

Counties of Los Angeles, Santa Clara, San Benito, Santa Cruz, and Monterey

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BBB BUSINESS REVIEW

What is a BBB Business Review?

BBB ACCREDITED BUSINESS SINCE 02/15/2008

Wen Hair Care

(800) 964-1892

3340 Ocean Park Blvd, Santa Monica, CA 90405-3204

www.wenhaircare.com

[View Additional Web Addresses](#)



On a scale of **A+** to **F**
Reason for Rating
BBB Ratings System
Overview

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

Description

This business offers hair care products.

BBB Accreditation

A BBB Accredited Business since 02/15/2008

BBB has determined that Wen Hair Care meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses pay a fee for accreditation review/monitoring and for support of BBB services to the public.

BBB accreditation does not mean that the business' products or services have been evaluated or endorsed by BBB, or that BBB has made a determination as to the business' product quality or competency in performing services.

Reason for Rating

BBB rating is based on 13 factors. Get the details about the factors considered.

Factors that *raised* Wen Hair Care's rating include:

- Length of time business has been operating.
- Complaint volume filed with BBB for business of this size.
- Response to 556 complaint(s) filed against business.
- Resolution of complaint(s) filed against business.

Customer Complaints Summary

[Read complaint details](#)

556 complaints closed with BBB in last 3 years | 278 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	76
Billing / Collection Issues	299
Delivery Issues	18
Guarantee / Warranty Issues	2

Problems with Product / Service	161
Total Closed Complaints	556

Customer Reviews Summary

[Read customer reviews](#)

0 Customer Reviews Customer Reviews on Wen Hair Care	
Customer Experience	Total Customer Reviews
Positive Experience	
Neutral Experience	
Negative Experience	
Total Customer Reviews	0 Customer Reviews

Government Actions

BBB knows of no government actions involving the marketplace conduct of Wen Hair Care.

What government actions does BBB report on?

Advertising Review

BBB has nothing to report concerning Wen Hair Care's advertising at this time.

What is BBB Advertising Review?

Additional Information

Business started: 01/01/1988

Type of Entity

Limited Liability Corporation

Business Management

Principal: Christine Dunn (Manager of Consumer Affairs)

Contact Information

Number of Employees

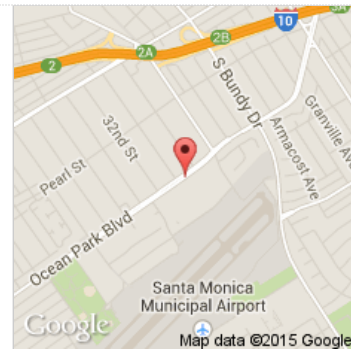
425

Business Category

Television Home Shopping, Internet Shopping, General Merchandise
- Retail

Alternate Business Names

Chaz Dean, Wen, Wen By Chaz Dean, Wenhaircare by Guthy-Renker



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

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

BBB Business Reviews generally cover a three-year reporting period. BBB Business Reviews are subject to change at any time.

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