

Home > Business or Charity Reviews > E-Cigarettes > Smoke Freely, LLC

BBB Business Review

THIS BUSINESS IS NOT BBB ACCREDITED
Smoke Freely, LLC

Additional Locations

Phone: (877) 647-6735

14301 N 87th St, Scottsdale, AZ 85260

[View Additional Email Addresses](#)

<http://www.smokefreely.com>

[View Additional Web Addresses](#)



On a scale of A+ to F

Reason for Rating

[BBB Ratings System Overview](#)

[Share](#)

[Print](#)

Additional Email Addresses

customersupport@smokefreely.com



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

BBB Accreditation

This business 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* the rating for Smoke Freely, LLC include:

- 39 complaints filed against business
- Failure to respond to 2 complaints filed against business
- 1 complaint filed against business that was not resolved
- 4 serious complaints filed against business
- Length of time business has taken to resolve complaint(s)
- Business has failed to resolve underlying cause(s) of a pattern of complaints

Customer Complaints Summary

39 complaints closed with BBB in last 3 years | 0 closed in last 12 months

Complaint Type	Total Closed Complaints
----------------	-------------------------

Advertising/Sales Issues	19
Billing/Collection Issues	8
Delivery Issues	1
Guarantee/Warranty Issues	0
Problems with Product/Service	11
Total Closed Complaints	39

Customer Reviews Summary

1 Customer Review on Smoke Freely, LLC

Customer Experience	Total Customer Reviews
Positive Experience	0
Neutral Experience	0
Negative Experience	1
Total Customer Reviews	1

Government Actions

BBB knows of no significant government actions involving Smoke Freely, LLC .

What government actions does BBB report on?

Advertising Review

BBB has nothing to report concerning Smoke Freely, LLC 's advertising at this time.

What is BBB Advertising Review?

Additional Information

BBB file opened: February 08, 2010

Business started: 01/01/2009

Licensing

This business is in an industry that may require professional licensing, bonding or registration. BBB encourages you to check with the appropriate agency to be certain any requirements are currently being met.

These agencies may include:

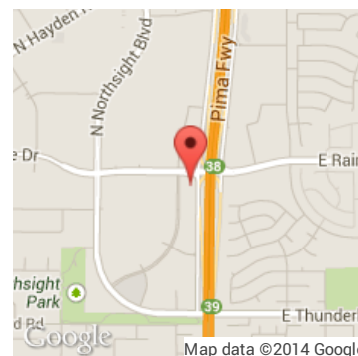
Bureau Of Alcohol Tobacco & Firearms
 201 E. Washington Street, Suite 940, Phoenix AZ 85007
<http://www.atf.gov/field/phoenix/>
 Phone Number: 602.776.5400
 Fax Number: 602.776.5429
 PhoenixDiv@atf.gov

Type of Entity

Partnership

Business Management

Mr. Stacked LLC, Owner



[Directions](#) | [Enlarge](#)

Mr. Lizabeth Munoz, Office Manager
Mr. Sherrie Shorty, Complaint Handler

Contact Information

Principal: Mr. Stacked LLC, Owner

Business Category

e-cigarettes
Cigar & Cigarette & Tobacco Dealers - Retail
Cigars and Cigar Accessories

Alternate Business Names

eCig
Prado Electronic Cigarette