

Record 34 of 40

Reference Number	45820086
Created Date	04/19/2013
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009511005
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	04/19/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/19/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	STATE COLLEGE
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	570
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Vemma Nutrition Company
Company Address, Line 1	8322 E. Hartford Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85255
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	9278999
Company Phone, Extension	
Company Email	BBB@vemmma.com
Company Website	http://www.vemmma.com
Company Subject ID Type Code	
Company Subject ID Type Name	
Company Subject ID Issuing State Code	
Company Subject ID Issuing State Name	
Company Subject ID Issuing Country Code	
Company Subject ID Issuing Country Name	
Company Rep First Name	Michelle

Company Rep Middle Name	
Company Rep Last Name	Cohen
Company Rep Salutation	
Company Rep Comments	Legal Compliance Specialist
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$164.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements/Herbal Remedies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I purchased Vemma product, 2 cases of Bod-e on 4/11/2013. Invoice (b)(6) for the total amount of \$164.00. Currently it is 4/19/2013. I still have not received my product. The package tracking number for fed ex, (b)(6) shows that the product was delivered 4/16/2013. However I never received this product. My intent was to return the product, because I felt that the product was overpriced and Vemma's 'social marketing' brand partner idea was more of a scheme, and I did not want to be a part in that. In addition, another product from Vemma that I was given to by another Brand representative made me sick (verve energy drink). Making me light headed and dizzy. When I went to call Vemma at 1-800-577-0777, my call was never taken, constantly being put on hold for almost an hour. After trying</p>

	their 'local phone' 480-927-8999, my call was received once out of the many times I called, however I was directed straight to the 1-800 number and put on hold. They haven't responded to any of my emails to their one email address info@vemma.com, and they haven't responded to my Bank's inquiry for a reimbursement due to the lack of the delivery of product. --- Additional Comments: \$164 refund.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	
Complaint Info Fair Resolution Flag	Yes
Complaint Info Fair Resolution Description	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.



Record 35 of 40

Reference Number	45926284
Created Date	04/26/2013
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009520630
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	04/26/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/26/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SILVER CITY
Consumer Address, State Code	NM
Consumer Address, State Name	New Mexico
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	575
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Vemma Nutrition Company
Company Address, Line 1	8322 E. Hartford Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85255
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	9278999
Company Phone, Extension	
Company Email	BBB@vemmma.com
Company Website	http://www.vemmma.com
Company Subject ID Type Code	
Company Subject ID Type Name	
Company Subject ID Issuing State Code	
Company Subject ID Issuing State Name	
Company Subject ID Issuing Country Code	
Company Subject ID Issuing Country Name	
Company Rep First Name	Michelle

Company Rep Middle Name	
Company Rep Last Name	Cohen
Company Rep Salutation	
Company Rep Comments	Legal Compliance Specialist
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$137.44
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>The company charged my account on \$137.44, but has not delivered the product as of this date. Order #: (b)(6) ID (b)(6) The tracking webpage shows that the package was delivered on 4-3-13 and I have attempted to contact the company for follow up but there has no response. I have sent many e-mails through the Vemma webpage and I have been calling since 4-18-13. When calling, I have been on hold for an hour without a response. When I leave a number and time to call back, the call back is at the unrequested time so I can not answer. --- Additional Comments: I would like the product delivered or my money refunded.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info CRA Dispute Resolved	
Complaint Info Fair Resolution Flag	Yes
Complaint Info Fair Resolution Description	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.



Record 12 of 40	
Reference Number	42201458
Created Date	09/19/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009201884
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	09/19/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/19/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ESCONDIDO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	858
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Vemma Nutrition Company
Company Address, Line 1	8322 E. Hartford Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85255
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	9278999
Company Phone, Extension	
Company Email	BBB@vemmma.com
Company Website	http://www.vemmma.com
Company Subject ID Type Code	
Company Subject ID Type Name	
Company Subject ID Issuing State Code	
Company Subject ID Issuing State Name	
Company Subject ID Issuing Country Code	
Company Subject ID Issuing Country Name	
Company Rep First Name	Michelle

Company Rep Middle Name	
Company Rep Last Name	Cohen
Company Rep Salutation	
Company Rep Comments	Legal Compliance Specialist
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements/Herbal Remedies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>The Vemma website guarantees their product to be shipped in 2-3 business days and I ordered my product on Saturday, August 25, 2012. I received a confirmation e-mail the following Tuesday. Three days from Tuesday, August 28 would be Friday, August 31. It is now Tuesday, September 4 and I still do not have my product. It has now been 6 business days since my order (excluding Labor Day) from my order date and 4 days since my confirmation e-mail.</p> <p>--- Additional Comments: I would like my product as soon as possible and if not received in the near future a complete refund for my purchase.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Complaint Info Fair Resolution Flag	Yes
Complaint Info Fair Resolution Description	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.

