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BBB BUSINESS REVIEW

What is a BBB Business Review?

THIS BUSINESS IS NOT BBB ACCREDITED

**IT
Works!
Global**

Phone: (941) 348-6650

Fax: (888) 711-3760

View Additional Phone Numbers

908 Riverside Dr, Palmetto, FL 34221-5035

<http://www.myitworks.com>

View Additional Web Addresses

! There is an alert for this business !



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

IT Works! Global 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* IT Works! Global's rating include:

- 362 complaints filed against business
- Business has failed to resolve underlying cause(s) of a pattern of complaints.

Factors that *raised* IT Works! Global's rating include:

- Length of time business has been operating.
- Response to 360 complaint(s) filed against business.
- Resolution of complaint(s) filed against business.
- BBB has sufficient background information on this business.

Customer Complaints Summary

[Read complaint details](#)

362 complaints closed with BBB in last 3 years | 92 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	25
Billing / Collection Issues	150
Delivery Issues	31
Problems with Product / Service	156
Guarantee / Warranty Issues	0
Total Closed Complaints	362

Additional Complaint Information

BBB has received a pattern of complaints from consumers alleging that they received the wrong products. Consumers have stated that after trying to cancel with the business, they continue to receive additional products. Complaints also allege that the business continues to bill after cancellation, and consumers are not informed that there is a \$50.00 cancellation fee.

Customer Reviews Summary

[Read customer reviews](#)

0 Customer Reviews Customer Reviews on IT Works! Global

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

Government Actions

BBB knows of no significant government actions involving IT Works! Global.

What government actions does BBB report on?

Advertising Review

On November 4, 2013, BBB requested that the business substantiate advertising claims made regarding products offered on its website <http://www.myitworks.com/>

1. Claim Results made involving each of the products listed on your website.

Advertisers must be prepared to substantiate such claims through independent scientific testing. As of today's date the business has not supplied this information.

On November 20, 2013 the business responded to BBB:

It Works! is very careful to state that the Ultimate Body Applicator does not work for all People all of the time. The claim that you can see results in as little as 45 minutes is based upon observable results from over 3 million wraps that have been sold. The Company is very careful not to state that a certain number of inches will be lost, as that would not be permissible claim. Although almost all users experience observable results, some do not and others experience variable results.

Regarding our dietary supplement line, claims are made based upon individual ingredient studies. The Company is extremely careful not to make improper health claims, instead only making appropriate structure function claims based upon published ingredient monographs or other scientific research.

What is BBB Advertising Review?

Additional Information

Loyal Customer Agreement

The Loyal Customer Agreement states that in order to get the wholesale (discounted) pricing for life a Loyal Customer agrees to "fulfill the three-month minimum purchase agreement." By completing your enrollment, you agree to the following: 1) Your credit card will be billed for the initial order and any subsequent orders. 2) By enrolling in the Loyal Customer Program, you are agreeing to a minimum three-month purchase agreement. 3) You have read the rules pertaining to membership and product returns on the back side of the form. If the terms are not agreed to, then the enrollment cannot be completed.

***To end your auto-ship (it does not automatically end after three orders) please call It Works! after your final order (if you so choose to end the agreement). A \$50 fee will be applied to the customer account for early termination of the Loyal Customer Program (CLP).

***Customers have the option of paying the \$50 membership fee upfront to avoid the auto-ship commitment.

Ways to Cancel to your Loyal Customer Program

1. Call It Works! at 1-800-537-2395.
 2. Via your eSuite.
 3. You may also cancel by submitting a support ticket.
- ***All successful cancellations are issued a confirmation number. Please retain this for your records.

***Emptying your cart does not cancel your auto-ship.

BBB file opened: 04/25/2011
Business started: 04/12/2001

Licensing, Bonding or Registration

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

Type of Entity

Corporation

Incorporated: February 2011, MI

Contact Information

Principal: Ms. Tara Eitman (Compliance Specialist)
Mr. Mark Pentecost (CEO)
Mr. Tim Seat (Legal Counsel)
Mrs. Pam Sowder (Dir Marketing)
Ms. Tamara Tally
Ms. Allie Vibbert (Customer Service)

Business Category

Marketing - Home Based Business

Products & Services

This company offers beauty, health, and wellness products including nutritional supplements, anti-aging solutions, and the Ultimate Applicator Cosmetic System.

Alternate Business Names

IT Works Marketing, Inc.

As a matter of policy, BBB does not endorse any product, service or business.

BBB Business Reviews are provided solely to assist you in exercising your own best judgment. Information in this BBB Business Review is believed reliable but not guaranteed as to accuracy.



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