin Boa, as this is the man who picked up money I sent from Western Union to belong-electronics Co., Ltd. I did so because Tom Brother told me this was his financial manager and to put the money in Zhixin Boa's name so that it could be picked up for the company. I have contacted one of the numerous websites that Tom's company has and, of course, they deny any wrong doing: Blong Electronics, belong-electronics.com, belongelectronic.com, belongelectronic@hotmail.com, cnblong@chinablong.com, Shenzhen Blong Electronic Co., Ltd. etc., etc., etc. Ironically, they are not selling many e-cigarettes this month as they have gone on to higher-end products like Samsung Note 3s and Computers. There is no telling how many people have been scammed by this company or this man/men/group. One more thing of importance is that you will find this man as the sales manager (same picture) of businesses with the same name but different locations and email addresses. For example, my invoice came from Belong-Electronic Co., Ltd. but had a seal stamped on it from Blong Electronic Co. and there are many other names that are tweaked to fit into the scheme of things. I found a lot of information about belong-electronic on "Who Is". This is the website: <http://website.informer.com/belong-electronic.com> If you will look you will see that this man is not even from Shenzhen, which does not mean he doesn't do business there. He certainly gives the impression that he does with his picture plastered all over each web page. I think he does a lot of business there and just has Zhixin Boa pick up the money for goods he never delivers. One way they are now trying to hook the customer is with a "free gift" survey" I find it funny as I can't even receive anything when I paid for it. Here is what it says (it's a pop-up or I would list the website but it's o

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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48 The document "E-Cigarettes and Michigan's Smoke-Free Air Law Fact Sheet" posted on the  
7 Michigan web site  
([http://www.michigan.gov/documents/mdch/E\\_cig\\_factsheet\\_for\\_SF\\_law\\_website\\_FINAL\\_320296\\_7.pdf](http://www.michigan.gov/documents/mdch/E_cig_factsheet_for_SF_law_website_FINAL_320296_7.pdf)) contains incorrect legal information. Perhaps someone from the Attorney General's office can provide the correct legal information to MDCH. The 6th bullet begins "The Food and Drug Administration (FDA) has determined that e-cigarettes meet the definition of a combination drug device product and should be regulated by the FDA." This sentence provides a very one-sided picture of the legal situation. It needs to be followed with an explanation that FDA has been sued by two electronic cigarette companies who contend that their products are intended to be alternatives to smoking, not a treatment for nicotine addiction, and U.S. District Court Judge Richard J. Leon granted plaintiffs an injunction against FDA product seizures. Judge Leon ruled that the products do not fit the definition of a drug delivery combination. He also advised FDA to regulate the products under the Tobacco Act, but FDA prefers to waste taxpayer money by fighting the case. Since there is no final decision by the courts regarding the status of electronic cigarettes, the second sentence of the bullet is misleading. If the courts decide that the products should not be regulated under the Food, Drug, and Cosmetics Act, there is no reason why the products should require approval by the FDA. Judge Leon's opinion document can be accessed here: <http://www.casaa.org/files/SE-vs-FDA-Opinion.pdf> The first sub-bullet is misleading because it is now known that the FDA exaggerated the potential dangers of electronic cigarettes. Specifically, FDA failed to point out that the quantity of nitrosamines in a 16 mg. electronic cigarette cartridge is equal to the quantity in an FDA-approved nicotine patch, and the nitrosamine level in tobacco cigarettes is thousands of times higher. At least a dozen other labs have conducted testing and none of these tests--including the test conducted by FDA--have found potentially harmful substances in quantities that are toxic or carcinogenic. A number of lab test reports, including the FDA's, can be accessed here: <http://www.casaa.org/resources/lab.asp> None of the lab tests support the assertion made in the first sentence of the second sub-bullet. The statement is totally contradicted by Health New Zealand's findings, "E-Cigarette Mist, Harmless Inhaled or Exhaled." <http://www.healthnz.co.nz/ECigsExhaledSmoke.htm> And while it is true that e-cigarettes carry varying levels of nicotine, it is not proven that nicotine contributes to heart disease and heart attacks. It is carbon monoxide and other ingredients in smoke that cause smoking-related diseases. See <http://tobaccoharmreduction.org/faq/nicotine.htm> Finally, the third sub-bullet carries the most egregious misinterpretation of the legal situation. The FDA has not won the case in the U.S. Court of Appeals. The Court of Appeals granted the automatic stay to enforcement of the injunction imposed by the lower court, pending a hearing of the arguments in the Appeals court. The appeal to the injunction is not yet decided, and the case itself has not even started. So it is very incorrect to say that the FDA has won. The remainder of the sentences in the sub-bullet are not germane to the document's purpose. Michigan's law is Michigan's law, regardless of what happens in other states, municipalities, or countries.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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48 8	<p>This is really a problem of what I feel is unsanitary items being sold. I contacted my health dept that felt I should contact you. Thursday, Sept 23rd, I went into Maria's Bakery on Grove Rd/Rawsonville Rd. I bought my husband a E-Cigarette and some cartridges. The man got them out of the case and put it in a bag. When I got home I noticed it was not wrapped in cellophane and had a tear in the box. I wanted to return it that night, but my husband wanted to try it and see if it charged. After 12 hrs it still did not charge. I went back to the store on Friday afternoon and requested a refund or a new box that was not opened. The clerk would not give me a refund and did not want to do nothing. After arguing with him he told me these were refurbished electronic cigarettes. All he carried in that brand were refurbished. I asked him why they did not tell me as I would not have bought something that was refurbished. He kept badgering me asking what I wanted. He did something to it and got it working and puffed on it and wanted me to take it back. I told him to just refund the money. He then offered me 2 packs of this e-Cigarette. After much arguing he finally said he would refund me. I had my slip. The e-cig. was \$15.99 and tax. He came me \$15.00 in cash. I later went to another smoke shop that told me this would be illegal to sell the refurbished cigarettes. I also believe this can't be legal. Can you please investigate this?</p>
48 9	<p>Electronic Cigarette system (battery, wall charger, USB port battery charger, 5 replacement filters, carry case. Then 10 replacement filters sent 30 days later. After receiving the starter kit, I tried the e-cigarette 30 days and was not satisfied. I was charged \$99.99 for the 10 replacement filters. Since I was not satisfied, I called to request a RMA number to return the replacement since they are unopened. Per their e-mail I should be able to contact them to get a RMA number to return them for a refund. I have call them on 4/19/13 to request to get a RMA number and the refused to give me one, trying to talk me out of it or hanging up on me. I sent them an e-mail later that day requesting a RMA number and they responded that I need to call them. I attempt to contact them again to today and was again refused an RMA number and they said they you refund me \$50 and to keep the replacement filter. I replied I want a RMA number and they again hung up on me. Can you please assist me with obtaining a RMA number to return the unused, unopened product for a refund of the \$99.99 charged to my husband's credit card. My e-mail address is b(6) I wouldn't accept in the field above.</p>
49 0	<p>Offer was for the e-cigarette.We paid 9.97 for a sample which was never received.Tried to contact for e-mails and phone,no replys.I went into my bank account today,they have taken another 90.00 dollars from my account.</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

49	1	In the latter part of October 2009, we received a call from Smart Smoker concerning the free trial of their electronic cigarette (e-cigarette). At this point, my Checking Account debit card was charged \$9.95 for the shipping of the e-cigarette. 2 separate calls were made within the first two weeks of November 2009 to follow up on the status of the order. On the second phone call, I was told that my account had been cancelled by Smart Smoker staff member. I never cancelled the account. During this time, the staff at Smart Smoker advised me that my e-cigarette was on its way. During this phone conversation, it was agreed that my trial period would end on December 2, 2009. I finally received the cigarette on November 27, 2009. On December 1, 2009, Smart Smoker charged my Checking Account debit card \$102.99 for the e-cigarette. I am not sure how they were able to charge me for the e-cigarette before my trial period ended, but they did. I attempted to make several calls and sent emails to them with out response for Smart Smoker. On New Years Eve my wife discovered that they had charged my Checking Account debit card for \$77.03 for a months supply of nicotine cartridges for the e-cigarette. I did
49	2	I answered an on-line risk free trial offer for an e-cigarette for 19.95. Within a month the Smart Smoker company had billed me an additional 175.00 and caused 2- \$34.00 O.D. charges. I have tried to call their bogus number and write their bogus help address. They are practicing a ripoff scam unchecked!
49	3	Received E-Mail from e-Cigarettes offering free 14 day trial for \$4.95 So I ordered the E-Cigarette, However when I clicked on the Terms there was none, But I found out that after the trial period they charged my Visa \$100.90 Which I had Visa deny payment, In order to find the terms you had to scroll through a bunch of comments to get there, they were not upfront with the terms I feel they deceived me, although I won't be paying that money I am afraid that they have deceived many others especially people of my age (67) Definitely out to Scam the public.
49	4	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. --- mumconcepcion.com and Cloud Computing News to immediately cease sending me unsolicited emails and remove my email address from all written and electronic files and records. --- Topic Description: Received an unsolicited email ad for electronic cigarettes. Below is the email header info: x-store-info: 4r51+eLowCe79NzwdU2kR3P+ctWZsO+JAAuthentication-Results: hotmail.com; spf=none (sender IP is 64.234.113.33) smtp.mailfrom=freetrailecigarette@body.mumconcepcion.com; dkim=none header.d=pb7furlep119.frt; x-hmca=none X-SID-PRA: freetrailecigarette@pb7furlep119.frt X-AUTH-Result: NONEX-SID-Result: NONEX-Message-Status: n:n X-Message-Delivery: Vj0xLjE7dXM9MDtsPTA7YT0wO0Q9MjthRD0yO1NDTD02X-Message-Info: 63bBW0qvNIZ10R9uzqbOkFNUB0AG5Gizls6DtUcx947wOkT4rLcPIT91pcHRLO3Ym1hFm5erRNxbIIUfj7a1BMAOXHJlsxng5/vt1cgAe3Ywm02WFQRUaIH72/g6H32MwTwJxH6PFwylZ4KeGx2YzzwukP5vUNVReceived: from body.mumconcepcion.com ([64.234.113.33]) by SNT0-MC3-F25.Snt0.hotmail.com with Microsoft SMTPSVC(6.0.3790.4900); Fri, 18 Jan 2013 09:32:01 -0800Content-Type: text/htmlMIME-Version: 1.0Return-Path: Free Trail E-Cigarette <freetrailecigarette@body.mumconcepcion.com>Subject: __Smoke Where You Want, When You Want!!!__From: Free Trail E-Cigarette <freetrailecigarette@pb7furlep119.frt>Bcc: Message-ID: <SNT0-MC3-F25wO5blwH00525e88@SNT0-MC3-F25.Snt0.hotmail.com>X-OriginalArrivalTime: 18 Jan 2013 17:32:01.0917 (UTC) FILETIME=[B9C9EAD0:01CDF5A1]Date: 18 Jan 2013 09:32:01 -0800

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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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. --- Forona Technologies, Inc. to cease permitting any unsolicited emails being sent to my email address and remove my email address from all written and electronic records and files. --- Topic Description: Received an unsolicited email ad for electronic cigarettes. Forona Technologies, Inc. is the internet provider for the ad. Email header info: x-store-info: 4r51+eLowCe79NzwdU2kR3P+ctWZsO+JAAuthentication-Results: hotmail.com; spf=none (sender IP is 64.234.113.33) smtp.mailfrom=freetrailecigarette@body.mumconcepcion.com; dkim=none header.d=pb7furlep119.frt; x-hmca=noneX-SID-PRA: freetrailecigarette@pb7furlep119.frtX-AUTH-Result: NONEX-SID-Result: NONEX-Message-Status: n:nX-Message-Delivery: Vj0xLjE7dXM9MDtsPTA7YT0wO0Q9MjtHRD0yO1NDTD02X-Message-Info: 63bBW0qvNIZ10R9uzqbOkFNUB0AG5Gizls6DtUcx947wOkT4rLcPIT91pcHRLO3Ym1hFm5erRNxbllOUfj7a1BMAOXHJlsxng5/vt1cgAe3Ywm02WFQRUaIH72/g6H32MwTwJxH6PFwylZ4KeGx2YzzwukP5vUNVReceived: from body.mumconcepcion.com ([64.234.113.33]) by SNT0-MC3-F25.Snt0.hotmail.com with Microsoft SMTPSVC(6.0.3790.4900); Fri, 18 Jan 2013 09:32:01 -0800Content-Type: text/htmlMIME-Version: 1.0Return-Path: Free Trail E-Cigarette <freetrailecigarette@body.mumconcepcion.com>Subject: \_\_Smoke Where You Want, When You Want!!!\_\_From: Free Trail E-Cigarette <freetrailecigarette@pb7furlep119.frt>Bcc: Message-ID: <SNT0-MC3-F25wO5blwH00525e88@SNT0-MC3-F25.Snt0.hotmail.com>X-OriginalArrivalTime: 18 Jan 2013 17:32:01.0917 (UTC) FILETIME=[B9C9EAD0:01CDF5A1]Date: 18 Jan 2013 09:32:01 -0800

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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. --- The consumer would like the supplier to refund her \$99.67. --- Topic Description: The consumer signed up for \$4.95 introductory offer with Saphire for an e-cigarette on April 18, 2013. However, two weeks later the supplier charged the consumer \$99.67. The consumer contacted the supplier and they stated that they can't refund her money even though there is a 30-day money back guarantee on the website.No atty.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

49 7	<p>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 all of her money back (\$109.67) and for this company to be checked out. --- Topic Description: Consumer was on the Internet and a survey popped up w/ several questions to be answered. She filled them in and 3 free gifts popped up for her to choose from. She chose No Flame E-cigarette. It said she would have to pay S&amp;H which was 4.95. She read everything on the page and charged it on a friend's Mastercard. She received the e-cig about 6 days later. She tried it but it gave her a headache so she put it away to try again later. On 4/25/13 her friend checked his bank stmt and realized e-cig took out \$109.67 on 4/23/13. She called supplier next morning and spoke w/ a man named J. He told her she signed up for the program. She indicated to him she had filled out a survey and it said nothing about a program. She then told him she wanted to return the e-cig and he said it was too late. She told him the package said she had 30 days and that she needed to get an Authorization Number from them. He hung up on her. She called back and got a lady named Sheena who asked her name and e-mail address and said she had 14 days to return and because she tried it could not get a full refund. They would only give her back \$40. I told her it was supposed to be a gift and she wasn't paying \$60 for it. Sheena told her she should have read the fine print and she told her there was no fine print. She gave her the website address and said she would e-mail her the cancellation confirmation and \$40 refund. She went to website and it did not show the survey and free-trial still shows 30-day money back guarantee and no mention of a program.</p>
49 8	<p>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. --- The consumer wants the product for free because that's what it was advertised as. --- Topic Description: No Attorney The consumer is calling in regards to a survey that popped up on the Ohio Lottery website. The consumer was told that he would receive a free gift all he had to do was enter his credit card number. The consumer paid \$9.99 for shipping and handling and that was supposed to be it. The consumer states the product was supposed to be a free e-cigarette The consumer's card was charged \$99.99. The consumer is now being told that he has to pay for shipping and handling to send the product back. The consumer states that the company is not willing to work with him on this situation.</p>
49 9	<p>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. --- I'd like to have the \$59.67 replaced in my bank account. --- Topic Description: I purchase a "sample" e-cigarette from this company on May 5th, for \$4.95. On June 10th (without my knowledge) they billed an additional \$59.67 to my Huntington Asterick account debit account. I think I've been scammed.</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

50 0	<p>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. --- 1. Make e-cigarettes illegal in the State of Ohio. 2. Ban advertising of nicotine delivery systems. 3. Educate the public about the dangers of nicotine dependence. 4. Educate the public about keeping these devices and their cartridges away from children!!! --- Topic Description: I received an email message through a blast advertising effort for a nicotine delivery system that is dangerous to one's health. It is an e-cigarette that delivers nicotine, which is the most addictive substance on earth. Children can have access to the nicotine cartridges and easily overdose on nicotine. This is a horrible device capable of harming millions.</p>
50 1	<p>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. --- The constituent wants a refund. --- Topic Description: No AttorneyThe constituent said he received an email about a free starter kit for an E cigarette for shipping and handling of \$4.95. He said his debit card was charged \$99.95.</p>
50 2	<p>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. --- The consumer is seeking reimbursement. --- Topic Description: The consumer saw an ad on his phone which offered a free e-cigarette with the payment of shipping and handling. The consumer ordered the product on 9/16/2013 and realized that the supplier began debiting his prepaid card for cartridges. The supplier claimed that the consumer was enrolled in a trial offer for the cartridges and had to cancel the trial if he was not satisfied which was not specified on the ad. They will not reimburse the amount taken from his prepaid card. The have agreed to pay him \$99 of the \$210.52 which they took from him. No Atty.</p>
50 3	<p>DETAILS ---- I AM GREATLY CONCERNED ABOUT A RADIO AD I HEARD ON K103 FM IN PORTLAND. THE AD WAS FROM A MANUFACTURER OF E- CIGARETTES (POSSIBLY SMOKING EVERYWHERE BRAND), AND THE AD PROMOTED E-CIGARETTES AS A SAFE AND EFFECTIVE SMOKING CESSATION DEVICE. THE AD CLAIMED THAT THE PRODUCT HAS NO CHEMICALS, NO ADDITIVES, ETC. CURRENTLY, THE FDA HAS NOT YET FOUND THEM TO BE SAFE PRODUCTS. THE ADVERTISER WAS MAKING UNVERIFIED HEALTH CLAIMS ABOUT THIS PRODUCT. THE AD ALSO MENTIONED THAT PEOPLE CAN GET SIGNIFICANT SAVINGS FROM THE \$120 ORIGINAL PRICE FOR AN E-CIGARETTE STARTER KIT. I HEARD THE AD AROUND 7-8 PM ON A TUESDAY NIGHT ON K103 FM (103.3). THANK YOU FOR YOUR ATTENTION TO THIS MATTER. --- Consumer description: Any other unfair or deceptive conduct in an offer or in advertising</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

50 4	<p>DETAILS ---- REMOVE THE BAN FROM THE SALE OF ELECTRONIC CIGARETTES. OUT OF IGNORANCE YOU PEOPLE HAVE JUST PUT EVERY EX SMOKER/ELECTRONIC CIGARETTE USER IN DANGER OF SWITCHING BACK TO WHAT WE KNOW KILLS PEOPLE (REAL CIGARETTES)!!! DO THE RESEARCH BEYOND WHAT THE FDA SAYS. 1. AMERICAN LUNG ASSOCIATION VS. ELECTRONIC CIGARETTES LINK1- <a href="http://www.lungusa.org/associations/states/new-york/publicpolicy/assets/memo9529.pdf">HTTP://WWW.LUNGUSA.ORG/ASSOCIATIONS/STATES/NEW-YORK/PUBLICPOLICY/ASSETS/MEMO9529.PDF</a> LINK2- <a href="http://www.associatedcontent.com/article/2890542/american_lung_association_vs_electronic.html?singlepage=true&amp;cat=5">HTTP://WWW.ASSOCIATEDCONTENT.COM/ARTICLE/2890542/AMERICAN_LUNG_ASSOCIATION_VS_ELECTRONIC.HTML?SINGLEPAGE=TRUE&amp;CAT=5</a> 2. WHAT THE FDA HAS TO SAY... LINK- <a href="http://www.fda.gov/newsevents/newsroom/pressannouncements/ucm173222.htm">HTTP://WWW.FDA.GOV/NEWSEVENTS/NEWSROOM/PRESSANNOUNCEMENTS/UCM173222.HTM</a> 3. DOCTOR VAPE YOUTUBE CHANNEL: LINK- <a href="http://www.youtube.com/user/doctorvapor">HTTP://WWW.YOUTUBE.COM/USER/DOCTORVAPOR</a> 4. COMPARISON OF CARCINOGEN LEVELS SHOWS THAT ELECTRONIC CIGARETTES ARE MUCH SAFER THAN CONVENTIONAL ONES LINK- <a href="http://tobaccoanalysis.blogspot.com/2009/07/comparison.html">HTTP://TOBACCOANALYSIS.BLOGSPOT.COM/2009/07/COMPARISON.HTML</a> 5. GLAXOSMITHKLINE GIVEN A SEAT ON FDA TOBACCO PRODUCTS SCIENTIFIC ADVISORY COMMITTEE LINK- <a href="http://tobaccoanalysis.blogspot.com/2010/03/glaxosmithkline-given-seat-on-fda.html">HTTP://TOBACCOANALYSIS.BLOGSPOT.COM/2010/03/GLAXOSMITHKLINE-GIVEN-SEAT-ON-FDA.HTML</a> 6. WHY WE CHOOSE TO VAPE.... LINK- <a href="http://www.vaportalk.com/topic/1934-why-we-choose-to-vape/">HTTP://WWW.VAPORTALK.COM/TOPIC/1934-WHY-WE-CHOOSE-TO-VAPE/</a> 7. ELECTRONIC CIGARETTE BANS SERIOUSLY QUESTIONED BY THE PUBLIC LINK- <a href="http://www.officialwire.com/main.php?action=posted_news&amp;rid=135538">HTTP://WWW.OFFICIALWIRE.COM/MAIN.PHP?ACTION=POSTED_NEWS&amp;RID=135538</a> 8. SAFETY REPORT ON THE RUYAN? E-CIGARETTE CARTRIDGE AND INHALED AEROSOL LINK- <a href="http://www.healthnz.co.nz/ruyan/cartridge-report-30-oct-08.pdf">HTTP://WWW.HEALTHNZ.CO.NZ/RUYAN/CARTRIDGEREPORT30-OCT-08.PDF</a> 9. NO EXPERTS ALLOWED IN E-CIGARETTE CONSULTATION SAYS MHRA LINK- <a href="http://www.officialwire.com/main.php?action=posted_news&amp;rid=132135">HTTP://WWW.OFFICIALWIRE.COM/MAIN.PHP?ACTION=POSTED_NEWS&amp;RID=132135</a> 10. LARGEST GATHERING OF ELECTRONIC CIGARETTE CONSUMERS IN THE WORLD THIS WEEKEND IN VIRGINIA? VAPERS BELIEVE, AS DO MANY HEALTH EXPERTS, THAT NICOTINE VAPORIZERS ARE SAVING THEIR LIVES.? LINK- <a href="http://www.onlineprnews.com/news/25178-1268250274-largest-gathering-of-electronic-cigarette-consumers-in-the-world-this-weekend-in-virginia.html">HTTP://WWW.ONLINEPRNEWS.COM/NEWS/25178-1268250274-LARGEST-GATHERING-OF-ELECTRONIC-CIGARETTE-CONSUMERS-IN-THE-WORLD-THE-WEEKEND-IN-VIRGINIA.HTML</a> 11. AAPHP HAS SUBMITTED TWO CITIZENS PETITIONS TO THE FDA LINK- <a href="http://www.vaportalk.com/topic/4500-aapHP-has-submitted-two-citizens-petitions-to-the-fda/">HTTP://WWW.VAPORTALK.COM/TOPIC/4500-AAPHP-HAS-SUBMITTED-TWO-CITIZENS-PETITIONS-TO-THE-FDA/</a> 12. GOOD WEB SITE THAT TRACKS THE BANNING ATTEMPTS CURRENTLY GOING ON... LINK- <a href="http://www.electroniccigaretteban.org/">HTTP://WWW.ELECTRONICCIGARETTEBAN.ORG/</a> 13. GOVERNOR SCHWARZENEGGER TERMINATES E CIGARETTE BAN IN CALIFORNIA LINK- <a href="http://www.24-7pressrelease.com/press-release/governor-schwarzenegger-terminates-e-cigarette-ban-in-california-120172.php">HTTP://WWW.24-7PRESSRELEASE.COM/PRESS-RELEASE/GOVERNOR-SCHWARZENEGGER-TERMINATES-E-CIGARETTE-BAN-IN -CALIFORNIA-120172.PHP</a> - -- Oregon DOJ comments: Information Only --- Consumer description: Service quality lower than what the complainant ordered or expected --- Case closed --- Case closed date: 2010-05-17 00:00</p>
50 5	<p>12/11/2009 FMMacon Nhaler.com is selling an electronic cigarette called the XHaler and claims that it works at 5 volts - by loosening a non-conductive plastic cap. Several people have tested this device and loosening the cap does nothing. Whether the cap is tight or loose, the voltage does not change. More information can be found in the thread titled XHaler: Don't understand "loose bottom cap" on <a href="http://www.e-cigarette-forum.com">www.e-cigarette-forum.com</a></p>
50 6	<p>4/21/2010 AEasterling on September, I ordered e-cigarette online but I called to cancel this order right away. they said this is no problem and didn't charge me anything. But on Oct they still shipped it to me without notice and charged me \$99.02.</p>

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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10/2/2012 RASchevitz There was an ad attached to an email for a sample e-cigarette for \$4.95. The ad didn't include any subscription to refills or other materials. I filled out the order form, buying it for a friend. The ad said with the nicotine refills it would cost the equivalent of about \$2.00 a pack. I received the initial package and an invoice inside suggested buying a charger and they would regularly send nicotine refills. I called the company and told them that I don't smoke, it was for a friend and I don't want anything else. They completely understood, they said, and it was no problem. They would make a note of it and I would receive no more packages. Then they offered me a coupon book for something in my area for \$1.95, and feeling a little guilty for what I thought was a great price for the e-cigarette (they're \$7, I've discovered) I agreed to the coupon book. Next month's credit card bill had the \$4.95 charge, two \$1.95 charges, and 2 \$16.00 charges. I received no coupon book that month (August 2012). I sent an email saying how angry I was that they charged me for more without my permission and gave them the opportunity to refund the money to my credit card before I charged them with fraud through my bank. I received a response that I sent it to the wrong part of the company (it was the only email listed). This month I noted a \$99 charge on my credit card from them. Next day I got a package via USPS. It didn't have the e-cigs name on the package or I would have refused it and returned it to sender. It said "TLS". We live in a rural area and order a lot online & get a lot of packages. I opened it and found more nicotine cartridges. I called them again -this time they refunded all but \$50 because of my anger. They will return my \$50 when I return the unsolicited, refused materials. I am contacting my bank. But it's mail fraud to send something I have told them not to send, labeled differently and charging me for it. Please take action. I have all documents.

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I ordered a e-cigarette starter kit for \$4.95 on line. The starter kit arrived and after trying it got about 4 days I noticed the charger was not performing according to the directions. I called the 877 number and spoke to a customer service rep, explained what was going on She say she would send out a new charger and I had until 9/10/13 to respond to the new charger. From what I could understand she asked if she could put my account on hold for \$19.95 and as soon as I received the replacement to call and she would take it off. I checked my account on 8/19/13 and found my account was in overdraft. I call my back to get a explanation and found that e cigarette had taken out \$109 The personal banker did a 3 way call to e cigarette at which time I spoke to Addy ( female) After speaking to her she informed me about a membership. I told her there was never any mention about a membership and explained to her the conversation I had with another rep. She agreed to refund \$44 and said it would take 3-7 days and would send me a confirmation email. since then more monies have been taken out of my account and now I am \$130 in overdraft. I want all monies refunded. I never nor when I ordered the started kit agreed to a membership This has put me in serious financial hardship. if the e-cigarette company is legal then this is a legal scam. They have ruined me financially. Also why 3-7 days to refund my money. It only took 3/7 seconds to take it out of my account!!!! --- Resolution: Resolution-CLOSED ADJUSTED --- Status: Closed - -- Estimated Savings: 0.00 --- Actual Savings: 109.67 --- WAG Resolution Date: 9/10/2013 2:56:31 PM

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

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On 11/26/2013 I saw a website [www.vaperxs.com](http://www.vaperxs.com) offering a e-cigarette Free Trial with shipping and handling for \$4.95 I submitted an order and paid with my debit card . On 11/26/2013 I received a comformation email for my order and with it an offer of the same Free Trial Kit for shipping and handling of \$1.95 I called there customer service number and they offered me a refund of \$3.00 which they credited my debit card for that amount. On 12/04/2013 I received an email from VaperXS that my order had been shipped . On or about 12/12/2013 I called Vaperxs as I had not received my Free Trial Kit. The person on the phone gave me a UPS tracking number. I asked if they could email me that information and they said they could not. I wrote down the tracking number they told me and after our phone conversation I checked the tracking number on the USPS web site and it was not a valid number . On 12/16/2013 while checking my bank account online I noticed a charge from Vaperxs in the amount of \$99.95 . I checked my mail box and still had not received the starter kit. I called my bank and filed a complaint . I then called vaperxs and spoke with them concerning these charges and the lady said that they had had a back order problem with there Free Trial kit and I should receive it soon . I told her I wanted to cancel the order and wanted all my money back . She said she would forward my complaint to her superiors and when I received the kit they would send a return authorization and would only give me a refund after I returned the product . I am not sure if I will ever receive this product . I believe this was deceptive advertising because I was not allowed to try the product nor able to cancel my order before I was charged the \$99.95 charge . I was told when they gave me the \$3.00 refund that I would be allowed to try the product for 10 days and if I was not satisfied I could cancel the order . Not only was I not allowed to try the product because I did not receive it , I was charged \$99.95 without being allowed to try the product and or cancel the order . Nor can I get a refund until I pay to return a product I may never receive . --- Status: Open --- Estimated Savings: 0.00 --- Actual Savings: 0.00

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unauthorized payments are automatically debited after consumers sign up for trial offer. No Flame E-Cigarette 6538 Collins Avenue#95, Miami Beach, Florida 33141 offered a free trial \$4.95 shipping and then they charged my card \$100.00 for the smoker I didn't order. This is Fraud. Following this they have been taking out \$79.00 I never agreed to for additional items. This is Fraud. When I got on computer to contact I have been unable to stop No Flame E-Cigarette. Multiple charges were made on my account; 11-13-12 \$4.95, 11-26-12 \$99.67, 12-12-12 \$79.62, 1-10-13 \$79.62, 2-11-13 \$79.62. --- Resolution: Resolution-CLOSED ADJUSTED --- Status: Closed --- Estimated Savings: 0.00 --- Actual Savings: 0.00 --- WAG Resolution Date: 3/13/2013 4:23:03 PM

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They offer a 'free starter kit' for an e-cigarette for a risk free trial of \$4.95. The product is a mock of a real e-cigarette and does not actually work. Further the e liquid is in unmarked bottles, everything from China. They then charged my debit card two times for about \$100 each. I filed complaint with the bank and have returned all of their product. There are no terms and conditions on their website. It only says free trial offer. I have found many complaints online about this company and recommendations were to report this to attorney general. --- Resolution: Resolution-REFERRAL --- Status: Closed --- Estimated Savings: 0.00 --- Actual Savings: 0.00 --- WAG Resolution Date: 1/30/2014 1:49:27 PM

Consumer Complaints to the FTC Concerning E-cigarette Companies  
(Obtained by TINA.org via FOI request)

51	
2	The Credit Card has already been canceled to prevent additional charges taken out. I clicked on an advertisement from Reading Eagle's Website. Advertising that would send a e-cigarette to my house for 9.95. I provided my credit card number, name, address, phone number. It arrived 2 weeks later. This initial purchase was on 10/01/09 -- on 11/01/09 i was charged 89.95 without permission from smoke51.com, then on 11/03/09 i was charged from smoke51.com 29.95 which again was not authorized.all you have to do is google smoke51.com scam -- this has happend to many individuals, and each person is reporting the EXACT same thing that happend to me. A little bit of effort and research within 5 minutes you will understand I am telling the truth, and would like my money refunded.
51	I did not answer my cell phone because the number was unknown. Upon looking the number up online I
3	see it is some E-cigarette promotion. No one in my home even smokes.
51	
4	Company name unknown, offering free trial of e-cigarette, some quit smoking program.
51	I don't know this number and no answer when I answer. I checked and complaints from this number for
5	being a robo call. I have got repeated calls from this number and they purchased my number from a scammer, I would say a e-cigarette company in Florida that started my problems with unwanted telemarketing calls.
51	
6	This is an e-cigarette robo call.
51	Rec'd recorded call on cell phone from company selling "electronic cigarettes" as a stop smoking method.
7	Risk free trial. No company name in message. Over past several months I have received DOZENS of unsolicited calls from the e-cigarette number (206-338-7217) but have never answered until this time. Phone number registers as originating in Washington. Recorded message says to "press 1" to participate in the free trial, "press 2" to be removed from the call list. I pressed 2 to be removed. So far (as of 12/11/2012) there have been no further calls to my cell phone, however there shouldn't have been ANY calls from this company in the first place. Have never done business with or contacted any stop smoking company am a lifelong non-smoker, therefore no need.
51	It's some kind of e-cigarette company. They gave a website of nosmoke77.com. Also sending text
8	messages.
51	
9	They asked if we know people who smoke and want free e-cigarette trials.
52	This was a recorded message from an e-cigarette company. I have been called multiple times from
0	Seattle and requested to be taken off their call list at least four times.
52	
1	They said I had been selected for a E-Cigarette promotion give away.
52	
2	Recorded information about an e-cigarette product. Press 1 for more information.
52	unsolicited text message on my cell phone. I have to pay for each message. Message was hey Nancy,
3	check out EasilyQuitToday.com They are giving away e-cigarette trials. It will help you quit!
52	There have been various calls from this number to both landline and cell numbers. This call was shilling
4	an e cigarette. I'll just keep reporting them until someone can shut them down.
52	They leave text messages for a website for a E-cigarette & don't give any options to not receive their
5	solicitations. Very disturbing especially since I don't smoke.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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52 6	This was a text message from 404-693-2475 advertising E-Cigarette.
52 7	This was not a voice call, but an unsolicited SMS message sent to my cell phone. The message reads as follows: "You must visit <a href="http://www.ecig2010.com">www.ecig2010.com</a> Smoke Healthy! E-Cigarette can be smoked anywhere restaurants, airports, & indoor! No smell, and save money!(2optout rply stop)" I have not replied.
52 8	This is a text that came in on my cell phone. "You must visit- <a href="http://www.ecig2010.com">www.ecig2010.com</a> Smoke Healthy! E-Cigarette can be smoked anywhere restaurants, airports, & indoor. No smesll, and save money!"
52 9	Text message to my cell phone from 2149185011: You must visit- <a href="http://www.ecig2010.com">www.ecig2010.com</a> Smoke Healthy! E-Cigarette can be smoked anywhere restaurants, airports, & indoor! No smell, and save money!(2optout reply stop)
53 0	I received a text message from this phone number advertising a website and some sort of smoking e-cigarette <a href="http://www.ecig2010.com">www.ecig2010.com</a> was the website mentioned.
53 1	Did not have name for caller-ID#. Web search for number brought-up possibility number belongs to an electronic cigarette business. If that's true, the business 'Smoke-Free' has a number of complaints about business practices. (faulty products, horribly engineered, bogus guarantee with impossible components if the mail suffers delays and requires automatic debits to bank account).When dialed, the number is indicated as 'not in service', if dialed with a '1' prefix, and as 'misdialed' if dialed without a '1' prefix. If the company is PRADO, I did business with them, and when I realized what they were doing, closed my bank account. A website called "Ripoff Report" has a list of complaints about Prado E-CIGARETTE".
53 2	Received a text message from this number the texter USED MY ACTUAL NAME and spammed me trying to sell e-cigarette trials
53 3	You have won a Target figt card for \$1000. Click on <a href="http://Target-Prizes.net/?9282250084">Target-Prizes.net/?9282250084</a> and input 7059 to have it shipped to you today! No purchase necessary This comes from giving info to a e cigarette company in Florida. It started out with phone calls, now text. nobody has this number but family so I know it came from them.
53 4	hows it goin Mike I love ur FB pics! please add my ya.ho0 so we can chat a bit, its maghsoodhaleigh This comes from giving info to a e cigarette company in Florida. It started out with phone calls, now text. nobody has this number but family so I know it came from them. and that is why they know my name.
53 5	The robocall was an advertisement to quit smoking with a product called "e-cigarette". I pressed "1" for more information in order to speak with someone to find out the name of the company (with which to file my complaint) instead of "2" to be taken off the caller list. The operator sounded like a young man, he asked for my name and refused to give his own. When asked for the name of the company, he said "the company does not have a name" and then went silent or hung up.
53 6	I have never did business with this organization, I am a user of another brand of e-cigarette, and I asked the company not to reveal my personal information.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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53 7	Homeowner/Consumer has "opted-out" of all telemarketing calls by registering with the Do Not Call Registry. Homeowner does not trust that following options of recorded call will result in removal. Homeowner should have to do nothing because of registry with NDNCR. Content of recorded call, as transcribed by Vonage Visual Voicemail: "Free trial of our new electronic cigarette, a little bit negatives associated with smoking while saving money and enjoy the same great smoking experience. There is no taller, no tobacco, no ash no smell no staining of the teeth and most importantly no harmful second hand smoke plus with the cigarette you can smoke just about anywhere. Because one of the thousands of East cigarette smokers already changing how America smokes to get your risk free trial press one. To be removed from our call list press two. Again for more information on our free E cigarette sample kit. Press the number one on your phone now. Thank you"
53 8	Automated message advertising the e-cigarette
53 9	Solicitation for e-cigarette trials
54 0	This number continues to send text messages to my phone about a free "e-cigarette" offer, despite my repeated attempts to get them to stop. They send a website: <a href="http://www.smoke700.com">www.smoke700.com</a> .
54 1	Recorded call: Free e cigarette sample kit.
54 2	The call was about an "e-cigarette" device to help quit smoking.
54 3	text message was sent that read: you must visit- <a href="http://www.ecig2010.com">www.ecig2010.com</a> smoke healthy! E-Cigarette can be smoked anywhere restaurants, airports, & indoor! (2optout rply stop or cust.srv@800-380-9643
54 4	unwanted text regarding E-Cigarette. Customer service number listed as 8003809643
54 5	They sent a text message offering to order e-cigarette on <a href="http://www.trickecig.com">www.trickecig.com</a> .
54 6	It was sent as a text message. The message was as follows: You must visit- <a href="http://www.ecig2010.com">www.ecig2010.com</a> Smoke Healthy! E-Cigarette can be smoked anywhere restaurants, airports, & indoor!(2optout rply stop or cust.srv@800-380-9643)
54 7	It was a recording only, no operator available. It was an ad for an E- cigarette.
54 8	Recorded message asked me to press 1 if I was interested in their e-cigarette. When I got to a person, I asked her the name of the company. She told me, asked if I was a smoker, then hung up on me when I said I was not.
54 9	They texted my cell phone trying to promote an e-cigarette.
55 0	A recording states that the FBI has been investigating break ins in our area. and to press one to talk to someone about putting a sign in our yard. When you press 1 and get someone and tell them to take you off the list, they hang up. They called a few weeks ago and they did the same thing. When you call the number back last time it had a recording about buying a e-cigarette, this time it had a fake "check the number you have dialed" recording.
55 1	was a recorded advertisement for E-cigarette with an option to press 1 to buy. I didnt want to push 2 to remove from list in case it was a random dialer & would register my number as existing.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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55 2	Hiya b(6) I love ur Fbook Pics! plz add my yh00 so we can chat a bit, its ruedigerkennedi This comes from giving info to a e cigarette company in Florida. It started out with phone calls, now text. nobody has this number but family so I know it came from them.
55 3	A text was received from "John" advertising the website www.23cig.com. I tracked the website back to this company: No Flame E-Cigarette 6538 Collins Avenue #95 Miami Beach, Florida 33141
55 4	This number is a cell phone and I keep getting text messages telling me to go to their website for info on their e cigarette. I called number but a recording and tried to leave a message but said mailbox is full. They are clearly violation the law on their solication and ignorning the DNC data base and costing cell phone customers like me money. I went to their website but the link to contact us would not work so I could not demand they stop sending their unsolicited text messages.
55 5	On at least 5 occasions in the last 6 months I have received a text form this company as to smoking an e cigarette. Each time I have requested to be removed from their marketing list. Obviously to no avail. the email they try and direct me to is www.smoke11.com. Appreciate your help with this.
55 6	Was sent a text message from someone named alex at 4 am regarding e-cigarette trials.
55 7	This call was a short infomercial about the benefits of there product which was an e-cigarette. As the operator came on the line to assist me in placing my order .I asked for the company name and it was not given. I then informed them that I do not want called and to be removed from their list. He then hung up.
55 8	e-cigarette adverstisment on text message. additional call exact same message from "Jennifer" and "Johnny". Refers to website www.smoke8.com First call from phone number 2063130451
55 9	This is the contact name of the company calling\texteing: 1-877-647-3625 or info@noflameecig.com No Flame E-Cigarette 6538 Collins Avenue #95 Miami Beach, Florida 33141
56 0	Recorded call from e-cigarette with 30 second blurp on how good product is if I know anyone who smokes. Offer to press 1 to receive free trial and press 2 to remove from list. You guys have got to start going after folks who disregard the do not call list!! I am getting more and more calls.
56 1	This was a text message I received at 6:29am. It read "Hey Anna, check out EasilyQuitToday.com They are giving away e-cigarette trials. It will help you quit!" I have not given this company my number, I don't want them contacting me ever again.
56 2	This was a text that I rec'd at 4am on a Saturday! The text read as: Hey Nicole, check out EasilyQuitToday.com They are giving away e-cigarette trials. It will help you quit! Please have them remove me from their list of phone numbers as I do not want to get charged for these texts when I am traveling out of the country! Thank you
56 3	"e-cigarette" promotion
56 4	I didn't answer the call. This is the tranion : When you loans smoke, learn how to save hundreds of dollars on smoking with a risk free trial of our new Electronic Cigarette. I'm going to make it is associated with smoking while saving money and enjoying the same great smoking experience. There is no tomorrow. No tobacco. No, actually. Oh smell no standing at the gate and most importantly know harmful secondhand smoke plus with the cigarette you can smoke and just about anywhere. Because one of the thousands of E cigarette smokers already changing how. America's smokes to get your risk free trial press one to be removed from our call list, press 2 Again for more information on our free E cigarettes sample kit press the number one on your phone now. Thank you.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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56 5	I was not home when I received the call, so I called the number back at a later time. The machine said it was Trading Post calling about an e-cigarette. It said to leave name, phone number and zip code to have your number removed from all lists. I did leave this information. I have also filed a complaint with Indiana because we are on the Indiana Do Not Call list as well.
56 6	This company kept calling at least 7 times a day for several days, I pushed a button twice to be put on the do not call list, they kept calling, then talked to a person and told her. Now yesterday I get a text to call this #, not knowing what it was I called and it was the same thing again, except you don't get to talk to someone, they want you to leave your name and #, it's for the e cigarette for which I have not or ever ordered or had contact with them. I hope something can be done about this. Thank you
56 7	I registered on the national Do Not Call Register quite a long time ago. I re-registered again today and printed proof. I have received calls at least 10 times today from this number! They do not speak. When you call the number and hit 2 to tell to to not call, they call more! Please investigate. Online comments seem to belive this has to do with an e-cigarette ad I looked at yesterday! Thank you.
56 8	This was a text message that I recieved at 8 a.m. It stated, "You must visit- <a href="http://www.ecig2010.com">www.ecig2010.com</a> smoke healthy! E-Cigarette can be smoked anywhere restaurants, airports, and indoor! No smell, and save money!" This is very frustrating and annoying to receive these messages.
56 9	I received an unsolicited text message from this company asking me to visit <a href="http://www.ecig2010.com">www.ecig2010.com</a> regarding a healthy E-Cigarette product.
57 0	this number is texting me unsolicited and unwarranted messages. the text says yhou must visit <a href="http://www.ecig2010.com">www.ecig2010.com</a> to smoke healthy, the e-cigarette
57 1	I received a text message from this number. The message was as follows: You must visit- <a href="http://www.ecig2010.com">www.ecig2010.com</a> Smoke Healthy! E-Cigarette can be smoked anywhere resturants, airports, & indoor!(2optout rply stop or cust.srvc@800-380-9643)
57 2	I don't know the name of the company and they were offering a smoke free type of e-cigarette thing. I hung up, and when I called the number back it said the number was out of service.
57 3	This call was a text message from an unknown caller, but suspected telemarketing due to content about a website providing free e-cigarette trials.
57 4	Sent me an unsolicited text message, saying, "Hey John (my name isn't John!!!), check out <a href="http://www.easilyquittoday.com">www.easilyquittoday.com</a> . They are giving away e-cigarette trials. It will help you quit" followed by three emoticons
57 5	Received recorded message trying to sell an electronic cigarette have never had any association with such a company. Not sure about the exact name but mentioned E cigarette.
57 6	Robo Call. So. Florida. Started getting these after a e cigarette promotion. my info is shared everywhere now.
57 7	Electronic e-cigarette company called me.
57 8	This call was a recording offering an e-cigarette. No company was named. At the end of the recording, it asked me to press 1 for more information or 2 to be removed from the call list. I pressed 2, and it said I would not be contacted again. I do not believe it.
57 9	e-cigarette sales
58 0	text message received from (405)361-5786 advertising no flame e-cigarette. Text messages source number seems to change every time message is sent.

Consumer Complaints to the FTC Concerning E-cigarette Companies  
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58	1	This is an e-cigarette company trying to solicit my business. I don't even smoke!
58	2	SMS message which said: Hey,not sure if you still smoke, but <a href="http://EasilyQuitToday.com">http://EasilyQuitToday.com</a> is giving away e-cigarette trials. If you use promo code Ship2012 you only pay for shipping :)
58	3	This was a text message from a quit smoking Website, giving away e-cigarette trials to help quit. I don't smoke.
58	4	Have a save hundreds of dollars on smoking with a risk free trial of our new Electronic Cigarette. I don't know what the negatives associated with smoking while saving money and enjoying the same Grace moving experience. There is no tomorrow. No tobacco. No. Ash, No smell, no staying at the gate and most importantly know harmful secondhand smoke last. With the cigarette you can smoke and just about anywhere. Because one of the thousands of E cigarette smokers already changing how America smokes to get your risk free trial press one to be removed from our call list, press 2 Again for more information on our free E cigarettes sample kit press the number one on your phone now. Thank you.
58	5	I am on the 'do not call' registry. I received this call and it was a recording... I pushed '1' to talk to a representative. She was selling an 'e' cigarette smoker device. She said she was in Georgia. I said I wasnt interested. She asked if I smoked. I said no. She said she would take me off her call list. She shouldnt have called me in the first place since I am on the do not call registry anyways.
58	6	Called - Recorded solicitation about E-Cigarette and Press 1 to Order and 2 to be removed from calling list. I preseed 1 and a women answered saying "thank you for your order" ... i asked for the name of the company and she hung up on me. Obviously they know they are breaking the law... can't you stop them?
58	7	This was a text message regarding some e-cigarette.
58	8	I am receiving text messages over and over from these guys telling me about e-cigarette coupons at nosmoke44.com. I have replied with text messages to stop sending, but continue to receive these a couple times a week, minimum.
58	9	I looked up this phone number on line and there were alot of complaints regarding this same number. They all said it was a scam. The caller ID said E Cigarette. Some people commented that they gave their Credit card info and was scammed. I dont want them to call again.
59	0	This was a text I received at 3:37am that said: "Hey Emily, check out EastQuitToday.com They are giving away e-cigarette trials. It will help you quit!" I recently re-registered, but I've been on the DoNotCall list almost since the beginning.
59	1	Recorded message for e cigarette stop smoking system. At end of message said to press 2 to be removed from contact. My number has been on the do not call list for quite a while. Non smoker so never would have a need for this product or even to inquire about it.
59	2	It was for an e-cigarette.
59	3	It was a text message. Selling a "free e cigarette kit."

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59 4	In January of this year I ordered (online) and paid for a Trial Sample of what was called 'Knight Sticks E-Cigarette Kit' from a company called Supreme Brands, 2260 South Haven Ave, Unit E, Ontario, CA 91761. As soon as I tried it, it made me ill – and I phoned them at 18662218822 on January 28, 2010 and after long delay finally got though to & advised woman (think name was 'Robin') said she was a supervisor and told her they made me feel sick. She advised me to dispose of item – & that I would receive no further billing – or calls etc. On 4-28-2010 I started receiving multiple up to many phone per day from 706-686-5046. When I'd pick up there was nobody there. Ultimately phoned that number – and (perhaps coincidentally) I spoke to the same woman – who was trying to sell E-Cigarette refills/supplies. Told her to STOP the calls. She said she would put me on a list but could not guarantee calls would stop. Told her to stop waking me. They have not!
59 5	The text read: You must visit <a href="http://www.ecig2010.com">www.ecig2010.com</a> Smoke Healthy! E-Cigarette can be smoked anywhere restaurants, airports, & indoor! No smell, and save money! Completely unsolicited - I have never smoked, and never expressed the slightest interest in any products like this. Only friends have my cell phone number - not even my doctor or dentist!
59 6	Cellphone text message for "Smoke Healthy E-cigarette" Responded with STOP message.
59 7	I purchased Vapor E-Cigarettes yesterday (to help me quit) through a secured web site. Shortly after I received a call from 484-213-4039 Norristown, PA. Claiming to be the Vapor E-Cigarette Company. He offered me 100 gallons of gas as a promo offer so he could try to obtain my credit card information. I did not give him the information. Then I received a call today, from the real company. She advised me that this fraudulent person was calling their customers, so I did a reverse look up on the #, it's a cell phone that's all the info I could get and I decided to report this because if I HAD given him my info (trusting him) then I would've gotten swindled. My only hope for this guy is a pair of bracelets and three hots and a cot. Please contact me if you need further information. You can reach me at b(6) Also, you can reach Amanda at the Vapor E-Cigarette Company at this e-mail. <a href="mailto:amanda@changingshapeonline.com">amanda@changingshapeonline.com</a> Thank you! b(6)
59 8	I used my credit/debit card at one merchant that seems to be common with folks at e-cigarette-forum.com. Within a few minutes all reported fraud after ordering from ecigexpress.com.
59 9	This company has an ongoing problem with credit card transactions, many people have reported fraud on account after purchasing from ecigexpress.com site below shows many complaints about ecigexpress <a href="http://www.e-cigarette-forum.com/forum/search.php?searchid=17276078">http://www.e-cigarette-forum.com/forum/search.php?searchid=17276078</a>