

COMPLAINT ACTIVITY REPORT Case # 22158760

Better Business Bureau of Utah

Consumer Info:

Amityville, NY 11701

Business Info: Sinless Vapor3124 N. University Ave. #455
Provo, UT 84604
866 507-4122

Location Involved: (Same as above)

Consumer's Original Complaint :

At the time of ordering product. Terms and Conditions were not presented accurately before ordering. A restock fee was not presented in return policy. Monday Dec 09, 2013 I ordered Vapor XS product for \$4.95 at the time of purchase no explicit terms were presented regarding the one sample package kit. I am not a every day smoker, only social if I go out with friends and this company was the second company I was trying. I recieved a order to be shipped e-mail on Dec 12, 2013 with no phone number attached. On Nov 09, 2013 I was sent an e-mail because my account was charged \$1.95 only not \$4.95 as shown on website. I was unable to access thore website so I e-mailed them back I asked about the where abouts of the product & hope they were not a scam. I did receive an additional e-mail and two days later the sample product arrived. On the new e-mail a number was provided & I called because the product did not work. At the time of conversation I was never asked if I was going to continue the product or e-mailed regarding the charges that were on my account. Later on I received an e-mail regarding a shipment that I thought was in error by them so I ignore it. Later within the week I received a unrecoginized package opened it & it was a starter kit with more of the product. I do take fault because I did not call right away. I have a realitive that is sick & I work. My attention grew when my credit card ending with [REDACTED] was charged Nov 09, 2013 for \$99.95 & Dec 01, 2013 for \$99.95 from VaporX. I called there customer service support # on Dec 16, 2013 explaining the misunderstanding. I was told the terms & conditions was always present, since I opened the package it can not be returned, there is no supervisor to talk with, write or e-mail. No resolution was solved only how to return the second package that is on it's way. All I wanted was to returned the product, either a full refund or at least a partial for the misunderstanding. I called Well Fargo bank & fax all available e-mails with information I had to their Dispute Resolution Dept on 12-16-2013. I received the next package called Customer service for a RMA#17681218 need for the return & correct address which is not correct on thore website it shows Vapor XS, 4525 S 2300 E #100 Salt Lake City, UT 84117. The returned product was to be immediately sent at the post office on Dec 17, 2013 to Vapor Sinless 3214 N. University Ave, Provo Utah 84604 (also had to pay for return shipping of \$11.87 & tracking). The website do show an address for Mail Correspondence Only, but it's the same wrong address. Finally I received a letter from Dispute team at Well Fargo on Dec 19, 2013 and they decline my claim. There's nothing they can do after looking at there website investigation. All Information on there website is showing correct term policy at this time & I had no proof of documentation. On Dec 30, 2013 I recived an e-mail from Vapor stating they have my package & a credit will show on my account for only \$84.95. I called my bank to see why this may be & they called them on three way. We was told it is a restocking fee of \$15.00 & it's on the website, but I was never told this information. My bank stated there is nothing more they can do & closed my case. I went online & checked for myself there return policy & there is no restocking fee listed in the policy. I called Vapox alone they also said it's on thore website. I told them no it's not and was never told this information, they put me on hold & checked. Once the representative returned & saw it was not in the return policy the only thing they can do is send a report to there head dept support team for customer service (first time hearing of head dept) with my complaint for the restocking fee only not my first situation with them. I will get an e-mail in 48 hours with their results to determine if they will refund the rest. I asked again if there was a main office or head person I can speak with, e-mail or write to, and once again the answer was no. That's all they can help me with.

Consumer's Desired Resolution:

I would like the \$15.00 restocking fee from the second package credited to my account. Then for the misunderstanding of the first package and un used product. I am willing to negotiate due to all this I tried when I was talking with them to be fair. I still would like to return the first package, because it will not be used and to refund me \$49.98 which is 50% percent of \$99.95 from the first product returned back to my account.

BBB Processing

12/30/2013	web	BBB	Complaint Received by BBB
12/31/2013	LW	BBB	Complaint Reviewed by BBB Operator
12/31/2013	Otto	EMAIL	Send acknowledgement to Consumer
12/31/2013	Otto	MAIL	Inform Business of the Complaint
01/16/2014		BBB	MORE INFO RECEIVED FROM THE CONSUMER : Update: First I would like to say "Thank You" for your time regarding this matter. I saw yesterday evening I received an e-mail on January 15, 2014 from Vapor XS for a refund for \$99.95 confirmation #810072C0E8 for 11-09-2013 charge and \$15.00 confirmation #810072C366 for the restocking fee charge. I am waiting for both credits to officially show on my account. My new concern is the same evening when I arrived home I also received another package from the company. I cancelled this account already verbally by phone and in a letter was sent. This morning I called the company to discuss regarding the package & the cancellation of my account. The representantive show my account was cancelled and stated my account was not charged. Also I was told I'm lucky to received the package and to keep it, I do not have to return the package & no other package will be sent. I called my bank to verify my account was not recently charge because I see another charge on my statement on 12/27/2013 on my account. I did not have my other statements on me is why I called the bank. The representative was confused & could not tell me if this charge was the only December charge on my account. Originally I had a charge on 12/01/2013. I am now waiting for the Dispute Resoulition Department to call me to assist. I just want to confirm I did not get charge for this recent package. Receive my credits due and then close this credit card account.

01/17/2014 Otto BBB No response to first notice to business

01/17/2014 Otto MAIL Resend Complaint to Business

01/22/2014 BBB MORE INFO RECEIVED FROM THE CONSUMER : I recently sent update information regarding my complaint on file thinking it was settled, but saw another charge on my statement. I contact the company last Wednesday regarding a package was mailed to me & reminding them that my account was cancelled. I was told yes my account was cancelled, not charge and to keep the package. Today I called again because I gathered all my statements and I have three charges of \$99.95 on my statements. I spoke with a representative name Maria whom was not very helpful stating I received charges on 11-09-13, 12-01-13 & now seeing a new charge on 12-27-13. Also I received another package that cannot be explain from the company of why. My concern is I want to make sure I'm being credited for the correct charges. My original complaint to BBB were for the charge that took place on 11-09-13 for \$99.95 & the restocking fee charge of \$15.00 for charge on 12-01-13. I received a credit on 01-05-2014 for the charge on 12-01-13 of \$84.95 & just recently the restocking fee of \$15.00 on 01-19-14. I also received a refund for \$99.95 which I thought was for the charge that was done on 11-09-13. Because at that time I did not know anything about the charge that took place on 12/27/13 or about the new package I received on Tuesday 1-15-14. When I called I wanted to confirm all my charges and Maria could not verify to me what refunds went to what charges with the confirmation # I had. The only thing she told me was the refund given on 1/19/14 was for the charge of 12/27/13 & my account was cancelled. So I ask then why was a package sent to me & still no answer why. How can I be refunded for a charge I did not know about at the time???

Plus being sent a new package they do not want back. I feel I'm being hustled and not able to speak with a supervisor or a person whom is the head of the company makes it harder.



State of Utah

Department of Commerce
Division of Consumer Protection

Send to:
Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-8601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

Consumer Complaint Form

The Division of Consumer Protection is charged with enforcing consumer protection laws. We offer assistance according to those laws; however, you should not rely solely on the filing of this complaint to resolve your problem. You may need to consult an attorney to determine what remedies may be available to you and any statute of limitations that may apply to your case.

CONSUMER INFORMATION		
Your Name	Home telephone number	Daytime or Work telephone
[REDACTED]	[REDACTED]	SAME
Street Address		
[REDACTED]		
City	State	Zip Code
CRYSTAL SPRINGS	MS.	39059
E-mail Address		
[REDACTED]		
COMPLAINT AGAINST		
Name of Business Entity	Daytime telephone number	Other telephone or facsimile
SINLESS VAPOR LLC	1866-507-4122	
Street Address		
3214 NORTH UNIVERSITY AVE.		
City	State	Zip Code
PROVO	UT.	84604
E-mail Address	Web Address (URL)	
help@sinlessvapor.com	www.sinlessvapor.com	
TRANSACTION INFORMATION		
Amount of Transaction	Date of Transaction	Method of payment for transaction
\$4.95	12-12-2013	CREDIT CARD
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.		
NO <input checked="" type="checkbox"/> YES <input type="checkbox"/>		
Was the product or service advertised? If yes, give location and date.		
NO <input checked="" type="checkbox"/> YES <input type="checkbox"/>		
How would you like to see your complaint resolved?		
DO NOT WANT ANY FELONIOUS CHARGES TO BE PLACED ON MY CREDIT CARD, AND IF CHARGED THE SHIPPING OF \$4.95, I WANT THAT RETURNED. I JUST THINK IT IS A SCAM.		
OTHER INFORMATION		
Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> UTAH B.B.B. ON LINE COMPLAINT FILED, AND ATTORNEY GEN.		

SUMMARY OF COMPLAINT

In the space provided below, concisely and completely describe your complaint, including what you have done to resolve the problem, including dates and names of those you have contacted. Use additional sheet(s) ONLY if necessary (do not say "see attached"). Please limit faxed complaints to ten total pages or less. Complaints totaling more than ten pages should be mailed to the Division.

On the 12th of Dec. I received an e-mail Smokeless E-Cig, about a new smokeless cig. Since I am trying to stop smoking I thought that I would try it. When filling out the info. it said that the shipping would be \$4.95. This is for a 12 day trial period. I finished filling out the appropriate papers, gave my c.c. and sent it in. A few minutes later I get the second e-mail, which I have included, saying that it would be \$9.95 S&H. I called them right away and said to stop my order, that I did not want it because of the change in s&h. They informed me that they did not have any information on me, and so they could do nothing. I asked to speak to a supervisor, and the lady said no it would not change anything. She then said that someone would call me back within 24 hours. I have not heard from them. So I contacted my c.c. people and they said that there was a pending charge from W.O.W. for \$ 4.95. I told them to flag it, that I would not accept the product. Then I called the chamber of commerce in Heber City, Utah. She said that I was the 2nd call she had received in less than a month. She did find that Sinless Vapor did have a business license at the address that I gave her. She suggested that I contact the B.B. OF UTAH and file a complaint. That is what I did. I have enclosed the copy of that complaint also. Michael Pulumbo wanted me to file a complaint with the Utah Consumer Protection, so I am doing that also. I am also enclosing all the correspondents with the Sinless vapor company that I received in e-mails.

The person I talked to at the Sinless Vapor support team was Trixie, the # was 1-866-507-4122, when she said that they had no record of me, that sent up all the red flags. I have written a letter to Sinless Vapor L.L.C., and I have enclosed a copy of that also. If and when I receive the product, I will take it to the post office and refuse it, and also will put a certified mail receipt on it.

Thank you for your kind help in this matter.

CONTINUE ON A SEPARATE PAGE IF NECESSARY

PLEASE ATTACH COPIES OF ANY DOCUMENTS RELATED TO YOUR COMPLAINT (i.e. contracts, warranties, bills received, cancelled checks – front and back, correspondence, etc.). DO NOT SEND ORIGINALS. Materials submitted with your complaint will NOT be returned to you.

PLEASE READ THE FOLLOWING BEFORE SIGNING BELOW

In filing this complaint, I understand that the Division of Consumer Protection is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful practices. I further understand that if I have any questions concerning my legal rights or responsibilities, the Division cannot give me legal advice and I should contact a private attorney. I hereby give my consent to the disclosure of the contents of this complaint. The above complaint is true and accurate to the best of my knowledge and belief.

SIGNATURE: _____

DATE: 12-13-2013



State of Utah

Department of Commerce
Division of Consumer Protection

RECEIVED
JAN 31 2014
DIVISION OF CONSUMER PROTECTION

Send to:
Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

Consumer Complaint Form

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CONSUMER INFORMATION		
Your Name	Home telephone number	Daytime or Work telephone
[REDACTED]	[REDACTED]	[REDACTED]
Street Address		
[REDACTED]		
City	State	Zip Code
St Louis	Mo	63110
E-mail Address		
[REDACTED]		
COMPLAINT AGAINST		
Name of Business Entity	Daytime telephone number	Other telephone or facsimile
Sinless Vapor	866-507-4122	
Street Address		
3214 N University Avenue		
City	State	Zip Code
Provo	Utah	84604help@
E-mail Address	Web Address (URL)	
help@sinlessvapor.com		
TRANSACTION INFORMATION		
Amount of Transaction	Date of Transaction	Method of payment for transaction
\$4.95	1/13/2014	Credit/Debit Card
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.		
NO <input checked="" type="checkbox"/> YES <input type="checkbox"/>		
Was the product or service advertised? If yes, give location and date.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> It came to me in an email.		
How would you like to see your complaint resolved?		
I just want to cancel the service and nothing more than the \$4.95 charged to my account.		
OTHER INFORMATION		
Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> Mo Attorney General case #1040526, 1/20/2014 at 1:54pm		

SUMMARY OF COMPLAINT

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I got an email to evaluate their product. There was suppose to be a 12 day evaluation period. As of 1/27/2014 I have not received the product yet and the evaluation period is up. After the fact you find out that they will begin auto-ship monthly of the product. There was no mention of this when you signed up and they say to call customer service to cancel. When you do call customer service to cancel they give you the runaround by saying that a supervisor would have to handle the canceling of the product but there is never one available. I have called 5 different times with the same result. I do not care about the initial \$4.95 shipping and handling I just want to cancel like they say in the email is possible by calling customer service. I do not want to start the auto-ship and want to be charge for anything more. I wrote down the info on my last 2 calls to them. On 1/21/2014 at 10:55 I talked to Dexter who told me the trial does not start till you receive your order but would not allow me to cancel any further shipments without talking to a supervisor who was not available. On 1/22/2014 I received an email that the shipment was delayed and that they would be sending me a tracking number. On 1/27/2014 I called again and talked to a lady named Andie. She gave me a tracking number [REDACTED] but she still would not allow me to cancel further shipments without speaking to a supervisor who was not available at the time. The lady told me I had to receive the package first before I could cancel. This lady also told me the trial period starts from the time you order it. This means they want to start charging me for auto refill before I have ever received the product and had a chance to evaluate it. I guess I will try to return it when it finally shows up and see if they will allow me to do it then.

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE: _____

[REDACTED SIGNATURE]

DATE: _____

1/27/2014



State of Utah

Department of Commerce

Division of Consumer Protection

RECEIVED

FEB 18 2014

DIVISION OF CONSUMER PROTECTION

Send to:
Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-8704
(801) 530-6601 | (801) 530-6001 fax
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Consumer Complaint Form

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CONSUMER INFORMATION		
Your Name	Home telephone number	Daytime or Work telephone
[REDACTED]	[REDACTED]	[REDACTED]
Street Address		
[REDACTED]		
City	State	Zip Code
PASCAGOULA	MS	39567
E-mail Address		
[REDACTED]		
COMPLAINT AGAINST		
Name of Business Entity	Daytime telephone number	Other telephone or facsimile
SINLESS VAPOR	(866) 507-4122	
Street Address		
43 N. 1330 W \$99.95 PER TRANSACTION		
City	State	Zip Code
OREM	UT	84057
E-mail Address		Web Address (URL)
TRANSACTION INFORMATION		
Amount of Transaction	Date of Transaction	Method of payment for transaction
\$99.95 PER TRANSACTION	SEE ATTACHED	VISA DEBIT CARD
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.		
NO <input type="checkbox"/>	YES <input checked="" type="checkbox"/>	ON LINE 11/29/2013
Was the product or service advertised? If yes, give location and date.		
NO <input type="checkbox"/>	YES <input checked="" type="checkbox"/>	WWW.SINLESSVAPOR.COM
How would you like to see your complaint resolved?		
Would like money refunded and company shut down.		
OTHER INFORMATION		
Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.		
NO <input checked="" type="checkbox"/>	YES <input type="checkbox"/>	

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Ordered product 11/29/2013. Called and cancelled participation 1/11/2014 after being billed \$99.95 for the \$4.95 starter kit. Called again around 12/15/2013 after receiving another order, asked for refund. Finally agreed to keep product and accept a 50% refund. Never received refund and the orders keep coming. Last order billed to my account was on 2/11/2014, received a product on 2/4/2014. Have since cancelled my Visa debit card to prevent further charges. Called again 2/11/2014 and verified that I had cancelled on 1/11/2013, was told to return product received 2/4/2014 for refund less restocking fee. Received another product 2/12/2014. Please see attached.

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE

[Redacted Signature]

DATE:

2/16/14



State of Utah

Department of Commerce

Division of Consumer Protection

Consumer Complaint Form

nd to:
Utah Division of Consumer Protection
Attention: Complaint Processor
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160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
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RECEIVED

FEB 18 2014

DIVISION OF
CONSUMER PROTECTION

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CONSUMER INFORMATION		
Your Name	Home telephone number	Daytime or Work telephone
[REDACTED]	[REDACTED]	None
Street Address		
[REDACTED]		
City	State	Zip Code
Highland Heights	Kentucky	41076
E-mail Address		
[REDACTED]		
COMPLAINT AGAINST		
Name of Business Entity	Daytime telephone number	Other telephone or facsimile
Sinless Vapor	866-507-4122	
Street Address		
3124 North University Avenue #455		
City	State	Zip Code
Provo	Utah	84604
E-mail Address	Web Address (URL)	
sinlessvapor@support.com OR help@sinlessvapor	sinlessvapor.com	
TRANSACTION INFORMATION		
Amount of Transaction	Date of Transaction	Method of payment for transaction
\$99.95	December 12, 2013	Credit Card
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc)? If yes, give location and date		
NO <input type="checkbox"/>	YES <input checked="" type="checkbox"/>	Over the internet on or about November 29, 2013.
Was the product or service advertised? If yes, give location and date		
NO <input type="checkbox"/>	YES <input checked="" type="checkbox"/>	On the internet on or about November 29, 2013.
How would you like to see your complaint resolved?		
At best it's a deceptive sales practice and at worst a scam. I'd like to see sanctions imposed and a refund of my money as well as monies to any other similarly situated individuals.		
OTHER INFORMATION		
Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number		
NO <input checked="" type="checkbox"/>	YES <input type="checkbox"/>	

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A summary of my complaint with documentation is attached. The downloaded materials I mention are available on request.

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SIGNATURE



DATE:

2/10/14

Initially, I have had no voice or Email contact with "Sinless Vapor." The Email addresses I used to attempt contact with Sinless Vapor were either from their web site or their Email's to me. The USPS address I used was from their web site. There was no USPS address shown on any of the Email's Sinless Vapor sent to me.

Sometime around December 22, 2013, I downloaded everything from Sinless Vapor's web site. Much on that website was placeholder text.

Insofar as a summary of my complaint.

* November 29, 2013 - I responded to an Internet advertisement from "Sinless Vapor" for a free "Evaluation Offer." That response was confirmed with a November 29, 2013, Email¹ from Sinless Vapor. That Email stated the "* * * 12-day product evaluation period. * * *" began on that day, meaning as I read it, November 29. It went on to state "Your Sinless Vapor order will be shipped within 1 business day * * *"

* December 12, 2013 - As I was later to determine, a \$99.95 charge² was made against my Citizen's Bank account even though the materials I was supposed to be evaluating were not mailed until the following day December 13, 2013³. I didn't receive those materials until December 16, 2013.

* December 22, 2013 - I was checking my Citizens Bank account and found that \$99.95 charge.

* December 23, 2013 - I Emailed⁴ Sinless Vapor at the two Email addresses shown in my December 28, 2013, letter.⁵ Both Emails were ultimately returned as undeliverable. Along with a copy of that Email I returned all of the materials to Sinless Vapor with a USPS Tracking Number⁶. I also cancelled my Citizens Bank account. Those materials were delivered to Sinless Vapor December 27, 2013.

* December 28, 2013 - After the Email's were returned undeliverable I wrote Sinless Vapor with a USPS Tracking Number⁷. That letter was delivered January 6, 2014.

* January 2, 2014 - I received an Email⁸ from Sinless Vapor advising they were issuing me a credit of 84.95 (sic). I have no idea how they arrived at that number.

* January 24, 2014 - Once again, I wrote⁹ Sinless Vapor with a USPS Tracking Number¹⁰ outlining my complaint and expecting resolution. To date I have not received a refund.

¹ Copy of "Sinless Vapor" November 29, 2013, Email confirmation with pertinent parts highlighted.

² Copy of my Citizen's Bank account history with that \$99.95 charge highlighted.

³ Copy of Tracking Information for USPS Tracking Number

[REDACTED]

⁴ Copy of my December 23, 2013 Email.

⁵ Copy of my December 28, 2013, letter to Sinless Vapor.

⁶ Copy of Tracking Information for USPS Tracking Number

[REDACTED]

⁷ Copy of Tracking Information for USPS Tracking Number

[REDACTED]

⁸ Copy Sinless Vapor's January 2, 2014, Email.

⁹ Copy of my January 24, 2014, letter.

¹⁰ Copy of Tracking Information for USPS Tracking Number

[REDACTED]



State of Utah

Department of Commerce
Division of Consumer Protection

RECEIVED

FEB 20 2011

DIVISION OF
CONSUMER PROTECTION

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Utah Division of Consumer Protection
Attention: Complaint Processor
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Salt Lake City, UT 84114-6704
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CONSUMER INFORMATION		
Your Name	Home telephone number	Daytime or Work telephone
[REDACTED]	[REDACTED]	
Street Address		
[REDACTED]		
City	State	Zip Code
DUBACH	LA	71235
E-mail Address		
[REDACTED]		
COMPLAINT AGAINST		
Name of Business Entity	Daytime telephone number	Other telephone or facsimile
SINLESS VAPOR ^{LLC} (WOW)	8106-507-4122	888 530 4438 866 874 4008
Street Address		
450 W 910 S STE 201 / OR 3214 NORTH UNIVERSITY AVE # 455 Provo UT 84604		
City	State	Zip Code
HERBER CITY, UT	UT	84032-2447
E-mail Address	Web Address (URL)	
SINLESS VAPOR.COM		
TRANSACTION INFORMATION		
Amount of Transaction	Date of Transaction	Method of payment for transaction
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.		
NO <input checked="" type="checkbox"/> YES <input type="checkbox"/>		
Was the product or service advertised? If yes, give location and date.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> ON my cell phone by EMAIL Promotion		
How would you like to see your complaint resolved?		
WOULD LIKE MY \$99.95 PUT BACK ON MY CREDIT CARD AND THE BUSINESS CLOSED DOWN ITS A SCAM TAKING PEOPLE OF THEIR MONEY		
OTHER INFORMATION		
Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.		
NO <input checked="" type="checkbox"/> YES <input type="checkbox"/>		

SUMMARY OF COMPLAINT

In the space provided below, concisely and completely describe your complaint, including what you have done to resolve the problem, including dates and names of those you have contacted. Use additional sheet(s) ONLY if necessary (do not say "see attached"). Please limit faxed complaints to ten total pages or less. Complaints totaling more than ten pages should be mailed to the Division.

ON DEC 17, 2013 I RECEIVED A EMAIL ADVERTIZING A SMOKELESS CIGARETTE FOR THE AMOUNT OF \$4.99 SHIPPING AND HANDLING ONLY (FREE), I ~~RECALLED~~ CALLED AND GAVE MY CREDIT CARD # AND RECEIVED IT FOR FREE TRIAL, I TRIED IT AND ITS NOT WHAT I EXPECTED, ON JAN 6 2014 \$99.95 WAS TAKEN OFF MY CREDIT CARD FROM A COMPANY CALLED WOW, FINDING OUT LATER THAT WOW WAS SMOKELESS VAPOR LLC, I CALLED THEM AND SAID I DIDNT AUTHORIZE THEM TO TAKE ANY MONEY FROM MY ACCOUNT EXCEPT THE ORIGINAL \$4.99 THEY TOLD ME IT WAS FOR REFILLS EVERY MONTH THEY WOULD TAKE IT OUT AND ALL I HAD TO DO WAS ~~RE~~ CALL THEM FOR A RMA# AND RETURN THE REFILLS FOR A COMPLETE REFUND, I HAVE NEVER RECEIVED ANY REFILLS, IVE CONTACTED THEM SEVERAL TIMES TO ~~GET~~ A EXCUSS EVERY TIME. I WAS TOLD IT WAS SHIPPED ON JAN 6, 2013, I CALLED A SECOND TIME AND WAS TOLD IT WAS SHIPPED ON JAN 20, 2013, I CALLED AGAIN AND WAS TOLD THE MONEY WAS PUT BACK ON MY ACCOUNT WHICH IT WASNT, I CALLED AGAIN. THEY SAID THEY SENT ANOTHER REFILL AND I SHOULD RECEIVE IT IN 15 DAYS. THEY CANT TELL ME A TRACKING # THAT ITS OUT OF THEIR HANDS FOR ME TO CONTACT UPS IN ARIZONA, I CALLED THEM AND THEY HAVE NO RECORDS OF ANY PACKAGE BEING SENT TO MY ADDRESS AT ANYTIME.

CONTACTED THEM ON 2/10/14 AND WAS TOLD MY REFILLS WERE SENT TO OHIO ~~WAS~~ NOT MY ADDRESS BY MISTAKE, AND I SHOULD ~~SHOULD~~ RECEIVE THE SHIPMENT IN 5-7 DAYS CONTACTED ON 2/16/14 STILL HAVENOT RECEIVED ANYTHING, THEY DONT HAVE TRACKING NUMBERS

CARD# [REDACTED]
EMAIL [REDACTED]

CONTINUE ON A SEPARATE PAGE IF NECESSARY

PLEASE ATTACH COPIES OF ANY DOCUMENTS RELATED TO YOUR COMPLAINT (i.e. contracts, warranties, bills received, cancelled checks – front and back, correspondence, etc.). DO NOT SEND ORIGINALS. Materials submitted with your complaint will NOT be returned to you.

PLEASE READ THE FOLLOWING BEFORE SIGNING BELOW

In filing this complaint, I understand that the Division of Consumer Protection is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful practices. I further understand that if I have any questions concerning my legal rights or responsibilities, the Division cannot give me legal advice and I should contact a private attorney. I hereby give my consent to the disclosure of the contents of this complaint. The above complaint is true and accurate to the best of my knowledge and belief.

SIGNATURE: [REDACTED]

DATE: 2/10/14



LISA MADIGAN

Illinois Attorney General
 Consumer Fraud Bureau
 500 South Second Street
 Springfield, IL 62706
 217-782-1090
 1-800-243-0618 (Toll free in IL)
 TTY: 1-877-844-5461
www.IllinoisAttorneyGeneral.gov

Office Use Only	
CLMS:	_____
AG:	_____

Fill out the form online, then print and mail to the address above. Include copies (no originals please) of any supporting documents.

YOUR INFORMATION	NAME OF SELLER OR PROVIDER OF SERVICE
------------------	---------------------------------------

Name: Mr Mrs Ms (check one)

Address:

City: _____ State: _____ Zip Code: _____ County: _____
 Belleville IL 62221 St. Clair

Your Telephone Number:

Daytime _____ Ext.: _____

Evening: _____ Ext.: _____

Your e-mail address (optional): _____

Are you a senior citizen? Yes No

Are you a veteran? Yes No

Are you a service member? Yes No

Name: Sinless Vapor, LLC

Address: 33214 North University Ave #455

City: Provo State: UT Zip Code: 84604

Telephone: 866-507-4122 Ext.: _____

Website: sinlessvapor.org

Additional seller or provider of service involved in transaction:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone: _____ Ext.: _____

Website: _____

Has this matter been submitted to another government agency, an arbitration service, or to any attorney? Yes No

If yes, please give name, address, telephone: _____

Is court action pending? Yes No

INFORMATION ABOUT THE TRANSACTION

Date of Transaction: 1 / 6 / 14	Did you sign a contract? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> (If yes, please attach a copy)	Date contract was signed: _____
------------------------------------	--	---------------------------------

Was the product or service advertised? Yes No When? _____ (Please attach a copy of the advertisement, if applicable.)

How was the service advertised?

Newspaper/magazine

Radio advertisement

Television advertisement

Internet advertisement

E-mail solicitation

Direct mail solicitation

Telephone solicitation

Yellow pages of the telephone book

Facsimile solicitation

Door-to-door solicitation

Display at merchant's place of business

Display at a trade show/convention, etc.

Other _____

Total Cost of product/service. \$99.95

Amount paid to date/down payment: \$104.90

Method of payment (check one) (Please attach a copy.)

Cash Check Money Order Credit Card Debit Card Bank Draft

Wire Transfer Automatic Debit Other _____

If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes No

(Under the Federal Fair Credit Billing Act, you have 60 days from the time that you receive your statement to dispute the charge)



New Jersey Office of the Attorney General
 Division of Consumer Affairs
 P.O. Box 45025
 Newark, New Jersey 07101
 (973) 504-6200
 (800)-242-5846
 E-Mail: AskConsumerAffairs@lps.state.nj.us

OFFICE OF
 CONSUMER PROTECTION
 269916 APR-3 #

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the investigation is closed. You are also advised that the completed complaint form is a "government record," subject to disclosure under the Open Public Records Act (OPRA).

COMPLAINT REPORTED BY:	COMPLAINT REPORTED AGAINST:
NAME: _____	BUSINESS: <u>Vapex - Vapor Cigarettes</u>
ADDRESS: _____	ADDRESS: _____
CITY: <u>Metuchen</u>	CITY: _____
STATE: <u>N.J. 07747</u> ZIP: _____	STATE: _____ ZIP: _____
HOME TELEPHONE NUMBER: _____	TELEPHONE NUMBER (1): <u>1-801-873-8172 Int</u>
WORK TELEPHONE NUMBER: <u>Retire</u>	TELEPHONE NUMBER (2): <u>1-800-554-5447</u>
E-MAIL ADDRESS: _____	<u>Customer Service</u>

For statistical and informational purposes only. Your age: 18-29 30-44 45-59 60 or older

1. Nature of complaint (please check the appropriate box(es)):

- | | | | |
|---|--|---|---|
| <input type="checkbox"/> Automotive | <input type="checkbox"/> Automotive Repairs | <input type="checkbox"/> Banking | <input checked="" type="checkbox"/> Credit Card |
| <input type="checkbox"/> Charity | <input type="checkbox"/> Direct Mail/Sweepstakes | <input type="checkbox"/> Home Repair | <input type="checkbox"/> Internet/Cyberspace |
| <input type="checkbox"/> Professional Service | <input type="checkbox"/> Stocks/Securities | <input type="checkbox"/> Telemarketing | <input type="checkbox"/> Telecommunications |
| <input type="checkbox"/> Bingo/Raffle | <input type="checkbox"/> Health Club | <input type="checkbox"/> Warranty | <input type="checkbox"/> Advertising |
| <input type="checkbox"/> Wheelchair Lemon Law | <input type="checkbox"/> Weighing/Measuring Devices | <input type="checkbox"/> Used Car Lemon Law | <input type="checkbox"/> New Car Lemon Law |
| <input type="checkbox"/> Home Furnishings | <input type="checkbox"/> Other (specify) <u>Will not give credit on credit card.</u> | | |

2. If your complaint involves a motor vehicle, please provide the following information:

- a. New Used
- b. Purchased Leased
- c. Purchase Price _____ Current Mileage _____
- d. Date of purchase _____ With Warranty With Service Contract As Is
- e. Make _____ Model _____ Year _____

3. Name of company with which you dealt: _____

4. Name and title of company agents or employees with whom you dealt: _____

5. Describe the facts of your complaint in the order in which they happened. Please print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

I don't have a copy of the return receipt but I sent it back on -12-21-13.

On Dec 8, 2013 they charge my credit card for \$99.95. On March 14, 2014 I spoke to Lisa from Safeway for a refund and said they are fighting in the company.

So I said that should not be my problem. To give me my credit on my credit card.

I call on March 20, 2014 & spent 2 hrs on phone waiting to talk to a person & when I did they told me the same thing.

I call the bank and they said after 30 days they could not help me.

Here is a copy of my statement for \$99.95

If you need to call me at [redacted] or my cell, [redacted]

Thank you,

6. The amount of loss involved in this complaint: \$ 99.95 . Please provide a breakdown of these losses:
Will not give my credit on my credit card.

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

[redacted signature]

Signature*

4/1/14

Date

* This certification must be signed by the person completing the form.



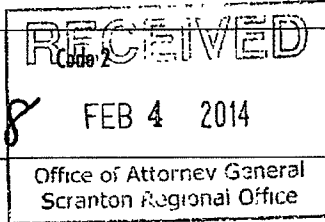
www.attorneygeneral.gov

Office Use Only
Complaint #

Investigator:

Code 1

BCP-14-05-003608



Bureau of Consumer Protection
417 Lackawanna Avenue
Scranton, PA 18503-2025
(570) 963-4913

YOUR NAME: [REDACTED]

ADDRESS: LACEYVILLE PA 18623 WYOMING

CITY: STATE ZIP CODE COUNTY

HOME PHONE NUMBER: [REDACTED] BEST NUMBER TO CALL DURING THE DAY

NAME OF BUSINESS COMPLAINT IS AGAINST: VAPEX
phone number is a residential number

NAME OF OWNER OR OTHER INDIVIDUAL TO WHOM YOU COMPLAINED: 2734 S 3600 W #K#L

ADDRESS: SALT LAKE CITY UTAH 84119

CITY: STATE ZIP CODE COUNTY

PHONE: 801-244-5903 (WRONG NUMBER)

PRODUCT(S) OR SERVICE(S) PURCHASED	DATE OF PURCHASE	PURCHASE PRICE
E CIGS	1-8-14	4.99 soft
VAPEX	1-19-14	99.95

Do what other agencies have you complained? NONE

What action was taken?

Have you retained an attorney? Yes No
If yes, please provide your attorney's name, address and telephone number

Have you filed a legal action? Yes No
If yes, please state WHEN, WHERE and WHAT decision was made?

Your Age:

18-29
 30-44
 45-59
 60 or older

How did you find out about us:

Visited Office
 Attended County/Senior Fair or Speaking Engagement
 State Legislator/Agency
 News Story
 Internet
 Other - Please Specify:

(This information will be used for Statistical & Enforcement Purposes Only)

1-800-441-2555

Please explain your complaint. You may use additional sheets if necessary. Please print or type clearly. Try to be brief, but be sure to tell **WHAT** happened, **WHEN** it happened and **WHERE** it happened. Be specific about any oral statements the business made to you, **ESPECIALLY** those that influenced you to deal with the company. Describe events in the order in which they happened. Attach **COPIES** of all contracts, letters, receipts, canceled checks (front & back), advertisements or any other papers that relate to your complaint.

I GOT A NUMBER FROM A RADIO AD FOR A FREE MONTH
E.CIGS FOR ONLY \$4.99 S+H. A WEEK LATER \$99.95
WAS TAKEN OUT OF MY CHECKING ACCOUNT ON TOP
OF THE \$4.99 WHEN I CALLED THE NUMBER ON MY
BANK STATEMENT. (801-244-5903) A GIRL
ANSWERED AND SAID SHE BEEN GETTING CALLS ALL
WEEK WITH THE SAME COMPLAINT

WHAT WOULD YOU LIKE THE BUSINESS TO DO TO SETTLE YOUR COMPLAINT?

PLEASE

PLEASE READ CAREFULLY

The Attorney General cannot act as your private attorney. As a law enforcement agency, the primary function of the Office of Attorney General is to represent the public at large by enforcing laws prohibiting fraudulent or deceptive trade practices that impact the public interest.

The Attorney General, through the Bureau of Consumer Protection, provides a mediation service to consumers where an attempt may be made to mediate your individual consumer complaint if it falls within the jurisdiction of the office. Please be advised that the information you provide will be shared with the party against which you have filed a complaint. Additionally, your complaint may be shared with or referred to other Governmental Law Enforcement or Regulatory Agencies.

Your complaint will also be reportable with state office and the information contained therein may be used to establish violations of Pennsylvania law. Attached to this complaint form is an information sheet which will help you in completion of the complaint form and also will explain in greater detail the mediation process.

By signing this complaint form, I authorize the Bureau of Consumer Protection to contact the party(ies) against which I have filed a complaint in an effort to reach an amicable resolution. I further authorize the party(ies) against which I have filed a complaint to communicate with and provide information related to my complaint to the Bureau of Consumer Protection. I verify that I have read and understand the information sheet about this process, and that the information I am providing is true and correct to the best of my knowledge, information and belief.

YOUR SIGNATURE

DATE

2-1-14