

Record 38 of 40

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| Reference Number | 46121136 |
| Created Date | 05/22/2013 |
| Complaint Source | BBB AZ Phoenix |
| Originator Reference Number | 11260009512081 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBPHAZ-USER |
| Entered Date | 05/22/2013 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 05/22/2013 |
| 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 | RENO |
| Consumer Address, State Code | NV |
| Consumer Address, State Name | Nevada |
| 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 | 775 |
| 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 | |

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|---|-------------------------|
| 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 |

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|--|---|
| 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 | \$90.00 |
| 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>Global Pro Vemma Nutrition advertised online and on the radio for a program to work at home they advertised you could get started for \$40 first of all it turned out to be \$50 then when you have your phone interview they say it will be \$300 to start your training then you have to pay to have a website put up then you have to choose and pay for advertising they also say that it is possible to make six figures within a year or two after you sign up they send you a disclaimer which states only 25 percent of the company actually make that everyone else can expect approximately seven hundred and forty one dollars annually they also say that if you cancel within 30 days and return the materials they will only charge the \$10 for shipping and not the additional \$40 we sent everything back and three weeks later on</p> |

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| | <p>April 15th 2013 they charge my credit card \$39.99 I have called twice a day everyday since in the hopes it was a clerical error today April 19th 2013 they charged my credit card for ANOTHER \$39.99 ---</p> <p>Additional Comments: I want my money back and if possible I would like them formally penalized somehow so they'll quit doing this to people</p> |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |
| Complaint Info Fair Resolution Flag | No |
| Complaint Info Fair Resolution Description | <p>TRANSFERRED TO ANOTHER BBB.</p> <p>This complaint is about a business that is located in another BBB's service area.</p> |



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| Record 14 of 40 | |
| Reference Number | 42533478 |
| Created Date | 07/31/2012 |
| Complaint Source | BBB AZ Phoenix |
| Originator Reference Number | 11260009141153 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBPHAZ-USER |
| Entered Date | 07/31/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 07/31/2012 |
| 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 | VANCOUVER |
| Consumer Address, State Code | WA |
| Consumer Address, State Name | Washington |
| 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 | 360 |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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|---|-------------------------|
| 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 | I am writing about a company called Vemma. They are a multilevel marketing program. My husband and I signed up with them a few months ago. They told us that we could try the product and if it didn't work we could return it. They have a liquid vitamin which we used. They also carry energy drinks, sleep aids and have a weight loss program. We were told that it would take a week to 30 days to feel that the product was working. We each used it 30 days, I actually felt more tired. Probably not any fault of the product but it certainly wasn't giving me more energy. When our second shipment came, we stated to take it, then I asked my husband if he felt anything from taking the product? He said, No he had actually been feeling more tired. So I said, lets return the unopened bottle and this last bottle and try a different product. |

Complaint Info Comments

We wanted to sell but we wanted to be sure that the product worked for us so we could honestly say it worked for us. My husband called the company a couple days ago and they said, NO RETURN we had gone past the 30 days. This was NOT explained to us and was probably in some fine print. I think people need to be told this up front. They very much emphasized that we could return even an empty bottle if we were not satisfied. I now have bad feelings about the way this company operates. If it is such a great product, why are they acting like this? We signed up with (b)(6) When I told her our problem she got angry and unfriended me. She is suppose to help us. ---
Additional Comments: Refund on unopened bottle and one empty bottle. [We actually purchased 4] We had wanted to just exchange but after the way we have been treated, we have changed our minds.',

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| 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 37 of 40

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|--------------------------------------|------------------|
| Reference Number | 45996967 |
| Created Date | 05/03/2013 |
| Complaint Source | BBB AZ Phoenix |
| Originator Reference Number | 11260009529768 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBPHAZ-USER |
| Entered Date | 05/03/2013 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 05/03/2013 |
| 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 | SARATOGA SPRINGS |
| Consumer Address, State Code | UT |
| Consumer Address, State Name | Utah |
| 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 | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |

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| 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@venma.com |
| Company Website | http://www.venma.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 |

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| 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 | \$1999.00 |
| 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 contacted Vemma via a radio add to become an internet home based representative, April 26th 2013, was the start date. There was an upgrade fee of \$2,000 to become a 'Diamond' member and receive the highest bonus return. The next day I decided that the Program was not for me and cancelled, April 27th 2013. I received on Tuesday, April 30th, seven boxes of Vemma related product and my Visa credit card charged \$2,000. I have called Vemma on 6 different occasions to request to talk to someone about shipping the Vemma products back and crediting my Visa account. I called their customer service number 866-653-7069 and was told by the receptionist that a person from Vemma billing would contact me. 6 times and no contact whatsoever, phone or e-mail. --- Additional Comments: Common</p> |

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| | courtesy and professionalism. Vemma was very quick to take my money and pat their self on the back about what a great company they are, my experience has been anything but that. |
| 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. |



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| Record 33 of 40 | |
| Reference Number | 45409984 |
| Created Date | 04/01/2013 |
| Complaint Source | BBB AZ Phoenix |
| Originator Reference Number | 11260009485920 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBPHAZ-USER |
| Entered Date | 04/01/2013 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 04/01/2013 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Salutation | |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | HUNTINGTON STATION |
| Consumer Address, State Code | NY |
| Consumer Address, State Name | New York |
| 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 | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |

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| 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@venma.com |
| Company Website | http://www.venma.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 |

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|--|---|
| 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 | \$150.00 |
| 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>We had cancelled our auto-account with Vemma. They advertise that cancellation can be made at any time...risk free. They continue to send us their products and charge us. I returned the product, had to pay the \$40.00 shipping fee and they promised to reimburse us the \$150.00 owed to us. They claim that I would be reimbursed within 7-10 business days once they received the returned package. It has been 6 weeks and we still have not received the \$150 owed to us. They have since discontinued sending us products, but have yet to returned funds due to us. It seems to be a typical pyramid scheme! Thank you for your time. ---</p> <p>Additional Comments: I would like to be reimbursed for the full amount of \$150.00 due to us. Thank you</p> |
| Complaint Info CRA Dispute Flag | |

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| 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. |



Record 39 of 40

| | |
|--------------------------------------|-----------------|
| Reference Number | 46247524 |
| Created Date | 05/09/2013 |
| Complaint Source | BBB AZ Phoenix |
| Originator Reference Number | 11260009536666 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBPHAZ-USER |
| Entered Date | 05/09/2013 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 05/09/2013 |
| 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 | DIABLO |
| 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 | 925 |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |

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|---|-------------------------|
| 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 | |

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| 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 | \$500.00 |
| 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>Vemma has ignored our request for refund for unused product that was returned (documented received and signed for by UPS) within the allotted time to receive refund. I have been trying get my refund since July of 2012. (b)(6) - Vemma (b)(6) Return Information: -Sent to: Vemma Return Center-Tracking (b)(6) Sent 7/11/12 from UPS Alamo, CA-Received by Vemma on 7/13/11 at 1:06pm Signed for by: (b)(6) in Receiving --- Additional Comments: Refund back to credit card</p> |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |

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| 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. |



Record 36 of 40

| | |
|--------------------------------------|-----------------|
| Reference Number | 45996955 |
| Created Date | 03/12/2013 |
| Complaint Source | BBB AZ Phoenix |
| Originator Reference Number | 11260009460656 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBPHAZ-USER |
| Entered Date | 03/12/2013 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 03/12/2013 |
| 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 | HELENA |
| Consumer Address, State Code | MT |
| Consumer Address, State Name | Montana |
| 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 | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |

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| 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 | \$23.95 |
| 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>On or around 2/22/2013 I called vemma at this number 1-800-577-0777 to return a purchase I had made at the amount of 77.00. And when I called I told him that I wanted a full refund and I would not pay for shipping. And he said that would not be a problem. On 3/8/2013 I was only refunded 68.00. I called yesterday 3/11/2013 and know they are telling me they are not refunding me the full amount plus the shipping and handling. When I first called on 2/22 they should have told me what there policy is, the key word hear is communication and being honest with people. --- Additional Comments: I want my full refund and the 14.95 for shipping, like he said, it would not be a problem getting a refund for the shipping.</p> |
| Complaint Info CRA Dispute Flag | |

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| 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 21 of 40

| | |
|--------------------------------------|-----------------|
| Reference Number | 43656597 |
| Created Date | 12/19/2012 |
| Complaint Source | BBB AZ Phoenix |
| Originator Reference Number | 11260009343591 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBPHAZ-USER |
| Entered Date | 12/19/2012 |
| Updated By | BBBPHAZ-USER |
| Updated Date | 03/07/2013 |
| Agency Contact | External Agency |
| Complaint Date | 12/19/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Salutation | |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | PITTSBURGH |
| 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 | 412 |
| 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 | |

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|---|-------------------------|
| 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@venma.com |
| Company Website | http://www.venma.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 | \$84.00 |
| 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 signed up as a brand partner for Veema within the last month. I had been shown a video promoting their 30-Day money back guarantee but yet when I went to return the product, the cost to ship it back was extremely expensive. So I assumed with the 30-Day money guarantee that it would be covered but then I find out it is not. This does not follow the clearly advertised full-refund within 30 days that I had seen.</p> <p>--- Additional Comments: I would like the full-refund that was advertised to me, including the shipping cost.</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.



Record 22 of 40

| | |
|--------------------------------------|-----------------|
| Reference Number | 43762196 |
| Created Date | 01/08/2013 |
| Complaint Source | BBB AZ Phoenix |
| Originator Reference Number | 11260009366798 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBPHAZ-USER |
| Entered Date | 01/08/2013 |
| Updated By | BBBPHAZ-USER |
| Updated Date | 03/07/2013 |
| Agency Contact | External Agency |
| Complaint Date | 01/08/2013 |
| 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 | ALLENDALE |
| Consumer Address, State Code | MI |
| Consumer Address, State Name | Michigan |
| 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 | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |

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| 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 | \$150.00 |
| 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 two(2) cases of Vemma's energy drink Verve in mid-October of 2012. Having never opened the package and contacting Vemma for an RMA service, I sent the product back to their headquarters postmarked November 5, 2012. It is now January 8, 2013 and after repeated emails to and from Vemma, and my bank (the issuer of the debit card used for the purchase) I have still not received my refund despite having followed the correct procedures fro return within the 30-day return policy. --- Additional Comments: I want nothing more than the money that is owed to me by Vemma, which totals \$150 USD including shipping.</p> |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |

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| 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. |



Record 17 of 40

| | |
|--------------------------------------|-----------------|
| Reference Number | 43009496 |
| Created Date | 11/02/2012 |
| Complaint Source | BBB AZ Phoenix |
| Originator Reference Number | 11260009282505 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBPHAZ-USER |
| Entered Date | 11/02/2012 |
| Updated By | BBBPHAZ-USER |
| Updated Date | 03/08/2013 |
| Agency Contact | External Agency |
| Complaint Date | 11/02/2012 |
| 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 | REDMOND |
| Consumer Address, State Code | WA |
| Consumer Address, State Name | Washington |
| 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 | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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| 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@venma.com |
| Company Website | http://www.venma.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 |

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| 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 | |
| | <p>Vemma says they have a 30 day money back guarantee. So I had been purchasing the product for a few months. I was running out of money so I decided to get a refund towards the end of my last order. I called and asked how to get a refund. They said all I had to do was send back a box with whatever product I had left and make sure to put what they called an 'RNA #' on it. They never told me a tracking number was needed. So I did just that. It was sent by USPS and was sent as priority mail, meaning it should have arrived in about 3 business days. I waited a week before calling and asking if they had received it, they said no. I called multiple times over the next month and a half or so and they said in order to figure out if my package was received they needed a tracking number. I don't know what happened to my</p> |

Complaint Info Comments

receipt i got from sending the package back but apparently it had my tracking number on it. The USPS said they don't keep records of purchases or anything like that. When I told them i didn't have a tracking number they said that it was probably in their warehouse and that they would look for it. I waited a week before calling back and they said that they would look in their warehouse, in other words they didn't look the first time they said they would. Then I called a third time and got the same answer. I finally got a call back about 2 days later and they said 'It wasn't there.' I have called both post offices from where I sent the package and from where it was received, I have even contacted the Mail recovery center in Georgia and all of these places say that the package was sent to Vemma, and if it wasn't then it would have been sent back to me because it had a return address on it. So I know they received it. I think that Vemma is trying to take advantage of me because I don't have my tracking number, which they never said I needed in the first place. --- Additional Comments: The purchase was worth around \$600 dollars, and considering the refund is a full refund that is what I intend to get back

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| 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 | ADMINISTRATIVELY CLOSED. The response from the business addresses the complaint to the BBB's satisfaction. |

Record 15 of 40

| | |
|--------------------------------------|-----------------|
| Reference Number | 42667462 |
| Created Date | 12/11/2012 |
| Complaint Source | BBB AZ Phoenix |
| Originator Reference Number | 11260009333107 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBPHAZ-USER |
| Entered Date | 12/11/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 12/11/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Salutation | |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | SCOTTSDALE |
| Consumer Address, State Code | AZ |
| Consumer Address, State Name | Arizona |
| 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 | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |

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| 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 |

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| 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 | \$500.00 |
| 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>Regarding acct (b)(6) Vemma took payment of \$644 in July 2012 for product I did not receive. Vemma released the product I ordered to another Representative of the Co. who facilitated the sale and gave me the option to store it at the North scottsdale store until I could pick it up. I was to be fully refunded the rest of the \$500 when/ if I returned product but I never had the product in the first place and therefore couldnot myself return that which I did not have. I have been unsuccessful in getting reimbursement from the person Vemma released my product to (b)(6) who said I could store it at the store until I could pick it up despite his many promises to do so. Vemma reimbursed \$144 to date but has not responded to my many calls for help in this matter other than to take my complaint</p> |

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| | over the phone and refer me to Michelle collins(SP?) an individual who I have just learned is in the legal dept for the Co. She has been given my correct phone contact but has not called back. I have asked Vemma for the full refund of my \$500 in my phone complaints over past 3 weeks without success to date. --- Additional Comments: Vemma will immediately refund the remaining \$500 they took from me and hold the individual they released the product to liable for paying them for the product they gave him.' |
| 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 9 of 40

| | |
|--------------------------------------|-----------------|
| Reference Number | 40655634 |
| Created Date | 01/12/2012 |
| Complaint Source | BBB AZ Phoenix |
| Originator Reference Number | 11260008874928 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBPHAZ-USER |
| Entered Date | 01/12/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 01/12/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Salutation | |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | DENVER |
| Consumer Address, State Code | CO |
| Consumer Address, State Name | Colorado |
| 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 | 303 |
| 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 | |

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| 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@venma.com |
| Company Website | http://www.venma.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 |

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| 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 | I was sold four cases of their Vemma PM product. They then pulled it from the market as unsafe, and refused to take the product back. They said they were going to bring out a new reformulation. That has never happened. I was forced to throw out \$300 worth of product. --- Additional Comments: A total and full refund of my money. ' |
| 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. |