



Better Business Bureau

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## BBB BUSINESS REVIEW

What is a BBB Business Review?

**THIS BUSINESS IS NOT BBB ACCREDITED**

**No  
Flame  
E-  
Cigarette**

(877) 647-3625

*View Additional Phone Numbers*  
6538 Collins Ave., #95, Miami Beach, FL 33141  
info@noflameecig.com  
http://www.noflameecig.com

**! There is an alert for this business !**

**F** **On a scale of A+ to F**  
Reason for Rating  
BBB Ratings System Overview

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

### BBB Accreditation

No Flame E-Cigarette is not BBB Accredited.

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

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

## Reason for Rating

BBB rating is based on 16 factors. Get the details about the factors considered.

Factors that *lowered* No Flame E-Cigarette's rating include:

- 427 complaints filed against business
- Failure to respond to 15 complaints filed against business.
- 6 complaints filed against business that were not resolved.
- Length of time business has taken to resolve complaint(s).
- Business has failed to resolve underlying cause(s) of a pattern of complaints.
- BBB does not have sufficient information to determine how long this business has been operating.
- BBB does not have sufficient background information on this business. BBB made two or more requests for background information from the business. BBB has not received a response from this business and/or has not been able to verify information received from this business.
- BBB does not have sufficient information to determine size of business. BBB evaluation of business is based on rating formula's smallest size classification.

## Customer Complaints Summary

[Read complaint details](#)

427 complaints closed with BBB in last 3 years | 137 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	137
Billing / Collection Issues	168
Delivery Issues	5
Guarantee / Warranty Issues	6
Problems with Product / Service	111
<b>Total Closed Complaints</b>	<b>427</b>

### Additional Complaint Information

Our files contain a pattern of complaints from consumers who allege unauthorized payments are automatically debited after consumers sign up for trial offer. No Flame E-Cigarette responds to consumers by issue full or partial refunds.

On October 19, 2012, BBB sent certified correspondence to No Flame E-Cigarette requesting their voluntary cooperation in resolving complaints on file with BBB and providing steps it will implement to eliminate the pattern of customer complaints; however, as of today BBB has not received a response from the company.

On November 13, 2012, BB received correspondence back from No Flame E-Cigarette. In their response, No Flame E-Cigarette explains the terms and condition to their trial offer:

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 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.

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 no requires consumers to confirm and agree to the terms via checkbox before placing an order.

BBB strongly encourages consumers to read and understand the terms and conditions provided on the website before accepting and proceeding with their purchase.

## Customer Reviews Summary

[Read customer reviews](#)

1 Customer Reviews on No Flame E-Cigarette

Customer Experience	Total Customer Reviews
Positive Experience	1
Neutral Experience	0
Negative Experience	0
<b>Total Customer Reviews</b>	<b>1</b>

### Government Actions

BBB knows of no significant government actions involving No Flame E-Cigarette.

What government actions does BBB report on?

## Advertising Review

BBB has nothing to report concerning No Flame E-Cigarette's advertising at this time.

What is BBB Advertising Review?

## Additional Information

BBB file opened: 08/08/2012

### Business Management

Principal: Customer Service Manager

### Business Category

e-cigarettes

### Alternate Business Names

Ignite, CigFlavor



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