

<b>Complaint Info Comments</b>
(Product Name: unable to unsubscribe from emails) I joined Nutrisystem briefly in August. However, when the package arrived, most of my order had been substituted for items I specifically did not request or order. I cancelled my subscription immediately, which was a nightmare in itself. Since that time, I have been bombarded with emails. I unsubscribed at least 10 times without luck, but I did not keep copies of the emails. Recently, I began keeping copies of the emails. I unsubscribed on 12/11/07, 12/17/07, 12/28/07, and twice on 12/31/07. Their materials state that it takes 24-48 hours for the unsubscribe to take effect. Clearly they are ignoring that policy. My spam blocker has not been able to catch all the emails because they use a different email address everytime. This is harrasment at this point.
<b>Billing or Collection Issues</b>
(Product Name: Weight Loss Program Emails) I have unsubscribed from their mailing list five times and continue to get emails sent to me. This is a violation, isn't it?
<b>Delivery Issues</b>
(Product Name: Website security) I am a member of the NutriSystem community. On Tuesday, May 27, 2008 my blog on this community was accessed by a third party and edited to include malicious, slanderous content. This was reported to the company, including screen captures of the content. This also happened to at least 8 other members of the community. The response was to assure everyone that their website was secure and that this had not, in fact, happened. When we continued to push the issue, we were banned and warning emails were sent to all of us, threatening legal action. In the meantime, sometime in the last 12 hours, my blog was accessed and changed again in a malicious way. This is inspite of changing my username and password, as they had suggested. They continue to deny that anything untoward is happening. I am seeking the appropriate avenues to have this matter investigated and the person responsible prosecuted. The person who accessed my account had access to all of my personal information and who knows what else. I feel this is a very serious issue and a definite violation of my rights and privacy.
(Product Name: NutriSystem email) I used to be a nutrisystem subscriber. I cancelled my membership over a year ago. I have been trying to unsubscribe to their emails and nothing works. I click the unsubscribe and that does not work. I have sent emails to customer service asking to have my name removed from their contact list and that does not work. I'm tired of getting their unwanted emails.
This is my eight or ninth complaint. I am beginning to believe that taking the time to file is simply a waste of time.
I have unsubsided from their emails over 10 times in the last 6 months. Two months ago I also sent emails to their customer service email asking them to remove me from their mailing list as well. I'm still receiving their emails and I would like them to stop. Isn't there some sort of fine for this behavior? Thanks.. PS9000: Weight-loss

I was initially interested in the company and inquired on-line. After my interest faded I continued to receive e-mails. I've gone through the un-subscribe link to uncheck all of the boxes and that will stop the unwanted e-mail so it says on the site. I keep going to the un-subscribe link and there are not any boxes checked for me but I continue to receive the e-mails. I called customer service and was told to call another number and still I cannot opt out of the e-mails. I have even sent an e-mail and I still get un-wanted e-mails. Please make them stop immediately. Don't they have to pay a fine for continuing to send unwanted emails after they have been asked to stop?

Asked company via phone and email over a dozen times to cease sending me emails. They continue to send me emails that I don't wish to receive no matter how many times I complain.. PS9000: Diet Site - Nutrisystems

Nutrisystem is running a series of commercials that is blatantly and materially misleading, stating that persons on its diet can get a "deal" where they need only pay \$3 per "meal" to go on the diet. The commercial asks something to the effect of, "Tired of the rising prices of groceries?" The problem is that Nutrisystem does not provide all the food necessary to adhere to its diet "program." Instead, persons on the diet must go to grocery stores, tired of them or not, and purchase additional food. This can substantially add to the price of each "meal," well beyond \$3 per "meal." By way of example, someone eating lunch on the program would need to supplement the Nutrisystem entree with a salad, fat free dressing, a dairy or protein serving (e.g., milk or tuna), and a carbohydrate serving (e.g., bread or crackers). The diet requires the dieter to add fruit, dairy, bread, salad, vegetables, and other items throughout the day. A person responding to this Nutrisystem ad will be seriously misled.. PS9000: Diet ProgramUPDATE:09/02/2008 Base on comments correction made for Product Service Code Ifavela

2008. In April of 2008 (I am unsure of the exact date and have been banned from the NutriSystem discussion boards so am unable to check), a member with acknowledged mental illness took exception to a recipe I posted and began a campaign of negative comments. Eventually, this member (TCBrown is her NutriSystem username, she is Theresa C Brown from KY) created so much distress on one of the threads that she was asked to refrain from posting to that thread. Repeated reports of her abuse to the moderators had no effect. This past week, on Tuesday, May 27, 2008, a number of us that had disagreed or questioned Ms. Brown on the boards had our NutriSystem accounts "broken" into and vicious, malicious, and slanderous information posted on our personal NutriSystem pages and/or blogs. This was immediately reported to the moderators, the web team, community support, and at least one executive at NutriSystem, to no avail. When these incidents were brought up on the discussion boards, the moderators maintained that their website was secure, no hacking had occurred, and no password violations had occurred. When we continued to question this and ask for an explanation for the malicious content on our pages, several of us were banned from using the discussion forum. In my particular case, a blog entry that I had made on Saturday, May 24, talking about my success on the NutriSystem program was edited to say the following: The journey continues...UPWARD I can't believe that it's almost the end of May already. The nearly three months since I joined NS have just sped by. I've made some truly strange friends here and I truly think that kind of support and community really helps to keep me obese. I was convinced that I wouldn't gain this week, due to my constant cheating and stuffing of my fat face (have you seen the size of my NECK!) so I'm thrilled to report that the scale showed a 6 pound gain this week. Whoo-hoo! FABULOUS!!! I had set myself a 30 lb. mini-goal for June 15, when my family is gathering for a reunion. With only a few weeks to go and a little more than 6 pounds to go to get there, I don't know if I'll make it.. As long as that scale keeps trucking in the upward direction, that's all I ask! The continued failure I'm having on NS has also made it easy for me to overeat. When I first started, I thought to myself that I'd stick to plan, but now, I'm

the NutriSystem website during the week of May 27, 2008. I am one of several people involved in being attacked by TCBrown (Theresa C Brown from KY). Attached you will find copies of the three blogs TCBrown wrote on my NutriSystems page. In them she makes reference to guns and knives; mentions that I am afraid to leave my home for fear that the boogie man or something worse will get me (which I take to be meaning herself); she mentions my 17 year-old son (she mistakenly refers to him as 18 years old); she calls me a whore; and she puts up a fake petition for people to sign regarding Robin Thompson (another NutriSystem member who is also having difficulties with TCBrown) being banned from the NutriSystem site. All of this was done in a public forum. This is malicious and slanderous and I hold NutriSystem completely responsible for allowing TCBrown access to my personal page. I called Customer Services after the first vicious incident and was told to change my password (which I did), but TCBrown gained access to my account not only one but two additional times there after. TCBrown has admitted in past posts that she suffers from personality disorders. I consider TCBrown a very dangerous person and I take her threat to myself and my family very serious. Additionally, she had access to my email on my NutriSystem page. This is not the first time we have had difficulties with TCBrown. In the past she has been combative and abusive to other members on the threads and has been asked to leave the threads. When she would not comply with those requests, she was reported for her abuse to the Moderators at NutriSystem numerous times but our request to have something done about her aggressive behavior was ignored each and every time. Since she was in my personal page on the NutriSystem site, she has my home address, my phone number and my email. I not only worry that she will one day show up at my home, as she has mentioned on the threads that she feels like doing a little traveling, but I also worry that she will use my email address to post on undesirable websites including pornography and the like. Every time there was an instance where my page was hacked, I informed the Moderators and was told there is no problem with our site, it is secure. No one has hacked your account. When I persisted to tell them my account was indeed hacked, they threatened

The nutrisystem commercial volume goes up in volume 10 fold everytime and on every station! It gets so loud no matter who's house I am in. Cable, satellite etc I've heard others complain. There is complaints on the web about their commercials. I have nothing against them, but this practice to me seems illegal. Please check it out. Outragous!

Consumer states NutriSystem does not have a functioning unsubscribe feature. He has not had response from the company and the emails keep coming. Consumer is frustrated and wants to stop getting emails from NutriSystem.

I joined the NutriSystem diet program and cancelled my service with them shortly afterwards. They have continued to relentlessly send email solicitations to me, which I have "unsubscribed" to multiple times. Despite having unsubscribed, I continue to receive email messages from NutriSystem at the same email address that was removed from their list. I have also sent email to [feedback@nutrisystem.com](mailto:feedback@nutrisystem.com) asking to be removed from their list..

PS9000: Diet System



MAIL: The consumer's complaint was forwarded by The OCC. The consumer has a complaint against Nutrisystem. The consumer had made a payment arrangement to the company and provided a check number. The company stated they had a computer problem and couldn't process the consumer's check so they changed check numbers. The consumer told the company that they were not authorized to do so, and gave the company a new check #. The company then sent the first two checks to TRS Recovery Services for non payment. The consumer didn't provide a secondary #, email address or age range.
I cannot get this company to stop sending me emails even though I have clicked the "unsubscribe" link many many times.
Complaint Type: - Refund or Exchange Issues
I was a member of this program and cancelled my membership. For the past 8 months, I have received numerous emails regarding the program. I unsubscribed several times, contacted the company by phone, spoke with their customer service department and requested that they remove me from their email list twice. I continue to receive emails from this company. I blocked their email address and they continue to contact me by using their other email addresses. I want them to discontinue this practice immediately.. PS9000: Diet Program
Complaint Type: - Advertising Issues
I have been trying to &quot;unsubscribe&quot; from their emails for about 9 months but to no avail... I contacted them via email and threatened to complain to the FTC about them, and today I called them on the phone. I receive emails from them several times a week and have hit &quot;unsubscribe&quot; every time - their web site shows that my email address is not set to receive newsletters, etc., but I still get them.. PS9000: Nutrisystem Diet Other-Other Update
I have been receiving e-mail from this company almost everyday, even though I have repeatedly clicked on the link to unsubscribe and followed the procedures over the past month. I have contacted their technical support through their website and requested that the e-mails be stopped. They are still coming.. PS9000: Diet Company Other-Other Update
Complaint Type: - Refund or Exchange Issues
For years I purchased product through Nutrisystem. They offer a 10% (or 15% depending on how long you have been purchasing with them) off if you have them automatically ship you their product monthly. They also offer different promotional coupons such as \$10 or \$30 off your order if you promote their product.Originally they would process the order, take off the autoship discount, THEN take off the coupons. Last year they changed it so they took off the coupons first, then took the % off. This in effect raised our price because it discounted the promotional coupons.To me this didn't seem right nor legal since they are in effect changing the stated price of their promotional coupons. originally giving you \$10 off, but then changing it to \$9 (or \$8.50 if you have been with them long enough)When I go into my local grocery store, and they advertise that a product is 25% off and I have a coupon, the coupon is not also discounted.. Is this just something the public has to live with, or is this illegal?

Although I purchased their product and used their product for about 6 months, I have been harassed by this company even after I have called the Customer Service number and asked 6 different times over 12 months period to be taken off their contact list. Each time I was guaranteed that my name, phone number and address was removed. Within 30 days, phone calls and emails start again. I have even contacted the executive offices.. PS9000:

NutriSystem - Diet Other-Other Update

I requested a one month service from Nutrisystem last summer, around June, 2008. Thereafter I continued to receive emails from them, and in response to nearly all of those emails over the next several months, I "unsubscribed". Since the fall, I have probably attempted to unsubscribe 5 or 6 times, the last time of which was today.

this regards an existing complaint, # (b)(6). (I did not see where there was a link to follow up or provide additional information on an existing complaint). Today I received another email from Nutrisystem, from which I have unsubscribed at least a half-dozen times now., the latest of which was just last week. It did let me link to show what I had marked as my email preferences, and all were blank. I also saw that the email address was customersevice@e.nutrisystem.com, (with an "e." at the beginning), as opposed to nutrisystem.com. Also, and to clarify, the "first contact" listed above was a guestimate. Please see my first communication on this matter for more information.

Complaint Type: - Advertising Issues

MAIL: The consumer has written to file a complaint against Nutrisystem. The consumer states that that there was an order made and states that the he then decided that he did not want the product and attempted to return the order. The consumer reports that he has sent the company 4 letters but has been unable to resolve the problem. No phone # or email was provided.

I have tried to unsubscribe for months from their junk email..they have a system that is confusing to use and in the latest call to them i am told that even though their responses to me in the past have said that i will be unsubscribed in 24-48 hours, it will now take 6 to 8 weeks!. PS9000: nutrition Other-Other Update

I was contacted by Nutrisystem by email that it intended to ship an order of meals to me. I immediately contacted the company by email and advised them that I wished to cancel my order and requested that they not ship any meals to me. Nutrisystem acknowledged my "stop order" and indicated the order was still in their warehouse and they would stop the order. They also indicated that if they were not able to stop the order in their warehouse, they would contact the shipper (UPS) and stop the delivery of the order. Notwithstanding the above, Nutrisystem delivered the package of meals to my house. I contacted Nutrisystem and inquired why they delivered the meals to me and charged my Master card credit card \$329.95 despite my request to cancel my order. Nutrisystem responded that there was nothing they could do and that I would have to pay UPS (approx. \$55) to return the package of meals to them. I believe Nutrisystem is engaged in unfair business practices and deliberately ships out meals to customers notwithstanding their cancellations with the hope that customers will agree to accept the shipment and pay the fee for the meals.. PS9000: Nutrisystem Other-Other Update

I cannot "unsubscribe" from their emails. I have done what was instructed of me numerous times. Their website to "unsubscribe" is obviously fake.. PS9000: NutriSystems Other-Other Update

I contacted this company 3/10/09 to cancel my "auto-delivery" program. I was told that my account was canceled and no further activity would take place. On 5/9/09 company drafted \$274.00 out of my account for another order. When I called then 5/10/09 i was told that I must call back at 8am est. 5/11/09. I then called back at that time, and was told that the rep. I spoke with in March didn't cancel my order, just delayed it, and even though I had followed their procedures for cancellation exactly, that they wouldn't reverse the transaction, let alone cover the overdraft fees from this transaction or other transactions that would bounce because of this incident.. PS9000: Mail Order Diet Food Other-Other Update

Consumer states tha nutrisystem has guest speakers that state they provide everything you need to eat, but when you actually get the food the meal plan indicates that you will need to purchase some of the ingredients yourself. Consumer states that Nutrisystem also states it is cheaper to use their plan than buy your own food, but consumer states it is twice as expensive.

Complaint Type: - Billing or Collection Issues

I tried the Nutrisystem diet plan and used the diet for two month. I lost the weight I intended and I cancelled the auto-delivery plan. Then, while checking my on line banking, I noticed a debit of \$299.95 in early September by Nutrisystem. I immediately called to cancel the order and to ask for a refund. I had to refuse their delivery and I was told I would receive my refund once the returned food was received by the company. My bank, Union Bank had me cancel my debit card so Nutrisystem could not continue this deceptive practice. This morning, while checking my bank account, I did receive a credit from Nutrisystem, but for only \$247.67.I called Nutrisystem, and they said that would be the full credit! Not only did I cancel the auto-delivery program, and my credit/debit card, but I lost \$52.28 for something which I never ordered. This is deceptive practice, which should not be permitted to go on.. PS9000: Nutrisystem food delivery Other-Other Update

ICCC Ref #:(b)(6). Nutrisystem Package \$457.00 purchased 27 Sep 07 via bill me later with a Master card and mailed to 230 Chevalier Fld. Ave. Pensacola, Florida. I received a call from a collection agency called "Tate & Carolyn" Mrs. Jena Gold 1-800-355-0333. The collection agency has assigned me an acct number (b)(6). I'm a retired US Navy sailor. I retired 30 Apr 09. I was stationed in Pensacola from Jul 02 until Feb 06. Then i transfered to USS ESSEX LHD-2 homeport Sasebo, Japan from Feb 06 until 30 Apr 09, when i retired. I never ordered anything like this and i was never there when it got delivered. The Master card used to order this was never a card that owned the number is (b)(6), i don't know what bank it belongs to or how many times it has been used. i have no way of looking into this.

As a former customer, I discontinued my association with Nutrisystem in 2007. Since then I have "Opted Out" to NOT receive any Email from Nutrisystem at least 4 times. I still periodically receive Email solicitations from them. I have requested by phone and by Email and by using the "Opt Out" link provided - yet - Nutrisystem continues to Email unsolicited offers to return to their program. Please prosecute them to the fullest extent allowed as I am certain hundreds, if not thousands, of former customers go through the same ordeal.. PS9000: Weight Loss Other-Other Update
Nutrisystem falsely claims on their Website and in their promotional mailings that they have "The only pre-packaged vegetarian diet program available",. that is untrue as our company and others have vegetarian diet program.. PS9000: diet food company Other-Other Update
Consumer called to report that she is getting spam from this company every day and sometimes several times per day. Consumer has tried to unenroll but the unenroll button does not work.
I am wondering about the availability of the clinical trials the are mentioned in the advertising for Nutrisystem. I have requested the trials from nutrisystem and was told they are not released. If they mentioned them in advertising, are they not required to be available for review? If so, where could i access these trials? I am working on a graduate level project for a master's degree. My issue is more a question than a complaint.. PS9000: advertising of weight loss system Other-Other Update
I have filled out and forwarded opt out forms from nutrisystem at least a dozen separate occasions yet they have not stopped bombarding me with their emails. I have copies of of some of the opt out transmissions I have made to their web site. What recourse do I have under the Can-Spam act to stop this floor of spam?
I was a customer of Nutrisystem for 1 month, from July 2009- August 2009, when I cancelled my subscription. At that time I also attempted to unsubscribe from their mailing list by clicking the unsubscribe link on their emails and de-selecting the "newsletters" they were sending. The emails just keep coming. I have tried to unsubscribe 7 times now with no luck- their opt-out simply does not work. A marketing email that doesn't provide a (legitimate) ability to opt-out is spam, plain and simple.. PS9000: Weight Loss Other-Other Update
I have been trying for almost a year to stop Nutrisystem from sending emails to me. I have used the "unsubscribe" feature on the website numerous times and it shows that I have selected to not receive emails but I still get emails - I have received 4 this week. I have sent emails to customer service asking to be removed from the email list but I didn't hear back nor did I get unsubscribed. I am extremely frustrated that my inbox is repeatedly cluttered with unwanted emails from Nutrisystem and that my requests to be removed from the mailing list are constantly ignored. Thank you for your help.



Nutrisystem keeps sending me SPAM e-mail messages. I have used the UNSUBSCRIBE feature they offer 4 times and also have written to them 3 times to their customer complaint mail box address. However, I keep getting a constant barrage of e-mail messages from them. I would appreciate any assistance you can provide in having them stop sending mail to (b)(6).. PS9000: Weight Loss Other-Other Update

At one time I had subscribed to be on their mailing list. Over the period of the last year I've attempted to use their opt out link to unsubscribe, receive a confirmation that my request has been received and it may take a period of time before my email address has been removed. It never gets removed and I continue to receive emails from this company. Other-Other Update

Complaint Type: - Refund or Exchange Issues

NutriSystem advertised a "Men's Silver" Meal Plan on its website as the best price since 2004. On its second screen following clicking the order here button, it stated "New Roll Back Pricing" in big bold letters. No where on the face of the website did it state they would sock you with an additional \$52.28 if you did not order again the following month. NutriSystem automatically deducted the \$52.28 without permission when the order was canceled the following month. This is a classic bait and switch. They should have made that clear from the very beginning rather than snatch money out from senior citizens bank accounts. This is a deceptive business practice. NutriSystem should be forced to clean up their website so that there are no hidden fees. They should also be forced to pay back the \$52.28 they took without my consent. Please help me with this problem. Thank you in advance for your attention to deceptive trade practice.. PS9000: Bait and Switch / Deceptive Trade Practice Other-Other Update

Nutrisystem, Inc. made two fraudulent charges to my CC on the same day. I did not place an order -- not one. In fact, when I received notification of an order having been placed on my card, I contacted Nutrisystem immediately to cancel it and get my information off of their system. The representative assured me it was taken care of. The next day (Tue 0607) I discovered that they had billed my card TWICE within 12 hours, and then yesterday received a shipping confirmation. In spite of more than two dozen contacts via email and telephone, their "customer service" failed to resolve anything. I had to cancel my Discover Card and request a new card. I've filed complaints with the BBB, RipOff Report, Nutrisystem, and Discover Card, but cannot get as much as an apology from Nutrisystem, Inc.



Ordered Nutrisystem and cancelled within the 30-day window because food was yuck. Only ate 12 items out of 107 total items. Nutrisystem billed for 249.95 and 299.95. Disputed through Credit Card bank within 60 days for total charges. Nutrisystem gave credits for 247.67/249.95 and 247.67/295.95. Bank absorbed 53.56 loss. On 6/11/2010 all settled with Nutrisystem, Credit card bank, and me. HOWEVER-On 06/15/2010 Nutrisystem rebills my Credit card for 247.67 for the first original charge. On 6/16/2010 in three way phone call with Nutrisystem, Credit card bank/dispute personnel, and me, Nutrisystem says I was rebilled because "We are now out of the 60-day dispute window, so now you have to pay us. You can't dispute this-haha" Credit card bank/dispute personnel agrees with Nutrisystem since this is a re-bill of the first original charge and not a new charge. Where did my credit card protection go and how can Nutrisystem weasel its' self this way? Furthermore, I expect the 299.95 second original charge will also be rebilled when its 60 days of dispute are up. The Credit card bank/dispute says "This is between you and Nutrisystem." They refuse to further get involved and say I now owe them (CCbank) for the rebill(s) on my account from Nutrisystem. Where did my credit card protection go and how can Nutrisystem weasel its' self this way?. PS9000: Nutrisystem rebilling on charges already credited through Credit Card disputes Other-Other Update

I've opted out of this companies email multiple times. I've waited the number of weeks they said it would take to process my email selections. However, they are still spamming me. Other-Other Update

They advertise 1 month free food after initial purchase of 1st month on autoship program with free shipping on men's basic meal plan. I canceled the program after first month, did not receive the second month, and now they are charging me for the "Free Shipping" on my first order and 10% of another month's order even though advertised as free with implied claim "Satisfaction Guaranteed." I'm not satisfied, their CSR Lisa informed me they would not cancel my order until they secured another \$ 55.00 from me! Their web page is purposely misleading and the implied terms of shipping and 10% are hidden in a scroll box that has different wording at top of claim.

Nutrisystem advertised in several publications that they would provide three free weeks of food if the customer signed up for the plan. The first week of food should have been shipped in the first product shipment. This free week of food was not provided as promised. Additionally their website is very misleading in that if the customer purchases a Select product, then the intial offer of three weeks of food does not apply. Blatant misrepresentations in both print media and on their website.

i ordered one month supply and they sent another batch without my asking charging my credit card

and in the footnotes on the same page, it says: "...and free shipping to Continental U.S. only..." I live in Alaska. Which is physically connected to the same continent as the rest of the United States. We are, by definition, part of the "continental" united states. Therefore, we should be entitled to free shipping according to the website advertisement. However, when I initiated a chat with the nutrisystem.com staff, I was told that there would be a \$49.99 shipping fee. I did not pay the fee. I just want them to honor their advertisement.

TEXT OF ONLINE CHAT SESSION WITH

NUTRISYSTEMS: Thank you for choosing Nutrisystem. A specialist will be with you shortly. You are now chatting with Vernon. Vernon: Hello. I am a Nutrisystem product specialist who specializes in helping customers online. How may I assist you today? Cath: Hi there, Im looking for shipping cost for a 4 week autodelivery to zip code 99504 Vernon: Hi Cath! I would be glad to share the information with you Vernon: One moment please while I search for that information. Vernon: The shipping charges would be \$49.99 for Alaska region orders and you would get the regular plan. Cath: Regular plan? Vernon: The Select plan is not available at your location. Cath: Gotcha. What about the free shipping offer? Vernon: I understand your concern however, the shipping would be additional \$49.99 for you as due to your location. Cath: That means the website is falsely advertising. It says "continental united states." We are part of the same continent as the rest of the united states. Cath: Is there anyone to report this to? Cath: It seems it would be under the auspices of the FCC? Vernon: Does you region come in the Alaska zone? Cath: Yes. But if you look at a map, Alaska is physically connected to the same continent as the rest of the united states. Theres only one state thats not connected - thats the islands of Hawaii. Vernon: I understand your concern however, I would recommend you have a words with our customer care department in this regard to get the exact information. Vernon: Please call 1-800-435-4074 to contact our call center. They are available between Monday to Friday, 7AM - 12AM EST and Saturday to Sunday, 9AM - 5PM EST. Cath: Thanks. Ill just report it to the FCC and they can take it from there. I appreciate your assistance. Vernon: Youre welcome! Vernon: Do you have any

--- Oregon DOJ comments: Voluntarily Resolved --- Consumer description: Collected or attempted to collect for goods or services the complainant never ordered --- Case closed --- Case closed date: 2010-01-07 00:00

--- Oregon DOJ comments: Insufficient evidence to prove violation of law --- Consumer description: False or misleading description of quality, quantity, or nature of goods or services --- Case closed --- Case closed date: 2010-04-05 00:00

Ad today at 0800 for \$2meal on cable channel TNT. WEnt to web site and its listed for \$3meal.

money back guarantee. Both reps told that I would and I did not place an order for myself and my husband on 12/30/10 and received part of the order a little over a week later. However, the order was received at two different addresses because we used my father-in-law's bill me later account. Since we did not know the order was there and they were not home we did not receive it for a couple of days. Then we waited for the rest of the order to arrive prior to using the product. My husband said the food tasted stale so I called Nutrisystem a couple of days after we received the full order. The rep that I spoke with did not speak English well and they stated the food should not be stale so I had no reason to send the order back. I had to basically argue with her to allow me to take advantage of their satisfaction guarantee. She finally gave me the information to return the order and never instructed me to put the orders in two separate boxes. I also specifically asked if I would be receiving all funds back for the order and she said yes. I called back a couple of weeks later to inquire about my refund and the rep said that they had received my order and would go ahead and process the refund. I asked why the refund was not processed when the order was received and she did not know why. I again asked if I would receive the full refund and she said yes. After about a week I received an email that said I was only getting \$170 something back from a \$600 order. So I called Nutrisystem again and the rep said that I was not within the money back guarantee and that I had only sent \$170 some dollars worth of food back. I told her I had sent all food back besides the frozen food which could not be sent back. She basically told me I was out of luck so I asked for a supervisor who told me that the notes on my shipment did not say how much food that I sent back and that I was supposed to send each order separately. When I questioned how they could not know how much food I sent back she said that I needed to send in my shipping receipt which I had thrown away due to confirmation of the package being received by Nutrisystem. I also told the supervisor that I had not been informed of the two shipments and she was rude and told me I should have. I ended the call by agreeing to getting shipping receipt and requested a call back by management and not a supervisor. I called my local UPS and they were not able to get my

Please look into the company not issuing credit to consumers who return food via USPS parcel post. Despite repeated contacts, every single person says, "parcel post has no tracking numbers so you have no proof of having sent this package". No, "your credit card receipt for the post office has no proof that we received your package". "We have no record of having logged these boxes in". Well, I sent two separate boxes parcel post because it was cheaper, and they tell me they received nothing from me. I'm out \$519.90, and all they can say is, "You should have sent it UPS so there would be tracking numbers or put insurance on the package so you'd have proof of sending it." I say that I think Nutrisystem is using unfair business practice, and that in 60+ years the post office has never lost a package of mine, and now Nutrisystem says the post office just happened to lose both of the packages that I sent to Nutrisystem. This is just too fishy to me to be fair practice, especially when 6 different people tell me exactly the same line. They need to be accountable and correctly issue credit for returns.. PS9000: Nutrisystem not issuing credit for returned merchandise Other-Other Update

Nutrisystem is operating a Bait and Switch program. They advertise 4 "meals" per day and send 4 small entrees with information for the consumer to purchase many additional items to complete each meal. Also, they send some products that say "meat" when in fact it contains TVP and no meat (Swedish Meatballs, Lasagna with meat sauce. This is false advertising using the bait and switch tactic. I would like a full refund for my wife and myself. PS9000: Food Company Other-Other Update

I tried a month of NutriSystem. I did not like it. I attempted to cancel my order. They began calling me trying to process another months order. Every time they call, the phone disconnects immediately. I kept telling them that I dont want their product. They call me multiple times a day, every day now. If you try to call the number back, its always busy. I got online and changed my phone number in an attempt to keep them from calling me. They just keep on calling me, hanging up. I dont know why they are wasting their time except as a sadistic attempt to terrorize me. They wont get another dime of my money for their crummy diet food. Please make them stop calling me. Other-Other Update

My daughter ordered the product and gave my debit card, merchandise was returned and received by them. I made her cancel the account. My bank had reversed the charges as I did not make the order and she is not on my account. Nov 2010 Nutrisystem disputed the return and on 482011 the bank gave them back the money without contacting me (HSBC) I have tried since then to retrieve my money it is now 5132011. My last contact was on 552011 @ 12:13pm a Maryann handle the call on the 1-800-535-5483 line and gave me a tracking # (b)(6) she told me it would take 3-5 business days to receive my refund. I have not been credited yet. Other-Other Update

I prepared one of their lasagna meals and coughed up a 1inch by 1inch aprox. piece of cardboard that was within the layers of the lasagna. I called Nutrisystem and the customer service individual said all they could do is a \$100.00 discount coupon. I was transferred to another individual that said quality control will be in touch with me. It has been over 2 weeks and o one from quality control has reached me. <br /><br />Today I called to get the \$100.00 coupon and the customer service person told me \$50.00 is what is written in the notes. I was transferred many times. Finally someone tried to tell me that the discounts I am receiving within the cost of the product is over \$100.00. I tried to explain that the discounts that everyone receives within the normal cost of the product should not include a discount when one finds packaging material in food and has to cough it up. <br /><br />I would like to receive a fair and equitable discount for what has happened. I don't believe that a mere \$100.00 is worth the error in packaging, however when one offers \$100.00 and only writes down \$50.00 and then a customer service individual tries to tell me that I am already getting the same discount that every customer is getting and that should be good enough, is not fair. <br /><br />I am not looking to sue, I am looking to get what is right and the more people I talk to within Nutrisystem changes the story from the customer service individuals. <br /><br /> --- Additional Comments: discount coupons for the product problem and for the problems I am having with customer service. '



I started Nutrisystem weight loss program about 1 1/2 weeks ago. Before I placed my order for all the foods I examined all the ingredients in their products as I have an allergy to nuts. I placed my order put down Apple Granola bars, Cinnamon Bun Bars, Apple Strudel Bars. According to the web site ingredients there were no nuts in these products. When I received these products and was about to eat one of the bars I reread the ingredients on the package. All of the bars that I have purchased had nuts. If I did not reread this package this could have caused me to go into severe respiratory distress. I called the company all I was told by the first person was that people with nut allergy can not 'do' Nutrisystem. When I asked where the disclosure was in their ads, she transferred me to another operator. This person after explaining the same thing also stated that nut allergy people can not be on this weight loss program. I informed him that if this is true why is it not on the TV commercials or on their web site as these are the places people get their information about the program. He transferred me to customer service. She offered to return the bars and give me 9 different items to replace those I could not eat. She transferred me over to their dietitian. Her solution was to cancel my order, refund my money and told me to throw out the rest of the food. She said she will bring up my concerns with her manager. I feel Nutrisystem is putting the public in serious danger with their false advertisement. Their errors can cause a person to be sent to an emergency room, hospitalized or even die if the reaction is severe. As a nurse, a consumer and a person with this allergy I would like to see Nutrisystem accountable for these errors. I have downloaded the information (ingredients) regarding these bars from the web site and also have the bars with the manufacturer's ingredients on the package for your review. I hope you will be able to prevent this company from causing serious harm to the public. ---  
Additional Comments: Have nutrisystem accountable for their serious errors before someone dies on their program due to a severe food allergy.'



I purchased the Nutrisystem food program for several months to help me achieve my weight loss goals. Once i had achieved mt desired result, i cancelled my program. On the same phone call they(nutrisystem) offered me a maintainence guide and pedometer to, in their words, help keep me on track to keeping the weight off. I accepted their offer for the kit which was supposd to invlude a pedometer. 2 weeks later i recieved an envelope in the mail that included my reciept and a Gap 5 meal and activity planner, but no pedometer. This kit was a one time charge of 44.99 + 9.95 shipping for a total of 54.94. mind you they could have shipped this meal planner for the cost of maybe 2 stamps. Iam sure i paid for a pedometer and the shipping for one but when i called and informed them that i didnt get what i paid for and would just like a refund and an adress to send them back there activity planner, they of course transfered me 4 different times before i finnally got to the person who informed me that i would not recieve a refund for anything, even though i didnt get what i paid for and i would recieve a credit for an unknown amount to my account (which i cancelled) that was good for a year and thats the best they could do. I ask to speak to a supervisor and was denied. I informed them of my intent to contact the BBB and they replied wishes of luck and hang up the phone. Needless to say i'm extremely bothered by this and hope that some help from ya'll will just get my monry back. I puirchedes an item and did not recieve what i paid for- are they just allowed to take my money and give me a coupon for future use which i assure you after this incident is notin any of my future plans. <br /><br />Thank You<br /><br />Ed Howerton --- Additional Comments: I simply want my money returned to my credit card account'

We have done everything that is required to get our money back according to their return guarantee. We notified them within the first seven days, returned via UPS with the RMA number to the indicated address, and we were told that we would receive our refund within 4 to 5 weeks after that. That time has elapsed, and when I contacted them to inquire as to where my money was, I was told that I would have to supply them with the UPS tracking number, and since we have a UPS account it was not a problem. When I called to supply that information I was sent an email telling me that they would hand this off to the refund department within 48 hours to issue us a credit by the means which we had paid, and that it could be 2 billing cycles until I we see the credit returned. Well, my friends, two billing cycles is 60 days, and so I called them to tell them that that was unacceptable, and I was on hold for 28 minutes until my cell phone was out of minutes. It seems to me that they just want us to forget about the \$250.00, and maybe after enough time has elapsed we will forget. I want to make the point that no where on the site where it addresses returns and refunds does it say to return the goods, and THEN call in with the tracking number before they will initiate a credit. We have done everything that we can, and that is why I am contacting the better business bureau, and the State's Attorney General who I will email next. The food was subpar at best, and the customer service is a big run around. I want my money back, NOW! At the time of this writing it has been seven weeks since I cancelled my order and returned my product: WHERE IS MY MONEY? --- Additional Comments: I want my money back on my card post haste.'

To: Better Business Bureau  
December 14th, 2010  
I entrusted my money and business with ?Nutrisystem?, with the knowledge that if I was not satisfied with their product I could get my money back and this is advertised on TV. I also was informed that I had one week free to try it and the first month was going to cost \$299.99. I received their product on the 13th of October 2010, and at my surprise it was suppose to be food for breakfast, lunch, dinner, and snack for one month and it all came in one box that, with food, weighted 23 lbs. I read that I add my own food to the food that they sent me, which is not the way I understood it. I called to see I needed do to send it back, and on October 18, 2010 I had my son, with the exact amount of money, to ship it back. When I called Nutrisystem for information on what I needed to do to return it, the information given to me was to write the confirmation # (b)(6) on the box and she also gave me a return #(b)(6) so if I needed to call and check in on it, I could give them this number. After I had it mailed on October 18th. Three weeks later I called to see if they had received it and the lady on the phone asked me for my conformation number from when I mailed it from the post office, when I inform her I didn?t have a confirmation number, she said there was nothing she could do for me, that she couldn?t reimburse without a confirmation number from the post office or that I?d have to wait until the Warehouse found it and scanned it in and she didn?t know how long it would take. I asked ?So there is a chance I may not get my money?? she agreed, followed by, if I even sent it. Furious I let her go. I waited another week and called back, by this time it?s been four weeks, and the post office had, it would only take 4-8 days to get there. I was told the same thing the second time I called and when I asked to talk to someone else, she said there was no one else.   
Thank you for your time  
Laura Sander  
--- Additional Comments: I just want my money returned. If they would have tried to get in touch with the warehouse to see if my return had gotten there or not than I would have not be so mad, but now I just want my money back. Don't want to pay \$299.95 for nothing.'

Used link from Aetna. Offer 'Receive 12% off the cost of the program plus any other discount offers available from Nutrisystem at the time you enroll.' I should of get 12% off in addition to any other discount (Aetna) and 3 Free Weeks of pantry food with Auto Delivery (Nutrisystem). Link used [http://www.nutrisystem.com/jsps\\_hmr/home/index.jsp?\\_requestid=77756](http://www.nutrisystem.com/jsps_hmr/home/index.jsp?_requestid=77756). In shopping bag I got my extra \$44.40 (12%) discount, but when I click on order button I didn't get my 12% discount and my first order didn't have my first week of food in it. When I contacted NS, I was told this offer doesn't apply to their Select Program. Their disclaimer didn't say offer not good on Select Program. 'Offer good on new 28-Day Auto-Delivery Programs only. Offer not valid on Flex Programs. One extra free week of ready to go food will be included with each of your first three consecutive 28-Day Auto-Delivery orders. Customization, free weeks and priority processing do not apply to fresh-frozen items. Free shipping Continental US only for ready to go 28 Day Auto-Delivery orders only. Shipping charges apply to the Select Program. With Auto-Delivery, you get a 10% discount off the regular 28-Day program price when you remain on the program for at least 2 consecutive 28-Day program deliveries. With Auto-Delivery, you are automatically charged and shipped your 28-Day order every four weeks unless you cancel. However for this offer you must stay on Auto-Delivery for at least four consecutive 28-Day program deliveries to receive all three weeks of free food. If you delay the second shipment for more than 30 days or if you cancel prior to paying for your second consecutive 28-Day program delivery, your payment method will be charged the auto delivery discount you received with your first 28-Day delivery and shipping costs (if applicable) . With Select Auto Delivery, your payment method will also be charged a \$30 cancellation fee if you: (1) do not cancel the frozen food before delivery; and (2) refuse the frozen food at delivery.' --- Additional Comments: Refund of my \$44.40  
I would like to receive my 3 Free Weeks of food  
I would like to make sure I get my additional 12% Aetna discount each month'

I joined this company on September 29th and agreed to auto pay for a discount. The monthly bill was to be 366.00 deducted from my checking account.<br />The dates they deducted this amount was:<br />September 29th<br />October 23rd<br />November 18<br />December 13<br />In 90 days, they had deducted from my checking account 4 times. The 4th time, it was 388.00, 20.00 more. Prior to each of the 1st 3 billings, I was given a chance to choose my food, but the 4th time, there was no emails, and the money was deducted at 10:00 pm, I immediately called when I noticed and asked for this shipment to be delayed, but they said it was too late. There was no explanation at all as to why the price increased or the date was moved up and I was not given an email for changes, I had planned to delay this one since I had so much food currently and the next shipment was not needed. I was leaving out of town for the holidays and would not be home to receive it. They agreed on the 14th of December to refund the frozen food amount, but I still have not received any of my money back and I assume if I ever get the packaged food money back it will be a very long time as I have yet to return home and send it back, if it was left. Now just before Christmas, I am shorted almost 400.00 and I am not very happy. <br /><br />My biggest problem is the billing 5 days earlier every month and the food is not sent out immediately. Also, you do not have an option to receive the frozen foods all at once if you want it. You get those, the last 2 weeks of the month in 2 separate shipments, in fact, I had just received the frozen foods the day before I was charged again; that was increased by \$20.00 with no notification prior to shipment.<br /><br />They are getting an extra 2 months of payments in a 12 month period by moving the billing 5 days earlier every month. That is just wrong!!! In 90 days, I paid almost 1500.00 in food, 4 bills in 90 days. Unbelievable. --- Additional Comments: Nutri System would be more trustworthy when their customers trust them with access to their bank accounts.'

fist of all this business has the worst customer service...this institution refused to mention that the products are all dry nothing like it's advertised...all foods make u sick, i was vomitting the whole three days i was eating from these so call meals...when i returned these products they cannot even find me anywhere yet i have an order number...i just want to warn everyone out there looking to loose weight don't mail order anything, for your own good --- Additional Comments: full refund as advertised'

False and misleading advertising. I was interested in signing up and went to their website. Their select plan for women is on sale and it says 'No commitment - cancel any time.' However, I called for more info and the woman on the phone said they had a \$60 cancellation fee if you did not order the second month. She said it was listed below in the Disclaimers. All I could find in the Terms and Conditions was that they would charge you \$18.95 for shipping if you did not order a second month, so they don't even tell you there that they will charge you \$60 if you cancel. When I told her this was misleading advertising, she hung up on me. They can charge whatever they want, but they need to be honest about it on the website. --- Additional Comments: First, they should change their website to reflect the fact that there is a cancellation fee if you opt out after the first month. Who knows if you will like the food or manage to follow the plan? Their false advertising causes people to sign up who might not if they knew there was a \$60 cancellation fee. Second, for people like me who saw the original advertising, they should honor it and not charge me a cancellation fee if I sign up.'

I am disappointed with the way Nutri System chooses to run the program. The customer pays at least \$300. a month for the food and we are not allowed to choose which foods we want to receive. Oh, sorry, we can choose the dry products, which are terrible, but we can't pick and choose which frozen entrees we like. In my opinion, I am paying for the food, I should be able to pick what I feel I would eat instead of being stuck with entrees that I will not eat and my money goes in the trash. Another thing they do that doesn't seem right, is that they only allow 28 days of food for a one month program. Since there are 30, and sometimes 31 days in a month why are they only giving you food enough for 28 days? Just doesn't seem right to me. I am actually considering paying the \$60. fee to drop the program after one month just because of these two issues, especially the one of not being able to pick the foods that I think would work best for me. --- Additional Comments: I would like to make all the choices of the foods that I like on my future monthly orders as I am the one paying for the food.'



The website for nutrisystem currently has a promotional offer that says 'For a limited time only: Choose our top-rated 28 Day Select program featuring a huge selection of our delicious fresh-frozen and ready-to-go foods, now for the same low price as our original program!.' However, when you select the link to get to the pricing the select program is currently \$20 more than the original program. I have spoken with online chat representative for the company that advised me he could do nothing and that there is an additional amount off the original plan now that doesn't apply to the select plan, he told me to call in to customer service so I did, I spoke with a supervisor that said he can't honor the promotion as displayed either. The sales rep that I spoke to over the phone even said that 'sometimes the marketing team advertises things with bad word choice'. the supervisor transferred me to marketing where 1 voicemail box was full, I left a message for another marketing person, and didn't receive a call back, and then emailed the marketing person with the full voicemail as her address was provided by the operator, still with no response from anyone in regards to honoring the promotion. The page has a disclosure for this offering at the bottom, and nowhere in the disclosure does it say that the select plan doesn't qualify for the additional percentage off. So the promotion simply states 'same price select or original' and that is not the case. I am looking for the promotion as it is listed on their site should be available for \$239.99 monthly, on auto delivery with free shipping and 10% off for each reorder making the 1st 239.99 and any additional orders 199.99 on autoship. --- Additional Comments: Honor the Select basic program at \$239.99 on auto ship with free shipping and 10% off for additional autoship order as described in the complaint; and request for the disclosure on the promotion to be worded appropriately.'

I ordered Nutrisystem's Woman's Silver Plan with automatic shipments of food scheduled to arrive at my house once per month. There are several Specials, discounts and different choices of food if one stays on the 'Auto-shipment' program.<br /><br />I referred two friend of mine to the program and received 'Buddy Bucks' \$30 each good toward any food order from Nutrisystem<br />I also asked my relatives to give me Christmas and Birthday 'Gift Cards' that are suppose to be good at any time on any Specials and on any food orders from NutriSystem. I have one card worth \$250.00 and another worth \$300.00<br />Two days ago, I logged onto their system to set up my order with different food choices and added some A-La-Carte items to be shipped with my regular order AND TRIED TO PAY FOR IT WITH MY BUDDY BUCKS AND GIFT CARDS.<br />THE PROBLEM:<br />When I attempted to pay for the food with my \$60.00 Buddy Bucks, the 'CHAT' person told me he didn't know how I could pay for food with Buddy Bucks and I would have to call a person in the morning who could help me at (866) 491-6395. He emptied my 'CART' and was gone.<br />I re-made my entire order yesterday and called the above number for help to pay for my order with Buddy Bucks and Gift Certificates. NO ONE COULD HELP ME! I spoke to five (5) different people and was put on hold over a three hour period. One person finally credited by Buddy Bucks toward the order but then their 'system' wouldn't take my entire \$250 Gift Card.<br />NO ONE would fix the problem.<br />The last person I spoke to CANCELED MY AUTO SHIP COMPLETELY AND TRANSFERRED MY CALL TO AN ANSWERING MACHINE SAYING Mercedes Hobson will call you right back. That was yesterday and I haven't heard from anyone. I sent my complaint to their Customer Service and no response.<br /><br />They owe me \$610.00 worth of food and they Canceled my Auto Ship without my permission; so now when I try to order my shipment and use my CREDIT, the price has gone up from \$239 to over \$300.<br /><br /><br />--- Additional Comments: Deliver the items of my choice on my Auto Delivery Plan as scheduled AFTER I have had the opportunity to SELECT the food items of my choice and allow the payment using my Buddy Bucks and my Gift Certificates on the same order.'

Nutrisystems charges a premium for ordering specific menu items. In all of the orders I have placed with them they never deliver the items I order, but freely substitute items they choose. They have also now exposed me to a second company, Shwarms who is their frozen food delivery agent with aggressive unwanted marketing practices. Specifically:  
1. They charge a premium to allow me to specify the menu items I order. In every order I get multiple food items substituted for what I ordered. This food goes to waste. If I call and tell them, they say I can return the items, but the process is inconvenient and costs me lost time and money.  
2. I cannot select the frozen food items in my order. I am forced to pay for items I WILL NOT EAT. This wastes my time, money and the food items.  
3. I am being harassed for orders by Schwarms their frozen food delivery company. I do not want to do business with Schwarms or order their food. I get a phone call or an in person visit from the Schwarms driver every week wanting to know if I want to order from him. I do a Nutrisystems order on a 28 day cycle, I don't need to talk to Schwarms and I did not establish a relationship with them, Nutrisystems did.  
If my company did business like Nutrisystems we would get fined by the government agencies that regulate us. I did not give them permission to disclose my address and telephone number to a third party for marketing purposes. If they shipped via Fedex, that company would not bother me each week asking for an order. --- Additional Comments: I want to to credit me for the things I did not order. I want them to give me the items I order and pay for. I do not want their frozen food vendor trying to sell me things.'

My wife and I signed up for Nutrisystem on the auto-delivery plan. We both were not happy with the product and decided to cancel before our second order shipped. I called to cancel and was told I would be charged for the shipping on the first order because I did not complete a second order. I informed the rep that I was unaware of this when I signed up and was basically told in return 'to bad I signed the waiver'. I informed the rep that I was unhappy with the product and service and would never return as a customer or recommend them. I also informed the rep that I would be filing a complaint with the BBB to which they told me to go right ahead. --- Additional Comments: I reuse to pay for the shipping, the ad was misrepresented'

Product Issues: Frozen food exploded in microwave numerous times. Also, food caused diarrhea. --- Additional Comments: Partial Refund'

I customized an order for Nutrisystem, and it was delivered on Friday Feb 11. The order was not what I had submitted, so I called spoke to Ellen, she was very rude to me right off the bat. Insisting that it was not their fault that it was shipped wrong, it was mine. I told her that I had customized everything, and what I received was for a man. Finally, after constant begging to talk to a manager, I was put in touch with Andrew, Andrew was very nice told me to go on line and submit a new order, he would credit my account so I would not be double charged, and he would honor the deal of \$259 instead of the \$299 it charged me. Then, he said he would pay back the shipping cost + give me a credit of \$25. He told me he would push my issue up, and on Monday he would have the billing dept call me to ensure that I would not be double charged. I am not able to go on line and get new foods, and I have heard nothing from them, I shipped back my goods, sent him (and the standard email) a copy of my return goods, and I still was not able to go on line and order my food. Called again Asked for a manger, Andrew promised me it would be here by Friday She said that it would not arrive by Friday, I sat on the phone holding with her for 45 minutes while she tried to get Tom, the manager on the phone, he keep refusing to come to the phone. So she kept trying to help. however she could not help A. because I wanted to talk to a manager, and B. Because she had already admitted she did not have the ability to help. She told me that if she gave me the discount of \$259 that I would be down a week of food. And she could not override that. I explained to her that I was promised something by Andrew, and I wanted to talk to someone who would be able to help. I am very upset that Tom would not take the time to speak to me about this issue. Right now they have charged me \$300 + I had to pay to have the food returned, which was \$23. --- Additional Comments: I want the food I ordered, and I want it when I was promised it. Also I want the credits I was told I would be given. '

I joined nutri system in January 2010. When I signed up I was told by an employee 'Christine' that my next reorder in February I would be able to customize my order, especially the frozen order. This was an exciting thing for nutri system as they were happy they could provide the customized frozen orders.<br /><br />When I called 'Christine' today to reorder for February I learned her extension of 8446 did not exist. Someone else came on the line to tell me that hum,,,never heard of 'Christine' or that ext. 'I don't think she is here anymore' How can I help you. I stated I wanted to reorder and customize my frozen order. I was told that WAS not possible. I explained what 'Christine' told me and was told she should not of said such as thing. She was happy to take a reorder of the same foods as my last with no customized frozen foods. When I questioned this, all I was told was that I could not do it. That the information was given to me incorrectly.<br /><br />So I cancelled my re order because I was lied to and this company was making false advertising and deceptive business practices. Then I was charged 60 dollars for the early cancel. Wow, I understand the 60 dollars as it was included up front in the contract. What I am upset about is that they lied to me about the frozen selections. I want a full refund of my 259.00. No company should out and out lie to a customer. They should screen their employees better and when one makes such a huge mistake in order to miss lead a person just to get a sale then the money should be refunded. --- Additional Comments: refund the 259.00'

I have asked Nutrisystem to unsubscribe me from all their emails. <br /> <br />'From: Kevin1 [mailto:customerservice@nutrisystem.com] <br />Sent: Wednesday, January 12, 2011 1:55 PM<br />To: gretchendawson@comcast.net<br />Subject: Nutrisystem Customer Assistance <<#501955-3631929#>><br /><br />Thank you for your recent inquiry to Nutrisystem.<br />We apologize for the inconvenience. We have received your request to be taken off of our mailing list and are working with our concerned department to resolve this issue. Thank you for your patience and understanding while we work to resolve this issue.<br />If you need further assistance, you may contact our Client Support Center by email at orders@nutrisystem.com, by phone at 1-800-585-5483 or by visiting our web site at www.Nutrisystem.com.Thank you, Kevin1<br /><br />Original Message ---<br />From: Nutrisystem Incident Email <nutrisystem@mail.custhelp.com><br />Received: 1/10/11 7:23:58 PM GMT+05:30<br />To: <customerservice@nutrisystem.com><br />Subject: Nutrisystem Customer Assistance <br /><br />Customer <br /> 01/10/2011 08:53 AM <br /><br />I have tried repeatedly to unsubscribe from all your emails with no luck. When I go to your unsubscribe page, nothing is 'checked' to allow me to 'uncheck'. Please remove my email from all your electronic mailings effective immediately. Thank you.' <br /> <br /> <br />----- Please do not remove your unique tracking number! -----<br /><<#(b)(6)#>><br /><br />I sent a 2nd email to Kevin 1 and have heard nothing. Unwanted emails continue. Please help. Thanks.<br /><br /><br /><br /> --- Additional Comments: Removal of my email address gretchendawson@comcast.net from any and all Nutrisystem electronic or any other mailings. <br /><br />For the benefit of other customers, Nutrisystem must fix their unsubscribe website so that customers can truly unsubscribe at the site. The current site does not allow that. Nutrisystem should provide truly responsive customer service.'

Not sure what category to put my complaint into.<br /><br />On 16 Feb 2011, I enrolled and placed an order on the Nutrisystem website. Beginning on 17 Feb I was receiving 2-3 calls every hour from 616-613-2043 (IORDCONFIRMS). They told me that I was eligible for a special offer because of my recent order on card # ending in #### (They knew the last four of my debit card, expiration, address, and telephone number). I asked them who they were and who gave them my info. They would not tell me they just said they received my information from a recent purchase. I contacted my bank, the representative looked at my account, saw a transaction from Nutrisystem, she said it may have been them, they have had similar complaints made. My bank canceled that card and issued me a new one. I contacted Nutrisystem, asked them about it and the representative told me 'oh, that must be Schwans, they deliver our product and sometimes like to contact our customers.' I have canceled my order with Nutrisystem. I do not trust a company with my information who will simply give it out to another company without my consent, especially financial information. I believe this to be illegal and unethical. My complaint is about protecting consumer's personal information and safe guarding it. Their is no reason why a third party company needs my credit card #s. --- Additional Comments: Would like the company to stop giving out personal information to third party companies. Would like to see some type confirmation.'



I received a promotional offer from Nutrisystem in the mail for '1 week free,' prompting me to check out their website. On the normal website, the price listed for a 4-week program was \$239, but I couldn't find a way to enter the promotion code for the free week. Looking closer at the offer, it gave a web address that took me straight to the promotional offer for '1 week free.' The pricing on this separate page was \$299. When I used their online customer service chat function to try to understand the discrepancy, the representative first agree that the current price was \$239, then began to adamantly declare the price was \$299, and I could choose my promotion for '1 week free' or their 'rollback price' of \$239 - the current price. Confusing and deceptive - I wouldn't trust a company that tries to pull the wool over their customers' eyes like this on the front end to do the right thing in helping me achieve my weight loss goals. Buyer beware! --- Additional Comments: I'm solely looking to register my complaint with Nutrisystem's deceptive business practices to help inform other potential customers in their decision to buy this system (or not).'

to cancel the shipment, I was notified that I would lose my free shipping and discount on our 1st shipment. Informed that my credit card would be charged \$55 due to me canceling AutoDelivery.<br />Explained to the lady that I did not remember signing up for anything like that; she assured me I did. I asked her about the return policy for the 1st shipment being within the 1st 30 days, she explained to me that you could not return anything after 7 days. The NutriSystem website, states 30 days. I called back to get a RMA# to ship the items back, but only get a voice recording. We HATE this food!<br />Cannot believe they are going to charge \$55 knowing that we're not happy with product. They tell you it's<br />GUARANTEED satisfaction or your money back. If this is the way they do business, I thought others may be upset as well. Well that is when my eyes were opened.<br />I went to <http://www.consumeraffairs.com/nutrition/nutrisystem.htm> and was simply amazed at how this large U.S. Company does business. First post was same issue. Lady charged & informed she had signed up for AutoDelivery & discount under Terms and Agreements. She disputes claim vehemently. In my opinion this is a SHAME!! Very few positive posts & a tons of complaints. Something has to be done. If you are REPUTABLE, you do not operate a business in this manner. If your product is great, it speaks for itself. <br />You don't get a run around when you order, but for some reason, you seem to when you need to cancel, return, or talk to someone about a waiver for a policy you do not realize you signed up for.<br />I told the 1st lady, if this is how NutriSystem does business, I have no use for them, but that I would also let others know factually my experience with the company.<br />I have been on hold on this 2nd call with NutriSystem the entire time that I have typed this letter.<br />Sincerely,<br />Larry W. Reeves --- Additional Comments: This is for BBB information first.<br /><br />I do not want to pay \$55 or anything for that matter for<br />something I don't even think I signed up for and I want<br />to get a refund for the products I want to return.<br />Charging \$55 in a deceitful<br />manner is not good business. Most reputable companies<br />would not charge you if you were unhappy and most would<br />refund your money quickly, without voice recordings.<br /><br />

When I originally ordered this product for Myself and my mother, I was in another state on vacation. I ordered it with the premise that I would not get it for 2 to 3 weeks. Some of the product was frozen food that could expire. The food was delivered in 3 days. The reason it was important for me to wait to get the food for 2 to 3 weeks was their guarantee. 30 days from the receipt of the food. My mother tried her product and it made her sick. She is diabetic and ordered the diabetic program. They did let me return her food (I paid for all of this and it is all under my name and account), but instead of giving a FULL refund they gave a partial refund, because it was more than the 30 day guarantee (my problem was I was not there to get the food until 2 weeks from the original order date as agreed). I paid \$199 for her food, and feel like I was shorted on the refund by \$51.96. I received a refund of \$147.04 for the product returned. <br />When I spoke to a supervisor explaining that the agreement was I was to get the product in 2 to 3 weeks (I ordered it to when I did based on the info given to me or I would have delayed my order) and that the start of the program was 2 weeks past the date of 'receipt' the supervisor was not having any of that. I told her that if my I did not get a FULL refund for her order I would cancel mine and return my product as well, and I did. MY return was received with them on 2-6-11 and as of 2-24-11 it has not been refunded. I feel that they owe me a FULL refund as well, and I am not happy with their product or service, I paid \$329.95 for my product. And I don't know the amount they are to refund me, but I really should not be paying anything for their mistakes and misinformation -- - Additional Comments: \$51.96 for the first order to be at the \$199(my order for my mother) and \$329 for the second order (my order) Total of \$381.91. '

I've subscribed on Internet for a month of dietary food delivery. The food was poor quality. Ice cream melted in thermal bag and I am not sure about our frozen foods in thermal bag. <br /><br />One month later they called about delivery of second month. I was not aware about nor have I authorized second month delivery. I called back in 2 hours and cancelled program on Feb. 26, 2011 (conf. # (b)(6)). But I discovered that they already delivered a box of dry goods. More over in 3 days (Mar. 1) I have received another shipment of frozen food. And I haven't even touched my first shipment.<br /><br />During their first delivery Nutri System called about delivery 1 week in advance. During their second delivery - they did not call in advance. In fact they call AFTER first part delivery. This is specifically designed to prevent customers, that were fooled into monthly subscription by confusing advertisement, to prevent timely cancellation of second month delivery.<br /><br />I don't mind paying for the first month, although I have not eaten most of the food and quality is poor. BUT they only agree to return money for dry goods shipment of second month. They don't want to reimburse cost of frozen food shipment, although I received it 3 days after my service cancellation. They should have kept it frozen in a truck and return it back to their company. But they try to force me to pay for it. This is not fair. --- Additional Comments: Refund second month shipment in full.'

NUTRISYSTEM GUARANTEES IF YOU ARE NOT SATISFIED WITH THEIR PRODUCT, YOU CAN RETURN IT AND GET YOUR MONEY BACK. I RETURNED 45 FOOD ITEMS TO THEM AT THE END OF JANUARY. I HAVE A TRACKING NUMBER AND ALL. I CALLED ON TUESDAY, MARCH 1 TO FIND OUT IF THE COMPANY GOT THE MERCHANDISE AND WHEN SHOULD I RECEIVE MY REFUND. I WAS TOLD THAT THEY HAD NOT RECEIVED THE FOOD ITEMS AT THE WAREHOUSE AT THAT TIME. IT HAS BEEN OVER FIVE WEEKS AND I DO NOT BELIEVE IT. I CALLED AND THE TRACKING NUMBER WAS DELIVERED TO THEM ON FEBRUARY 15. I WANT MY REFUND OF \$135.00 WHICH IS \$3.00 PER ITEM. NUTRISYSTEM IS TRYING TO CHEAT ME OUT OF MY MONEY. I WILL NEVER ORDER ANYTHING FROM THEM. --- Additional Comments: I WANT MY REFUND PLACED ON MY CREDIT CARD AS SOON AS POSSIBLE. '

In October 2010 - \$299.95, I responded to a television advertisement for NutriSystem offering a 30-day trial, no recurring payments or shipments or additional charges were to be billed to my credit card. I was unable to eat the food, caused high blood pressure and other health issues. I contacted NutriSystem to buy back the food, the customer service rep was unwilling to do so, tried to encourage me to give it more time on the program and offered to exchange the food for MORE food. When I refused she said I would have to speak with someone else but they were not available on the weekends. In November 2010 - \$299.95, NutriSystem billed my credit card again for another order they auto shipped, even after I spoke with a supervisor and requested ALL shipments be stopped and that my money be refunded to me. Then they shipped ANOTHER box of food in December 2010 - \$299.95! I refused the shipment and had it returned to sender VIA US POSTAL SERVICE! Before the shipment got there, NutriSystem auto-drafted my bank account for \$299.95 for the 2nd order. I have called and called to get a refund for this money! To date, they still HAVE NOT REFUNDED ME THIS MONEY and it is March 8, 2011!!! I called even today to get refunded for this money and they are saying they have NO way of checking to see if the package was returned to them because their system is NOT set up to handle return items from the U.S. Postal Service and that the U.S. Postal Service is NOT reliable. I have checked and checked with the U.S. Postal Service regarding the returned items, and was told by the Post Master that the items were IN FACT RETURNED to NutriSystem and the address it was shipped from. I finally got my bank to cancel THAT credit card and dispute the December order, but the November and October orders remain outstanding. Each time I call and try to resolve this on my own, the customer service reps and managers are rude and unwilling to correct the problem. I Thank you! --- Additional Comments: REFUND of my money which they took under FALSE PRETENSE AND FALSE ADVERTISING. '

Hello,<br /><br />I placed an order for a Nutrisystem diet plan over the phone, not the internet like the charge states on my credit card statement. I was supposed to receive a 35 day gourmet frozen food diet plan which I have never received. I was instead sent a 28 day dry food plan and was billed at the rate of the 35 day frozen plan. <br /><br />My order number (b)(6). <br /><br />I have called Nutrisystems on several occasions and have never received a call back from a manager as I have promised on three occasions. Hold times to contact Nutrisystems are now over one hour and I have lost hope that anyone from the company will ever call me back. <br /><br />I wish to receive the proper diet plan or at a minimum a credit of \$165.48. This would be the difference of the plan I received as opposed to the plan I was billed for. <br /><br />Thank You,<br /><br />(b)(6) --- Additional Comments: I wish to receive the proper diet plan or at a minimum a credit of \$165.48. This would be the difference of the plan I received as opposed to the plan I was billed for. '

My name is (b)(6), and in January 2011, I went online to nutrisystem.com and ordered a mens and womens monthly package of their system. In February 2011, I chose to delay shipment of my second order for 30 days. After 30 days, I decided to cancel the system altogether because I was unsatisfied with the food. On March 1st, I called Nutrisystem and requested to cancel my order. They obliged. It is now March 6th, and two charges have appeared on my BillMeLater account, one for \$60.06, and one for \$63.39. I contacted nutrisystem, and the representative told me that because I chose to discontinue the program, I was being charged for 'special discounts' that I received under the obligation that I keep the system for at least 2 months. She explained that somewhere buried in their terms and conditions that I was agreeing to keep the system at least two months. However, when I signed up online, I was never clearly made aware of this. I never knew I was getting any special discounts. The representative also told me that because I chose the auto-delivery method, that was obligating me to keep the program for at least 2 months or pay these penalties. This was never made aware to me. I simply chose the auto-delivery method because I intended on keeping the program. When ordering the system, everything they advertised was that I was under no obligation to keep the system, and I could cancel at any time. I never knew the price I had paid for the system included any special discounts, and I feel since I've chosen to cancel, they're creating these charges to punish me for canceling. Thank you very much for your help. --- Additional Comments: My desired outcome is that nutrisystem remove the two charges, (\$60.06 and \$63.69) from my BillMeLater Account. (I used this credit account to initially pay for the system.)'



Nutrisystem, Inc. failed to inform me (the buyer) in the email advertisement I received from a third party 'Best Buy' that a second purchase was a requirement of trying their food plan.<br /><br />I called to cancel my order for one of their food plans and was told that since I did not order a second shipment they are canceling the 'discount' they applied to my initial order. They now claim they will be back charging me for \$62.34. When I asked where the terms of service were located the gentlemen on the phone (Tom) said that it is in a small scrolling box at the bottom of the page.<br /><br />I was then told by the associate he could 'help' me with the problem by ordering additional food and paying more money. I declined this offer to pay additional money. Had I been properly informed by the website about this supposed promotion I would have not ordered in the first place. --- Additional Comments: I would like a refund of the back charge \$62.34'

I joined Nutrisystem and ordered a 4 week course of food. They have an ad on their website that states if you are not totally satisfied you get your money back, period. I was not satisfied, I lost no weight in that 4 week period and wanted my money back. they said I could not get it, because I waited too long, plus, from what their emails said, the guarantee only applied to items you don't like and want to exchange or return and not the full course. Nowhere did it state that on the website. I had to wait the 4 weeks, to see if it was going to work, when it didn't, I requested a refund....they took my money, promised results and I have nothing to show for it. They do guarantee their service/products will result in weight loss, so, they need to honor that. I have tried reasoning with them, they won't budge. --- Additional Comments: For them to honor their own guarantee'

Company advertises \$2/meal price on cable TNT, but,has \$3/meal on web site. I cancelled entry at that point.. THis was today at 0805. Also seen on tv ten days ago. --- Additional Comments: Fix advertisingon cable and web site to agree. '

My husband and I called Nutrisystem operator to order the Nutrisystem program for one month. We made it perfectly clear that we wanted to try the system for one month. At no time during the call did our operator tell us that our order would cost more if we did not receive a second shipment. At no time during the call did she tell us that the price she quoted us was contingent on our receiving a second shipment. We called the company when we received an email saying we would receive a second shipment. We told them that we did not want a second shipment. They said we would be charged for shipping and a discount. That was the first time that we were informed about the 'auto ship'<br />My husband and I would appreciate your help matter.<br />Thank you, <br />Lee Ann Roth --- Additional Comments: Do not want second shipment.<br />Do not want to be charged shipping and discount fee'

I ordered a months worth of Nutrisystem on Feb 13, 2011, with the guarantee that a full refund would be made if I called within 1 week of receiving the food to request a RMA for returning. I received the 'food' on Feb 17th, I requested a RMA # on the 22nd I did send it back with a RMA number as specified, also I have a tracking # from UPS showing it was delivered back to the Nutrisystem warehouse on Feb 24, 2011. So to be clear, it was delivered to me on the 17th and returned to them on the 22nd, delivered by the 24th all in February, 2011 <br />I have never received a confirmation from Nutrisystem as to refund & when I have called (5 times now) I have been put on hold for over 30 minutes with never getting through. When I email the customer service I receive (4 to 5 days later) a response completely oblivious to my request. Each response requests that I send them the tracking # which is included in the emails I send....so it's just a run-a-round each time. This last time they wanted me to include the list of items sent back, which is not an issue because A. the list is in the box returned B. the box was delivered on Feb 24th C. a full refund is due since it was returned within the time frame specified in the ad.<br />I have copies of all the emails, I have the packaging/shipping return label from UPS as well as the list of food (and I use the term 'food' tentatively) so can you help me? What can I do next? The fee was \$239.00 & it was shipped to me free, it cost me \$23.89 to ship it back.<br />Thank you, <br />Tina Wirtz<br />4301 Newtown Pike<br />Georgetown, KY 40324 --- Additional Comments: I want my full refund as per the agreement.'

I enrolled with the autodelivery program for health reasons to try and lose weight with the amount of \$259.99 withdrawn from my checking account on the 29th of each month. After one shipment I realized the financial toll of this program was too great and contacted them to have my services cancelled which was done on March 30, 2011 confirmation number 142711180. The shipment was already in process so I was intending to accept this shipment and wait until the next month for cancellation to go into affect. It was Janice's idea with customer service to cancel this shipment and have it returned to them which I have confirmation it was received on 4/5/2011 and signed for by HALL. I never received either package the prepackaged shipment or the frozen section delivered by Schwans per Janice. The \$259.99 was charged to my account and I have sent numerous phone calls, sent emails trying to get my funds returned as I am disabled and do not have the money to throw away. Today \$199.93 was returned to my account and I am still unable to find out what happened to the rest and to get it returned. It seems this is a very improper way to do business!<br />Thank you for all your assistance.<br />Vickie Shaw --- Additional Comments: I want the balance of \$60.06 returned ASAP and for this company to improve their customer service techniques!!!!'

Please investigate Nutrisystem's handling of returned food using USPS parcel post. I believe that when boxes come in parcel post, they do not credit the consumer for those returns because they say 'We have no proof that you sent that to us', and you have no 'UPS tracking number'.  
I returned 2 boxes through parcel post at the USPS because it was half the cost of the UPS shipping. Nutrisystem says they have no record of receiving either box. In 60+ years, the post office has not lost a box for me, let alone 2 different boxes. Something is very fishy here.  
I called 7 times, emailed, and wrote letters. Every contact was ignored. 'Even if you have a credit card receipt, there is no proof we received your return'. 'If you had sent it UPS, they track the shipment so there is proof of sending.'  
I would like you to look into whether or not Nutrisystem is treating other consumers like they did me and not bothering to refund money owed to us because the boxes come to them through parcel post. Nutrisystem can claim they did not receive the merchandise and the consumer can't do anything. Consumers send the food back parcel post because of the cost benefit, and end up losing all of our money as a result. I trust the USPS to deliver the boxes; they always have. I do think Nutrisystem is taking a money advantage of its customers.  
P.s. I had permission to return and return codes on the outside of the box so I should have received credit for their return. --- Additional Comments: I would like a personal refund for the two boxes that I returned to them, for which I had paid Nutrisystem \$259.95 each, totaling \$519.90.  
I would like Nutrisystem to credit returns through parcel post, even though they have no tracking numbers or insurance on the packages. It is dishonest and unfair business practice not to do that, and they should not be able to continue this practice. I think they should be fined.'

I talked with a service representative at Nutri System about ordering their product. I was worried about not being roped into a membership program that had monthly shipments and billings. I wanted to place one order and only order more as I desired. He recommended the type of program and what links to click. He assured me that it was a one-time order and I could place orders as I wished, with no requirement to purchase more, or liability if I chose not to. This is the only reason I decided to order; I would not have if there were any obligations. I followed his recommendations and placed the order. The first order came and the dried food was disgusting. The fresh frozen food was good but it was through Schwans so I decided to only order the fresh food directly and stop ordering Nutri System. <br />I received an email stating that I was going to receive another auto-delivery from Nutri System. I tried canceling online but they don't allow you to cancel online; only through the phone. I delayed the shipment to give me time to call.<br />I called to cancel and was informed that I was in the auto-delivery program and would be charged \$62 for canceling before the second delivery. I told the representative that I had been informed that this would not happen by another representative who told me what to order. She said that wasn't part of the program and if someone had told me that, they had probably been dismissed. I told her that regardless of the representative's status with the company, they were speaking for the company. Any information I was given was misleading. I never would have purchased anything had I not been given this information. <br />I am now on the hook for a \$62 ?penalty? because the representative mislead me into joining a program that I did not want to join. I will be disputing the charge with my credit card company, but wanted to report them as well. Nutri System dupes customers into ?auto-delivery? programs with outrageous penalty charges if they cancel early.<br /> --- Additional Comments: I am refunded for the penalty cost of canceling the auto-delivery that I didn't want in the first place.'



My first phone call to Nutrisystem was on Thursday March 31st, where I was asking to postpone my order. The customer service rep assured me I would NOT be billed (\$300) and that my next shipment would be on April 29th. When my order arrived and the payment went through, I was extremely upset. I called nutrisystem explaining what happened. After speaking to an Customer Service rep I was put on the phone with Diante. Diante told me I would have to pay to ship the order back (its a 40 lb box) and that it was my fault for not calling on time. But I did call on time and the first women (who I greatly regret not documenting her name because apparently the company deleted the entire phone call from their system) assured me my order would not be shipped? Diante was extremely rude and therefore I asked to speak to her supervisor. She said the best she could do was to have her supervisor call me back in 24-248 hours. It has been a week and I have still heard nothing from Nutrisystem. I called back again and spoke with yet another CS Rep. She explained to me the supervisor noted in my account I did not call soon enough and I would have to return the package, instead of documenting my concerns which was that the individual I spoke with on Thursday, March 31st did not document or follow through with our conversation. I was then put on the phone again with Diante who told me to explain my issues again! She wanted me to re-explain why I was calling back. After asking why her supervisor had not called me, she said that her supervisor was too busy to call me and that all she could do is put in another request and they still may not call back. Who runs there company likes this? Nutrisystem completely ignored my request to delay my shipment, which I was told would be fulfilled and I would not be charged until a month from our conversation. I am extremely disappointed, shocked and worried that a company like Nutrisysem exists. I am a single mother and \$300 means a lot to me. --- Additional Comments: At least \$300. for this has taken time away from my son's life, my work, and my struggles of living when I don't have a great deal of monatarary funds. '

I ordered Nutrisystem in which I did not like their ready made meals so followed the return procedures both from their website and upon speaking with a customer service rep. who gave me a cancel confirmation # (b)(6) my original order was #(b)(6)- i was advsd upon letting the rep. know exactly how many meals I had tried that I would receive a full refund. I was given an RMA #(b)(6) my delivery conf # via the USPS is # (b)(6) - weight of box was 18 lbs and 1 oz. I utilized a 'bill me later' option of which I was told would be fully credited upon rcpt of my order/return. The USPS confirmed that my package was delivered on 03/07/11 I contacted nutrisystem and spoke with Brenda on 03/07/11 at 9:11am and she confirmed that they had rcvd it and my bill me later account would be credited within 14 days. Well, it hasn't since then and for the past month i have been on the phone with nutrisystem, the post office in chambersburg, PA (whom are wonderful people by the way). The reps. will not put me through to a supervisor; I am rcving collection calls around 5-10 a day from the bill me later even though I have contacted them on two occasions to advise them of the situation. I just want this resolved so that the collection calls stop and the issue with my nutrisystem return is resolved. The reps. keep referring me to one rep. whom I guess has taken ownership over my issue named Matia at fax #215--706-5367 - of whom I have already faxed over my delivery confirmation from the usps along with all other info I had to provide. that was on 03/25/11 ref. of customer ID #(b)(6). I forgot to mention each time I requested a supervisor I was cold transferred to another rep that had no clue what was going on and was not a supervisor; please help me get this issue resolved. I am so frustrated. --- Additional Comments: a refund to my bill me later account '

On February 28, 2011, I opened a package of Cinnamon Bun from Nutrisystem to find a bug stuck to the side of it. Their answer was to send me another cinnamon bun. <br /><br />Today, April 21, 2011, I finally decided to give the cinnamon bun another try and opened the package only to find mold growing on almost half of the top and side. It is disgusting. This time I took pics.<br /><br />Nutrisystem needs to have better QA and someone needs to know about their unhealthy products being shipped across the US. I am cancelling my membership today. --- Additional Comments: Better food quality for the people remaining on Nutrisystem.'

I called Nutrisystem to cancel the food deliveries with them, and explained that I could no longer afford it. The representative I spoke to would not accept my termination and pressured me into going onto standby until May. I emailed nutrisystem and asked to terminate any future deliveries, as I did not want to call them and be pressured into staying with them. Their salepeople are relentless on the phone. They are now advising me that I have to call them in order for me to cancel the program. I sent several emails and they are persistant that I have to call them to cancel. I did not have to call them to get onto the program, and now they are forcing me to call them to cancel. The only reason they are doing this, is to put the high pressure tactics on me to stay with the program. --- Additional Comments: I simply want to cancel services from this company. They lead you into thinking you can cancel anytime you want, but do not tell you how difficult it will be to cancel. I did not have to call them to get onto the program, yet I have to call them to take myself off of the program. When I do call, I am pressured not to cance.'

I ordered the Nutrisystem Diet program for Diabetics in Mar. and again received another shipment in April...After using their product for two months, I was unsatisfied. I have tried many times to contact them to cancel my auto shipments, but the company makes it impossible to cancel! You cannot cancel the program via the Internet and when you call them, they give you the run around. Once, they even connected me to QVC to try to sell my another system...I am 70 years old and have exhausted all efforts in trying to cancel the auto shipments from this company. I did call my credit union and they have promised not to allow any more payments to be charged to my credit card...But now, Nutrisystem is calling me hounding me for money and proof of cancellation, when the company does not even allow you to cancel.....Lesson learned for me...NEVER buy anything else on the internet and NEVER sign up for any auto-ship programs....as these companies take advantage of us elderly and do NOT give us a chance to cancel after we sign up. Thanks for your time in this matter.

I ordered the Nutri. for my daughter who is at college. She received the items as ordered. She did not like the food. On 9/27/10 at 6:25pm I spoke with Rachel at 888-849-4686 to initiate the refund process. I was given an RMA number of (b)(6). This was done within 3 days of receiving the food. My daughter then mailed the remaining food as instructed to the address on the website with the RMA# on the outside as instructed. She mailed this from her campus post office where she also received the items. I contacted Nutrisystem two weeks later to verify receipt of the returned items and to inquire when my credit would appear. They said two weeks was too short a time and to call back in two more weeks. Again I called Nutrisystem and requested to speak with a supervisor as they could still not locate the return using the RMA#. The supervisor stated that unless we had a POSTAL tracking number there would be no way to confirm the items had been returned and NO credit would be issued. I told the supervisor my daughter did not have a tracking number but her account at school shows the charge to the post office for returning the items. It does not specify where the package was sent but it has the cost for the shipping. The cost is the same as it was for Nutrisystem to mail it to me-she only ate 1 day of food. I told Nutrisystem I would provide them with a copy of this charge to the post office as proof of mailing. They said they would only accept a postal tracking number.<br />The website return instructions do not state a postal tracking number needs to be obtained. Only the RMA# is requested.<br />--- Additional Comments: A FULL REFUND AS STATED IN THE MONEY BACK GUARANTEE'

I ordered Nutrisystem online. <br /><br />I ordered with the intent to get the vegetarian plan for three months on autopay at the promotional price of \$230.00 per month charged to my Discover Card.<br /><br />I found out that my credit card is being charged \$279.99 per month. <br /><br />When I used the online 'Live Chat' I was told to call an 800 number and did so twice (once on 5/6/11 and once on 5/9/11). I was told that what I signed up for at \$230.00 per month for three months expired the day before I ordered. I know that I clicked on the promotional price on their website the day I ordered. <br /><br />I was told to call today, 5/9/11 in order to find out the status of this issue. Nutrisystem was only able to tell me that an account rep did not look at this issue. I was told that I would be called back today; however, that has not occurred yet. --- Additional Comments: I want the price that I signed up for, \$230.00 per month for three months charged directly to my Discover Card.'

I called and placed an order with Nutri System around March 4, 2011. I then called back within a week to cancel the order and Nutri System proceeded to charge my credit card in April 29, 2011. I called back stating that I wanted to cancel again and Nutri System stated that they were going to charge my card \$52.28 without my consent. This company is a rip off and I suggest everyone to reconsider placing an order with Nutri System. If they continue to charge my card the \$52.28, I will take legal action against this company to get my \$52.28 back. I feel that because I have called previously and placed a cancellation several times that I should not be charged. I was completely unaware of this cancellation fee. <br /><br />Kenneth S. Allen<br />8960 Redtail Drive<br />Jacksonville, FL. 32222<br /> --- Additional Comments: I want a full refund of \$239.00. In addition, I want this service fee of \$52.28, refunded and my credit card not to be charged in the future. '

I informed the company over the phone that I wanted to cancel my reoccurring order and no longer wanted their product. The company proceeded to call me multiple times per day, every day. As soon as I would answer the phone, the phone would hang up... every single time. It has been several months now, with them calling every day. I do not want their product, I will not pay for another shipment and I want them to stop trying to sell me another shipment. --- Additional Comments: I want them to stop calling me. I don't owe them any money. I don't want to purchase anything from them in the future.'

After not receiving a Reply to 3 emails sent thru the Nutrisystem Contact Us System, I finally was tired and decided to cancel doing business any further with this oompany. I spoke with George in Retenetion (A Supervisor). He stated he could either offer me to delay or cancel the program due to their issues with their online system. He stated my emailed concerns were not addressed because 98% of their business was over the telephone and only 2% was online. Online complaints frequently went unaddressed due to this reason and were sometimes lost as well according to George. I stated I just wanted to cancel, George gave me a Cancellation Number and stated he would cancel any further charges and shipments. I checked with my Credit Company used to pay for the Nutrisystem and I was actually charged \$60.06 without even knowing it. --- Additional Comments: I want this contract CANCELLED and any fees incurred Refunded. \$60..06 fee waived. I am cancelling due to horrible customer service and sending out returned/opened items. '



I signed up with Nutri-Systems program on 4/28/11 for the 28 day food plan for \$166.65 - 50% off by calling 888-747 8446 #7 option with a rep by name of Karen ex 3826, confirmation no. (b)(6) for a diabetic food plan. Started program on May 9, 2011. Two weeks into the program, I had \$279.99 deducted from my checking account. I was told at time of ordering the program that I would receive a call regarding my food preferences before my second month on the program. I did not receive such a call. Nutri-System charged my account on 5/13/2011. I had only just started the program - why were they charging me for the second month so soon. We reached our bank and told them what had happened. They reversed the charges and were going to send us paperwork to file a formal complaint. They were to watch our account and see that it did not get charged again. In the meantime, I tried, but could not reach my representative as she was off that day (Wed.) I left a detailed message stating that I was not happy and wanted to cancel my membership. I also left my phone number for her to call me. She did not return my call the next day so I left another message for her to call me. She did not. Then on Sat., 5/20/11 our bank account was charged again. This overdrawed my account. I made a deposit to cover the amount taken out and the agent at Key Bank destroyed my card and will issue new one. We are in the process of filing a complaint with our bank. I also tried all day Sat. to reach someone at Nutri-system. They would put me through to someone only to find that that person didn't handle that area. I finally learned that the people I needed to talk with did not work on Sat. My Husband contacted Nutri-system on 5/23/2011, and spoke with Nick, customer service rep 5138 who said that he could do nothing because I was not available to make the call. I had to be out of town that day. Nick said to call 800-585 5483, 2nd month food already shipped and he could do nothing. --- Additional Comments: Refund of money taken from bank account without our permission plus overdraft fee of \$70.00 charged by Key Bank'

Ordered diet. received and not opened because of pending surgery. Received notice in mail another shipment was coming. Phoned to cancel second shipment but they said already shipped. Received second shipment (not Opened) Phoned to tell them not to ship anymore as I was not sure I would like the first one. Phoned yesterday 5/16/11 to request return of second shipment (not opened) and I was informed that it had been over 30 days and I would not receive any credit. What can I do to get a credit for the second shipment that I did not order. Thanks (b)(6) --- Additional Comments: Want refund for second shipment that I did not order'

When I ordered Nutrisystem I was given false information by the operator who helped me with my order. I was told that if I did not like the product sent, it could be exchanged. After trying their product for 1 week and finding it to be very unsatisfactory I called Nutrisystem to exchange some items. At that time I was told I could not exchange more than 1 item. The information I was given, proved to be very untrue. The representative had said what he needed to, just to get me to order. My frozen food came weeks later after the date I was given and I could not exchange anything frozen other than 1 meal, when I ordered I explained that there were a few items we would not eat. I was told not to worry that I could exchange them if I did not like them. After 2 weeks into the program we called to cancel and that was a difficult process. I had to list everything I returned with a return number and ship it at my expense UPS. I asked the company to please not send any future orders and they informed me I would be charged for cancelling. I told them that there was a guarantee I would like their food or I could return it. I was told I had to return what I had except frozen food, which I had almost 2 weeks of at the time. They would not except that back. I was told I would get a refund in 4-6 weeks for food sent back. I called the company a month later and was spoken to in a rude manor. They would not acknowledge the order without my UPS number which I did not have at that moment. They were very unprofessional and did not offer me any help at all. Today I called with the number and they were rude again. I could not get any information. I was told they needed to look at the return which they received 2 months ago. Cheryl would not give me any information but that in about a month I would receive credit but no idea how much. I feel consumers need to know what they are in for if they do not like this product. I was nice to the company and they were not. --- Additional Comments: That they honor their guarantee and refund my money and treat future customers much nicer.'

In the beginning of using Nutrisystem I found a dead bug in one of their sealed packages. Because of this serious health concern I wanted to discontinue using the product and get a full refund. Upon contacting them through email twice and telephone I was declined my request. I was put on hold for at least 30 minutes while being passed to different depts and supervisors. Then the third supervisor put me on hold again and <br />I was disconnected. I stated several times that I found a dead bug and wanted a full refund. Because and only because of this reason I wanted to discontinue the use of Nutrisystem and wanted a full refund. If I had not found this I would have continued Nutrisystem several months until I reached my goals. I asked them to send me a prepaid label and I would be happy to return the unused food items. I only used 15% of the product. They stated it was out of their policy to do this. They explained to me that I had to return the food at my expense and I would only be reimbursed for the returned food! This is highly unacceptable. I should not have to return their product at my expense because of NUTRISYSTEMS mistake. I feel I should get my entire paid refund AT THE LEAST. Also I feel the health dept should look into this.<br />Thank you. --- Additional Comments: Full refund in a mailed check. Credit card on file is no longer active.'

see Attached document --- Additional Comments: see Attached document'

My husband and I had seen the commercials on TV stating that now is the best time to order the Nutrisystem Program because it is the first time it's been offered at half off. We decided to order and did so online. After one month, my husband did lose around 13 pounds and I lost around 8 pounds, not far from our goals. The food was decent; however, it caused my husband to have stomach aches and constipation. It gave me stomach aches too, but mine are just a little more severe than my husband's and I will be making an appt. with a doctor. For these reasons, we decided that this program is not for us. Not only did we feel bad on the program, but we became very tired of the meals. Therefore, I called Nutrisystem today to cancel our programs. I was told that because we were offered the program at half off, we had to stay in the program for another month or pay a penalty. To stay in the program for another month will cost my husband and I together a total of a little over \$500.00. We do not want to put that amount of money out for something we do not want. So, I told the rep that we were not interested in another month and I was told that we would then have to pay back \$107.89 because we are not entitled to the half off special now. He processed the payment and told me it could not be waived. He also told me that there were disclaimers online when we signed up; however, I am guilty of not always reading all the fine print online. I stupidly trusted that the advertisement on TV was what it said it was -- Buy Nutrisystem at half off. Apparently, if a person only has a few pounds to lose and loses it in that first month, they are penalized because they do not need the second month. I don't know if anything can be done, but I would at least like to be reimbursed my \$107.89. Please advise. Thank you. (b)(6) --- Additional Comments: To be refunded the \$107.89 that was charged as a payback for the first month's food under the Nutrisystem Program.'

Additional Comments: '

I gave them my debit card information and they shipped me an order of food which was not what I had chosen. I called to ask how to return and they told me it would be at my cost to return the box. In order to save money I simply kept the box. I then called them and asked to cancel the next shipment because I do not like the food. They told me that they would charge me \$52.28 BECAUSE I am cancelling. The Rep said that its 'all over' the website that I would owe \$52 if I cancel. I have looked again and I do not see where that is. So I have cancelled the food and by the time I got off the phone, my account had been charged the \$52.28 by Nutrisystem and was overdrawn. Now I have lost the \$52.28 along with an overdraft fee from the bank. --- Additional Comments: I have accepted the first shipment of food, for which I paid 279.00 even though it's not what I ordered because it would cost me to return it. I do not understand how they can charge me another \$52.28 to cancel the next order. This charge was made without my authorization and I want my money back. I am not even asking for the overdraft charge that they have caused on my bank account. '

I was on the Nutrisystem auto delivery program for 3 months & they automatically billed my bank account \$239.99 every month for the program's food. By the fourth month, I no longer wanted to remain on the program so I cancelled my account BEFORE the order shipped and Nutrisystem informed me that my food had indeed not shipped, I would NOT be charged and that my account was cancelled. However, they still submitted the \$239.99 to my bank account. When I contacted Nutrisystem, they assured me that my account would NOT be charged and the 'pending' withdraw of \$239.99 would simply 'drop off'. My bank account had the \$239.99 held in a 'pending' status for SIX days. As a result of Nutrisystem submitting the withdraw and holding my money, I incurred overdraft draft fees - FOUR of them, costing me \$36 each - a total of \$144. After sitting down with a bank representative & contacting Nutrisystem regarding these fees, Nutrisystem REFUSES to refund them. They were the ones that assured me that my order was cancelled & I would not be charged, however, \$239.99 was still presented to my bank. Although, it ultimately did not go through, it was still held for SIX days, which cost me \$144 in fees. Their customer service representatives were rude and less than helpful as were their supervisors. They made no attempt to resolve this issue. After, being a good customer and referring 2 additional customers ((b)(6)), I would have thought this would have been handled much better. I would love to continue to refer people to their program as I lost 14 lbs on it. However, if this is how they treat their customers, then I will never refer another person. --- Additional Comments: I would like Nutrisystem to refund my banking fees of \$144 which were a direct result of them holding \$239.99 from my bank account. When I contacted Nutrisystem, they assured me that my account would NOT be charged. However, \$239.99 was held in a 'pending' status in my bank acct for 6 days. As a result of Nutrisystem submitting the withdraw & holding my money, I incurred 4 overdraft fees of \$36 each - a total of \$144, which I would like refunded.'

I returned the product via usps and they state that they have no way of tracking my package because I do not have a tracking number. I have tried to resolve this issue numerous times & they ignore me. --- Additional Comments: \$250.00'

Simply that I tried to cancel the program and was told that I'd have to pay a fee, which I agreed to, because I knew that I signed up first under an auto-ship agreement and would have to pay the discounted amount to cancel. Then, about 2 wks later, the autoship amount was withdrawn from my bank account--no product was received, simply the amount withdrawn--and when I called again about this matter, another rep informed me about the 'discount' reimbursement as penalty for cancelling the autoship, and I told her that I understood that stipulation and had already agreed to it...but then, on the same day another \$53+ was withdrawn from my account.<br />Just frustrating and wrong and COSTLY to me!!<br />not sure if this even qualifies as a BBB complaint. But I am livid with Nutrisystem. The food quality is slack, and doesn't match their advertisement imagery. I suppose I should have expected as much.<br />--- Additional Comments: I don't want anything extra. But the way they've extracted money from my account is wrong. '



I ordered the Vegetarian program and unfortunately 2 days later, something came up and I really can't afford to do it right now. I contacted the company and was bullied into keeping the program even after I repeated myself a few times saying I couldn't afford it. I am not one to usually tolerate that but I was having an off day and let them steam roll me. I clearly told the CSR I do not want to be billed for it, and he told me I'd be billed for some misc. fees for cancelling it before the 2nd shipment was sent out. I hope you will investigate this for me and help me get a positive resolution. My order # is 194257818. Please help me with this. --- Additional Comments: I just want my account cancelled and any \$ that was charged to my credit card refunded to me.'

First allow me to say thanks, and apologies for taking your time. I bought my wife a month of Nutrisystem; I read the web page, I read the disclaimer, it says you can cancel anytime. I did, and after talking to two of the customer service people they said I had to pay \$52.28 because I didn't take two months. That is not on their web page, (Please check it out). Would I have order the product any way? I don't know; But I would have liked to know. This to me is false advertising. It is definitely underhanded. Thank you again. --- Additional Comments: I would like to have my \$52.28 back; and them to be honest in their advertising.'

I canceled my Nutrisystem plan in an email last weekend. I received an email from Nutrisystem on Tuesday that I have to verbally cancel also. I called on June 1, 2011 to verbally cancel. I was told I am going to get charged \$52.28 just to cancel. That is on top of the approximately \$40 I had to spend to return the merchandise. I don't believe I should get charged the \$52.28 just to cancel. The authorization number of the cancellation is 143320149. I don't remember reading in the contract about getting charged to cancel, if there was verbiage, I believe that two months of trying a product does not warrant a charge to get out of the contract. I could see if I signed for a year or something but two months is ridiculous. I sent the box back on June 1, 2011 and is scheduled to be received by Nutrisystem on Monday, June 6. I better be refunded close to the original charge plus I believe the \$52.28 charge should be waived. Thank you. --- Additional Comments: To get refunded \$52.28 cancellation fee and after the returned box is received by Nutrisystem, the majority of the original purchase price.'

i joined nutrisystem in may 2011... they have never notified me when they are taking money (277.98) out of my bank account. they have done it now three times without notification 5-18-11, 6-7-11 & 6-9-11. i caled them, emailed them and web messaged them on 6-7 and 6-9 to cancel with them and demand my money back.... 6-7 they corrected the money in my bank account. then turned around on 6-9-11 and took 277.98 again without notification after my communication with them on 6-7 to cancel everything. <br /><br />on 6-10-11 phone call they told me i was on an automatic 28 day delivery for the food. well 5-18 to 6-7 is not 28 days and i had told them to cancel everything on 6-7. i told them again today to cancel everything. they said i won't get my money back until i return the food they shipped in error (ignoring my request to cancel) and they get the food back in their hands...<br /><br />so god only knows when i will get MY money back..... i am starting my vacation with my kids 6-11-11 and this will cause me a hardship for vacation and has caused me banking issues (over draft protecton and causing me to be short since i was not informed of these transactions prior to them being done.<br /><br />please help....277.98 is a lot of money to me.. thank you. --- Additional Comments: to get my money back asap since they can sure take it at a drop of a dime without notice.<br />to get confirmation that i have been cancelled from their product. if there is a delay of getting my money back to be compensated for that since they are affecting my vacation now. to get confirmation that they will never draw money out of my back account again - EVER.'

My wife called to cancel my account and her account on 5/25/2011, they explained that a refund would not be issued until the order had been received back in their warehouse, on 6/03/2011 she called nutrisystem agian because the order had been received in the warehouse on 6/02/2011, at that time on the 3rd they stated that they put in her request for a refund and it would take 10-14 days to receieve the refund, on Monday she called to confirm the refund and they said, 'That yes the refund will hit our account on Friday the 10th.' Well on Thursday the 9th we receive an email stating that, 'Please be advised that a credit has been issued to you by Nutrisystem, for your return of order # (b)(6). This credit will be transmitted to our credit processor at midnight tonight. Please allow 10 to 14 business days for your financial institution to receive the credit information and to post it to your credit card or Bill Me Later account. Credits may not appear on your statement for one to two billing cycles.' Not one time did anyone explain that it would really take up to 28 days for a refund. <br /><br /> --- Additional Comments: To have the money redeposited in the 10-14 days that was promised, and for the next person calling for a refund to have the correct info given to them with out all the hassles of calling and checking to make sure the right things are done on the company's behalf'

I began receiving promotional emails from Nutrisystem out of nowhere a month or so ago. I used the unsubscribe link at the bottom to unsubscribe from all communications but I continued to receive them. I tried the unsubscribe procedure a total of 3 times. when that failed, I forwarded one of the emails to webmaster@nutrisystem.com and postmaster@nutrisystem.com asking to be removed or I would report them for violation of the CAN-SPAM Act. It has been 2 weeks and I have receive no response but the promotional emails keep coming. I have never purchased anything from this company so they have no business continuing to solicit me. Other-Other Update

Both received and merchandise which was never shipped were deducted from my personal bank account. Upon cancellation of service, we were instructed to return received merchandise to sender and they would credit the account. Nutrisystem received this merchandise 5/31. Yesterday, (6/22) the company pretended they didn't know if the merchandise had been received in their warehouse. It became our responsibility to track the returned merchandise. The company promised to credit our account today upon proof of return. Today I received an email that they have credited the money but will not transfer the credit to our account for another 10 - 14 business days. We live in a society where this is an instant process. They took my money in one day and never even shipped the larger portion of the order. Why are they not returning my money? They should pay me the same interest I pay my creditors. At least my creditors agreed to loan me the money. --- Additional Comments: I want my money immediately- with interest.'

I have contacted NS twice to check up on a return and each time I spoke with custoemr service, they were extremely rude and refused to assist me. Today, I spoke with Keisha and she did not want to help me to resolve my issue and said that she did not want to help me. I understand if she can not help me but she did not want to! Not right! --- Additional Comments: I would like to see the money I spent for a product I returned refunded. I would also like some improvement on the customer service representatives because as far as I am concerned, I will never say anything good about this company because of my experience. '

I ordered a package from Nutrisystem on 5/2/2011 which I believed to be a 28 day package. It was advertised as 50% off on T.V. Unbeknownst to me, because of the discount, you get auto-delivery of a second package. I called Nutrisystem to cancel that order and was told that I would have to pay the difference of the discount plus the shipping (which had originally been free because of the discount) which came out to \$52.28. Therefore I would receive a refund of \$227.71. This whole conversation took place on 6/14/2011. I spoke with 3 different people. Finally after speaking to the last person she assured me that after receiving the package, it would take 4-5 days to process and the refund should take 7-14 days to post to the credit card I used to make the purchase in the first place. I decided to give them ample time to process my order and refund my money and today, 7/29/2011, I spoke with a Nutrisystem representative who could just like the rest of her colleagues, was completely clueless. She stated that she would send an email to the finance dept. and that whenever they read it, they would 'release the funds into my account'. After letting her know that I have spoken with way too many people at the Nutrisystem call center and have gotten the run around every single time, the least I could ask for is to have this problem resolved today. She put me on hold and after a minute or so, came back and said that after speaking with her supervisor, my 'funds would be released' into my account today (7/29/2011). Because I have zero trust in this company and the employees that work for them, I am 99.9% sure that this issue will not get resolved. I am owed at the very least \$227.71 and I believe they have no plans of ever returning that money to me. --- Additional Comments: I would like for them to pay what they owe me which is a refund in the amount of \$227.71. I would also like for them to pay for my shipping costs which is in the amount of \$32.44 but at the end of the day, all I need is the \$227.71. '

I was reviewing my credit card bill i had a charge from this company, I contacted the company they told me I did order products from the company over the internet, I asked if the order was ship and they say it was delivered, which I told I did not received nor i ordered. I attempt to cancel whatever is thier program, which I wasn't aware off, as we were speaking they were charging my credit account, I dispute the charges on the card, the product were attempt to be deliver, I refused the shipment. Futher after my credit card investigate the dispute, 90 days later they send a bill paid to a shipping company who's suppose deliver the package. I contacted the credit card and the time for dispute was expired. Now I did not received the merchandise, merchand refuse to credit my account, credit card do not open the file due to is too all.<br />I like to know which itsn't a ripoff in USA?<br />Merchand's can ripoff people without penalty<br />Credit Cards can ripoff people wilthout penalty<br />what is the goverment for, to carter these scams.<br /> --- Additional Comments: Refund for merchandise not received. For their records, FEDEX and UPS captured image of delivers.<br />perhaps a payment to a freight company does not represent proof of deliver.'

Additional Comments: '



Ordered Nutri System meal plan. After one month I wanted to cancel the next order. I was told that there would be a \$50 charge because they shipped it free. I talked to their representative (Mason) who told me that if I ordered again there would be no charge. I did not need another order but I ordered for my wife. He said that since I order for my wife there wouldn't be a charge. I then ordered a second shipment. When I went to cancel my shipment I was told that there is a \$52.50 cent charge because I cancel my second order. This was not what I was told when I talked to here representative. They were very misleading concerning this issue. --- Additional Comments: Not to pay the \$52.00 shipping charge'

On the front page of this website ([www.nutrisystem.com](http://www.nutrisystem.com)) it says, 'satisfaction guaranteed or your money back. Guaranteed.' I placed my order with the site, followed the instructions in the 'cancel anytime autoship program' and even called to cancel my consecutive order before it shipped because I was not satisfied with the product. I was told I could not return the product because I was past 7 days. Well, 7 days is not what the website advertises, it advertises 'money back guarantee. Period' Not money back guarantee after 7 days even if you haven't gotten to use the product during that time or not.<br />I was not even asking for my money back, I was simply asking them to refund \$52.50 they charge my credit card for canceling the service. This fee is hidden, and not at all in terms with what they are advertising. --- Additional Comments: I would like the \$52.28 fee refunded.'

The problem started with ordering online. I did a customized diabetic menu with vegetarian meals. At check out there was an error saying I needed to log out then back in. I did this and it went thru that time. When we got the order it was not what we requested. It had mostly all meat products except for maybe one or two things. Some had nuts in it which my husband does not eat. I called two times and was disconnected. Called again and agent said would adjust meals. Her computer messed up and she put me on hold a few times then we got disconnected. I called back and the next agent said that what the other agent was doing was just adjusting the the future orders. I explained the order I just received needs to be changed. She said I could return just what was not needed or the whole thing but would have to pay for shipping. I let her know that was not what the previous rep said. I said would call back after looking to see if any of the items could be used but it was only two or three things that could be kept. Called for supervisor and she said since I ordered online then they are not responsible for the order being wrong and I have to pay for shipping. Do not think that i should pay for their site messing up. Also when I called back no notes were left saying that 20 was offered for shipping and the agent didn't not the computer issue she was having or that the other agent was forwarding the dessert info to the agent that was adjusting the future products. Customer service is horrible. Called to complain and the agent did nothing. --  
- Additional Comments: Just want the cost of shipping paid to return this product. The cost of product should be refunded when item is shipped.'

I signed up and used the Nutrisystem product for many years. Recently, though, I decided to cancel the service.  
This company has several pieces of personal information: my name, address, phone number, e-mail address and more importantly, credit card information.  
Since I am not planning on re-starting the program again, I sent the company an e-mail asking for all my personal information to be deleted from their database. I got an e-mail in response telling me that this was going to be done in 24-48 hours (see e-mail below). As of today, this has not been done. I called the company today and re-iterated my request, and the customer service representative said that 'this was not possible'.  
I do not believe this, since my request amounts to a simple deletion of a row of information in an electronic database, and the company should (and I venture a guess that does) have a way to do honor this simple privacy request.  
Best regards,  
Pablo Acosta  
Thank you for your recent inquiry to Nutrisystem.  
Your subscription preferences have been updated. Please allow 24-48 hours for subscription adjustments to take effect.  
If you need further assistance, you may contact our Client Support Center by email at [orders@nutrisystem.com](mailto:orders@nutrisystem.com), by phone at 1-800-585-5483 or by visiting our web site at [www.Nutrisystem.com](http://www.Nutrisystem.com). Thank you, Emily  
--- Original Message ---  
From: Nutrisystem  
<[feedback@nutrisystem.com](mailto:feedback@nutrisystem.com)>  
Received: 7/11/11 9:17:35 PM EDT  
To: Customerservice@Nutrisystem.com  
Subject: Feedback from the Contact Us Page  
Feedback from:  
Name: Pablo Acosta-Serafini  
Email: [pablo.acosta.serafini@gmail.com](mailto:pablo.acosta.serafini@gmail.com)  
Phone: --  
Comments: Dear sirs,  
I recently canceled my Nutrisystem program. I would like to request that you erase/delete my account including all personal information (address, credit card number, etc.).  
Thank you very much, Pablo Acosta  
----- Please do not remove your unique tracking number! -----  
<<#(b)(6)#>> --- Additional Comments: Deletion of all personal information including, but not limited to: name, address, phone number and credit card number.'

Called to cancel my order because I was not losing weight and did not like the foods but they said there was a \$50.00 cancellation fee wwhich I knew nothing about. Rep on the phone was trying to point me to the 'so called' clause but she had trouble directing me to it and I still haven't seen it? Obviously it was very hidden if it was even there! They are very decieveing to their customers. It boils down to this I shouldn't have to pay to cancel an order. If there is indeed a cancellation clause that involves money it needs to be visible. I want my \$50 back becace this is a fraudulent charge. --- Additional Comments: I do not think I should be penalized because I do not like their product and want my cancellation fee refunded.'

On 06/29/11, I purchased nutriSystem using their website ? it was an automatic delivery every month unless I called to cancel the order. I received the food and was not satisfied with it. I called on 07/11 to cancel any further orders & request information on how to return the product for a refund. I spoke to an associate who told me she would cancel future orders & provided me with the information to return the product. She told me I would receive a refund on my credit card within 14 days of receipt of the return product. On 07/12 I mailed the package back, per their specific instructions. I received a confirmation from UPS the package arrived on 07/14 at 12:14 pm and was signed for by ?LAWIS?. On 07/14 I called again after I received an email alerting me to another automatic delivery. I was told that my call on 7/11 didn?t cancel the auto-delivery (despite the associate telling me I had cancelled future orders), but he would cancel it now. I asked the man I spoke with to confirm receipt of the package. He said he was unable to confirm as it was received in the ?warehouse? and he did not have access to their records. He confirmed I would receive a refund with 14 days. On 7/28 I called and was told they did receive my package return, but had not processed the refund. I was told it would take another 14 days to process a refund. I was treated very rude by the customer service associate and after repeated requests was finally connected to her supervisor. Dorreen advised me she could email ?operations? and they would be the one to process the refund. Operations department closes at 4:30 during the week (during which time I am also at work). She said she would request a ?hot credit?, that is an expedited refund, but she could not tell me the amount or the date of the refund and it could take 14 days. I'm livid. I have followed their instructions perfectly and they are refusing to issue me a refund for product I have returned and they have received. --- Additional Comments: Refund to my VISA for \$147.70. That is the purchase price (\$166.65) less the delivery charge (\$18.95).'

On August 16, 2011 I was charged \$209.94 for the food product I have received from Nutrisystem. I was explained by the representative over the phone that because I did not find the product EFFECTIVE I was allowed to return the unopened box to the returns department. I fedex the unopened packaged and was informed that I would receive a full refund being that I paid for the return shipping. On September 8, 2011 Nutrisystem refunded \$152.33 to my credit card which leaves a balance of \$57.61 still owed. I spoke to a representative over the phone about this matter and stated that they could not do anything about the remaining balance owed to me and would transfer me to a supervisor. I waited on the phone for a supervisor over 45 minutes and eventually got disconnected. --- Additional Comments: Please refund me the entire amount for the returned product.'

I signed up online for the product and nutrisystem shipped it to the wrong address. I have my confirmation email saying I put my address in correct. I have spoke with five people concerning the matter. The first rep was on Saturday after they delivered it to wrong house, the second and third were on the following Monday because they were not able to deal with it on a Saturday and those two ladies told me I would be getting my money refunded in a few business days, and today I spoke with four and five. Reps two and three told me they would refund my money and almost a month later still no refund. When I called today and they tell me that it was my fault the shipping address was wrong and that they cannot refund me my \$334.17. The lady at nutrisystem treated me with utter and total disrespect. I had to involve the law trying to just go pick up my shipment and the law was not successful at getting my product from the people that my shipment was shipped to on that Friday, and nutrisystem is blaming me for their error. I would appreciate it if you could help me in this matter. I am out of \$334.17 for the product, alot of gas, phone calls, and now going to be charged if I have to dispute it at my bank. <br />Thank you,<br /> (b)(6) --- Additional Comments: I most definately want my product money back. If I am charged by my bank for the dispute I want that money back. '

We had signed up with the company for autoship of monthly supplies for the Men's and Women's diabetic plans. We received our second shipment before knowing that we could change the order. So we sent the packages back after receiving the return code from the company. I adjusted my order and replaced it for future shipping. After a month, we called to inquire on the refund for the 7/7 order and was told we needed to provie the FedEx tracking numbers, which we did. The customer service agent placed me on hold and then told me that the warehouse confirmed receipt of the boxes (which cost us over \$150.00 to ship back). Still no refund. When I called again I was told that nothing was recorded in the computer file, and that I needed to provide tracking information. I requested a supervisor, who promised me she'd pull the recording of the original call. I called a thrid time today and was told that the tracking numbers from the recording were invalid, and that I still needed to provide tracking numbers to receive my refund. At this point, I no longer believe that this is an innocent set of circumstances, and believe that Nutrisystem is refusing to provide me my refund, even though I am a returning customer and have ordered since the incident. --- Additional Comments: I am seeking the original refund due to me of \$559.98, which represents the return of two full month orders in the orginal boxes, unopened, after being charged \$279.99 for each box.'



I ordered food online with Nutrisystem. I selected the food I would choose to pay for and eat out of their selections available. I saw a section to get upgraded [specialty frozen food] food for 25.0 extra dollars. I didn't select this option as the frozen food selection was within reason and the 15 other items weren't SO attractive. I read the arrangement and was getting 100 dollars off. I was happy to choose food I would enjoy and was given a good price - I provided my credit card. It suggested another upgrade to deliver priority. I declined the special delivery. I provided my credit card. The food frozen food was delivered at late evening after 2 attempts. The dry food was given to an office that signed for it, only to close an hour later. I opened the product and was given nothing that I would enjoy or choose to eat in any program. total disappointment. I expressed this to the customer service department and they claim that I didn't upgrade for the custom order. They selected the core food from the warehouse. I should know all new orders get the food most available. I requested a refund. I was interrupted and told that I wasn't listening that I made a mistake and would have to face the fact that I ordered that food and paid for it already . I escalated the call to a manager and Flo indicated that she would do a trade of 3 items. I requested a refund and she refused all efforts. WHO WANTS TO PAY FOR FOOD THEY WOULD NEVER WANT TO TRY OR EVER EAT? I saw my money and days of not eating flash before me. I don't have money to order random food on the internet HOW CAN A BUSINESS CONSIDER THIS PRACTICE ACCEPTABLE? my order # has a history of all of the food that I picked and non of the food I paid for was on that list. Order # (b)(6). --- Additional Comments: Order # (b)(6). There is a selected program of food for 28 days. Time was taken to pick out each item. Terms were agreed upon when the credit card was taken. The product choices were completely random when I received the food .Flo the manager, admitted this when I requested to fix the order or get a refund. She said no refund and the next order that I spend \$440.00 with the upgrades will be right. I will not eat this food but I am forced to pay for Food I did not agree to have sent to me. '

MAIL: The consumer ordered diet products from Nutrisystem, but decided to cancel because they were not happy with the product. The consumer states that the company stated they would be charged an additional \$44 for cancelling.

Judging by the description of their plans, I assumed that this plan included complete meals. While it says on their web site that the Mens Basic plan does not include fresh frozen items, it does not say that fruits and vegetables are not included, nor does it say that you must supplement the meals with your own fruits and vegetables.

The Meal Plans portion of the members' access to the site is very convenient in that it allows you to select from a drop-down menu of choices to log your food. However, it makes it appear as if the fruits and vegetables are items provided with the plan. Here is their recommended Meal Planner/Tracker:

Breakfast Entree	(provided)
Dairy or Protein	(NOT provided)
Fruit	(NOT provided)
Carbohydrate	(NOT provided)
Morning Snack	
Dairy or Protein	(NOT provided)
Fruit	(NOT provided)
Lunch Entree	(provided)
Vegetable	(NOT provided)
Vegetable	(NOT provided)
Afternoon Snack	
Dessert Entree	(provided)
Dinner Entree	(provided)
Fruit or Vegetable	(NOT provided)
Vegetable	(NOT provided)
Vegetable	(NOT provided)
Carbohydrate	(NOT provided)
Fat	(NOT provided)
Dessert Entree	(provided)

In other words, out of 17 recommended items, Nutrisystem provides 4, which is less than 25%. This is obviously not mentioned anywhere on their web site or in the ordering process. I have submitted 2 messages of complaint/inquiry to their Customer Service Department through their web site, but haven't received the courtesy of even a simple acknowledgment. It's no wonder they have a D- Rating; I just wish I'd have checked with the BBB before my purchase. --- Additional Comments: Their adv makes you think their Meal Plans are complete â?? itâ??s not stated that they supply less than 25% of your daily intake. They make you think fresh-frozen foods are included:â??Enjoy 28 days of delicious, perfectly portioned meals-now including gourmet, fresh-frozen cuisine combined with a balanced meal plan for proven weight loss success.

Your program includes: Simple meal plan teaches you what, when & how to eat, Nutrisystem breakfast, lunch, dinner & dessert dailyâ??'

of satisfaction and return if not fully satisfied. My credit card was charged \$233.00 dollars as agreed. I received the food shipment on Tuesday August 9th, 2011. I ate the food, 3 meals a day for three days. During all 3 days I suffered excruciating intestinal pain. At first I did not know the cause. I decided to stop eating the food. The very first day I stopped eating the food my intestinal pain and discomfort went away, completely. On August 13, 2011 I emailed Nutrisystem to explain the problem. I was told by Customer Service that they would cancel my account and that I could return the rest of the food; that my account would be credited. The order number in question is # (b)(6). The Customer Service Representative gave me a Code '(b)(6)' to put on the return label, which would identify the return as belonging to me and would identify my order, along with the address: Nutrisystem, INC. 450 Lillard Dr Sparks, NV 89434. I printed a full page computer label with all the information given and shipped the rest of the food, minus the three days, by USPS regular mail. After a few weeks of not seeing a credit for the return I called Customer Service. I was told that they would not credit my account because I had sent it by USPS regular mail, that I needed a tracking number. I told her that the code I was giving should have identified my return. I was told that I would not receive the credit. I have fully read Nutrisystem Terms and Conditions, there is absolutely no mention in it of the need for a particular Shipping Carrier tracking number in order to receive credit for a return. None.<br />I regularly purchase items on line. From time to time I have returned items, mainly by USPS regular mail because it is less expensive. I have NEVER lost a box. The businesses have been honest, and have credited my account upon receipt of the returned merchandise. --- Additional Comments: I asked Customer Service for a phone# to call the warehouse that received my return, I was told there's no phone number. Nutrisystem must live up to their word, and continue to maintain a reputation as a responsible, customer caring Company by refunding the \$233.00 dollars to my credit card. If this is not resolved I will direct my complain to the UT & PA Attorney General Consumer Protection Office and the FDA. Food should not cause severe intestinal pain.<br /><br />Thank you very much for your help.<br />'

I started using Nutrisystem in April of this year. A few weeks after starting the program, I talked to my physician about the program, and he told me that the meals had too many carbohydrates for me. I sent several emails to Nutrisystem concerning cancellation of my program. I also made several attempts to call their customer service, but I could not get through. <br />I shipped the food back to them. The following month, I put a hold on my account so that I would not get another shipment and so I could cancel the program before they shipped another months supply.<br />I sent another email requesting that my account be canceled, and still I got no response. They shipped another months supply before I was able to contact them. Once I finally spoke with customer service I was given instructions on how to return their product. Also during this conversation I was able to cancel my program. I also asked why I had not received a refund from the shipment I sent back in May. I was told by the customer service representative that they never received it. I told them I didn't believe them and I wanted a refund.<br />Nutrisystem gave me a number to put on the box that I was sending back, so that I would not have to pay to ship the box back to them. The number was invalid. I called Nutrisystem from the FedEx store and asked for a physical address. The customer service representative told me I could not return the shipment because it was past 30 days. I explained to her that my job requires me to travel and I had tried to ship the box, but was given the wrong information to ship it. I also stated that if they had cancelled my program like I requested in May that I would have never received the shipment. Now I am out of approximately \$600.00<br />Before I started on the Nutrisystem plan, I had registered on their site and I received several emails and phone calls from the sales representative almost immediately, but when I tried to contact them for a refund and cancellation, I got no response. --- Additional Comments: I want a 100% refund plus the \$45.00 shipping fee for both shipments.'

My wife ordered nutri-system package for 50% off with ad in paper offer. We received that package then they billed me for another package at full price saying that we signed for automatic reorder which we did not do. I called to reject the billing and they said to just refuse delivery and send it back and I would receive a refund. I did as directed and I received refund minus \$52.00. I was not told at that time there would be a fee for refusing order. I feel that this scam is the way they make profit for company. This should be investigated. <br /><br />Signed<br />Don Newman <br />--- Additional Comments: I want full refund for product not ordered. '



Through the NutriSystem website, I placed an order for 4 weeks worth of NutriSystem meals. I was only interested in one month because I just wanted to test the food out, and to compare to other health food systems, so I could decide which system I wanted to continue with. The website only offered me Auto-Delivery systems, and since I found no messaging that stated I would be assigned a fee for cancelling, I went ahead with the order. I received my food, and called the NutriSystem cancellation phone number to cancel, and was told that I was going to be charged \$60 for cancelling. I said to the phone operator that whatever their reasoning was, there was no such mentioning of this on their website during my order process (I looked for it before placing the order), and that I was not going to pay this fee. I asked to speak to a supervisor, and the phone operator refused to connect me to anyone, refused to tell me when a supervisor would be in, refused to give a supervisor my message, and just told me that I could try to call back at some other time to see if a supervisor was in at that time. I find this hidden cancellation fee unethical, I find their treatment of me and their customer support to be horrible, and I cannot believe that businesses are allowed to operate in such a way. --- Additional Comments: In this order, I want: 1) The \$60 fee credited to my credit card. 2) My credit card information deleted from my NutriSystem account. 3) My NutriSystem account deleted.'

I am an Affiliate of Nutrisystem via their affiliate program with Linkshare Corporation. Through this affiliate program that Nutrisystem has put in place with Linkshare, I have been contracted by Nutrisystem to pay me a percentage commission for each customer I send to their website who places an order for Nutrisystem's meal plans from their website. Currently, Nutrisystem owes me \$1,351 for the month of June and \$562 for the month of July. They also owed me \$97 for the month of August but for some reason they paid me for that but not for the previous 2 months. My Site ID # with Linkshare for tracking purposes is (b)(6). --- Additional Comments: My desired settlement is for Nutrisystem to pay me the \$1,351 commission for the month of June and \$562 for the month of July.'

On 8/26/11 I ordered 28 days of food from Nutrisystem. Prior to ordering the food, I checked the 'nutrition data' for each item I was ordering to see if it contained sugar alcohols. None of the foods I ordered indicated sugar alcohols in their listing of nutrition data. After I received the food, it not only tasted awful, but I found out that every dessert I had ordered contained between 1 and 8 grams of sugar alcohol. The sugar alcohol content was kept on a separate list and not included in the nutrition data per FDA guidelines. I returned my order (27 days of food) on 9/3/11 and it was received by Nutrisystem on 9/12/11. I called Nutrisystem on 9/21 and asked about my refund and was told by 'John' that it would be processed the end of that week or no later than the 1st of the following week. He said it normally takes 10-14 business days. Well, 3 weeks and 1 day later (16 business days), I still do not have my refund. I called and spoke with Shawn and Joyce today, and am now being told my refund should be processed within the next 3-5 business days. I am tired of the runaround. --- Additional Comments: I want a full refund of my money. Since Nutrisystem tends to 'hide' the sugar alcohol data, I do not believe I should be responsible for any shipping charges, including the \$21.77 I paid to send the food back to them on September 3rd.'

I have been harassed by NutriSystem with phone calls and e-mails 24 hours a day for over a month to process an order that I can not afford. I have had to call my bank and block them from processing this order. I am a senior citizen on social security and can not afford this product. I want this harassment to stop and I want them to stop trying to charge this to my account. my next step will be to call the attorney generals office.<br /><br />These people are relentless and they are making me so sick that they will take the little bit of money I have left out of my bank account.<br /><br />I want written confirmation that these people will not use my credit card to wipe out the little amount of money I have left. --- Additional Comments: stop trying to take money out of my bank account and stop harassing me by email and phone at 1,2, 3 in the morning. Please stop '

One (the initial order) order of Nutrisystem product was bought for me by a friend and sent to me. I live in AZ. and the product was melted (chocolate) and though paid for by my friend..I did not want another shipment of it. I started receiving phone calls that Nutrisystem was unable to process my next shipment (which I did not order). The credit card info they have is that of my friend who made the purchase. I have no outstanding order or unpaid bill with this company. I have been receiving phone calls demanding I take another order some of them at 3 o'clock in the morning. This week I have received 30 calls from them in 3 days. This is harassment and I want it to stop. --- Additional Comments: I want them to have no contact with me. I want all communication with them to stop immediately and will not be forced to by product I personally never ordered in the first place or I will notify the Attorney General of AZ in writing that I am being harassed and forced to buy product I did not order and do not want.'

I purchased a Nutrisystem discounted plan in which the price reduction was predicated on buying 2 months worth of food and signing up for the company's auto-delivery feature. When I received the first month's food, it was immediately clear that Nutrisystem had grossly misrepresented the food that they sell. Nevertheless, in good faith I attempted to adhere to the program, but after 10 days of eating low-quality, dehydrated and vacuum-sealed food, most of which made me nauseous, I decided to cut my losses and terminate my Nutrisystem plan. Upon communicating my intention to a customer service representative, I was informed that Nutrisystem would be charging me an additional \$52 (approximately) for canceling. This practice, in my opinion, is highly unethical. I made no attempt to return items I had already purchased, but opted instead to forgo buying additional Nutrisystem food that I found to be inedible. Whereas I was arguably entitled to a refund due to their misrepresentation of their product, Nutrisystem charged me additional money because I was unwilling to buy more. --- Additional Comments: I have no problem paying the discounted price for the food that I received. I am requesting that Nutrisystem refund the additional \$52 I was charged for that food when I opted to not purchase more.'

My wife and i decide we would try nutri system and we ordered it for each of us and took a chance that we might like it. Well we got it and didn't like it. We received it on 09/15/11 and we tried and we both decided that we didn't care for it. We called customer service on October 6th 2011 and they told us because it was a special order that we couldn't return it. but the the TV advertisement said money back guarantee and even when we originally ordered it they told us that it was a money back guarantee I would like them honor the guarantee and refund the purchase price and the mark up charge for not ordering a second month, this also was not disclosed. we have spent \$880 for a gaurantoeed product and we are not satisfied with it and we have over 90% of it left and we would like to return it. --- Additional Comments: We would like to cancel the order without penalty and request a full refund for the unused portion that we feel has very little flavor or gives any satifaction to taste or hunger. We feel that a refund of \$860 would be a fair resolution.'

I cancelled receiving the Nutrisystem plan in May/June 2011 because I was unemployed and couldnt afford it. My plan was for \$259.00. In October, 2011 I received a box from Nutrisystem and my account charged for \$169.00 without my permission or knowledge. I returned the box unopened via refuse to accept from UPS. I was told by Nutrisystem I was going to be charged a termination fee for something I didnt order, had cancelled and had NO knowledge of. They stole \$60.00 of my money on something I didnt agree to nor had knowledge of. --- Additional Comments: I want my refund NOW. I returned the box back to Nutrisystem on 10/31 is when they received it. My account was credited \$109.00 on 11/15. It took that long to get my refund which is not my whole refund. I want my \$60.00 they stole from me back! '

I first ordered Nutrisystem on 8/31/2011. The ONLY reason I ordered it was because of the 'great reviews' it received from every site I visited that had reviews for Nutrisystem. Never did I see a bad review of the food. Even Marie Osmond said it was great. Now I feel she got paid to say it was great and was not telling the truth, but only making money by saying it was great. I also believe Nutrisystem deletes reviews that do not say Nutrisystem is great. That is false advertising and false advertising is wrong and I want my money back in full. I became very ill eating the Nutrisystem after awhile (sick to my stomach, sour stomach, feeling like I am eating rubber or plastic, craving real food, feeling malnourished etc) and now I cannot even take a bite of Nutrisystem without almost throwing up. My body is rejecting the food now. I still have 6 breakfasts, 6 lunches, 11 dinners, & 12 deserts from my 9/25/2011 order and I cannot eat it without getting sick so that food is just sitting in my house right now. I want to eat it, as to not waste my money but I am afraid of getting sick and I cannot eat it anymore. I know it is false advertising because everytime when I would call Nutrisystem to say I was feeling sick or ill, they were not surprised to hear me say that. Also when I took my Nutrisystem Box back to Fed Ex - McBeths Pack & Ship, 2700 W College Ave #9, Appleton, WI 54914, [www.mcbethsappleton.com](http://www.mcbethsappleton.com), 920-832-8338, the man told me that they get Nutrisystem Boxes shipped back all the time. He has the Nutrisystem address memorized now and all his customers say they get sick and food tastes like rubber etc, well I never saw any negative advertising like that on-line, so Nutrisystem is false advertising and messing with the negative on-line reviews they get and I want a full refund of my money I paid for getting so sick on the Nutrisystem, the false advertising and my health not being good while on it and Nutrisystem messing with my health with their falseness of on-line advertising. --- Additional Comments: 8/31/2011 order for \$233.28 9/25/2011 order for \$233.28 10/20/2011 order returned for 233.28, refunded back to my credit card, order returned Return shipping for order of 10/20/2011 of \$30.94 Total desired settlement of \$730.78'



Recently my wife Amy contacted nutrisystems by phone. She just wanted to ask a quick question. Here's the part- When the representative addressed my wife by name her alarm went off. We have a new phone number and we have a block on the number. The phone account is under my name- not my wife's. We did business with them before about 2-3yrs. ago. At that time we had a different phone number and all of the business was once again under my name not my wife Amy's. We're concerned about how this could have happened! Nutrisystem's said that when you call them even a blocked number will be unscrambled through their system. We found this to be disturbing. I called my phone provider and told them this information, they didn't think it was possible. We contacted nutrisystems corp. office and explained to them the situation mentioned above. They said they would look into it and get back to us. They did and said that they had checked with their tech. department and had no such software able to unblock phone numbers. We know for a fact that the block is still in place on our number. Someone is not telling the truth. We are filing this complaint because we are concerned about privacy issues. What I have told you I know is the truth. Once again our issue is one of privacy invasion. --- Additional Comments: We want you to be aware of this situation and take whatever action you deem necessary, also to inform others of the possible danger!'

On Friday, December 16, 2011, my husband Shane and I cancelled all services with Nutrisystem. I received a confirmation email that this had been done (confirmation # (b)(6)). On Saturday, December 17, 2011, I received a phone call from a guy named Jim from Nutrisystem stating that the auto delivery for my order had already shipped and that my checking account was going to be charged the amount of the order (\$286.60). I explained that we cancelled the service and that this was not acceptable and was told that the only way I could get my money back was to refuse the order when it arrived. According to him, the shipment was to arrive by FED-EX by Tuesday, December 20, 2011 by 4:00 pm, and there was nothing that could be done about it. On Monday, December 19, 2011 at 2:15 pm, I received an email from Nutrisystem stating that my order shipped. The email included the tracking number from UPS ( (b)(6)). My unwanted order will be delivered on Friday, December 23, 2011 by the end of the day. My account has been debited the above stated amount and has caused my account to be overdrawn. I find it difficult to believe that this order couldn't be stopped 3 days after I cancelled my service. What a scam. --- Additional Comments: I expect the debited amount to be returned to my account immediately. '

I tried the program for one week and due to medical issues I was unable to stay on the program. I called them immediately explaining my situation and I was told I would receive a FULL refund because my cancellation was for medical reasons. I was instructed to return any food which I had to pay to ship it back. After they received the food and processed everything I received only partial credit for the food I returned. When I called and spoke to a manager, I was told that there was a 'gray area' because I did not return the food within seven days. I explained that one of their representatives told me, on December 7, that it would not be a problem because their policy states if the cancellation is due to a medical problem that a full refund will be issued. I am supposed to receive a full refund for \$259.95 and I was only given a partial credit of 151.05 I am owed \$108.90 and I am very upset and I need this situation rectified. I was mislead and the company gave me misinformation. --- Additional Comments: I am supposed to receive a full refund for \$259.95 and I was only given a partial credit of 151.05 I am owed \$108.90.'

I ORDERED 2 MONTHS WORTH OF NUTRISYSTEM BACK IN JULY. WHEN I RECEIVED THE PRODUCT, IT TURNED OUT TO BE A HUGE RIP OFF SO I CONTACTED THE COMPANY ABOUT RETURNING IT AND GETTING A REFUND. THEY GAVE ME AN ADDRESS AND CONFIRMATION NUMBER TO PUT ON THE PACKAGE AND I RETURNED IT THROUGH USPS IN AUGUST. SEVERAL WEEKS WENT BY AND I STILL HADN'T BEEN REFUNDED MY MONEY SO I CONTACTED THE COMPANY AGAIN TO CHECK ON THE STATUS. THEY TOLD ME THAT THEY HAD NO RECORD OF IT BEING RETURNED. I'VE CONTACTED THE COMPANY SEVERAL TIMES SINCE THEN AND THEY STILL CLAIM THEY HAVEN'T RECEIVED IT. FOUR MONTHS LATER, I STILL HAVE NO REFUND, AND THEY STILL CLAIM THEY HAVEN'T RECEIVED IT AND NOW ARE ADDING THAT THEY HAVE NO RECORD FROM WHERE I CONTACTED THEM IN THE FIRST PLACE ABOUT RETURNING THE PRODUCT. --- Additional Comments: REFUND MONEY'

I ordered over \$300 worth of food from this company. When the food arrived, they substituted most of the items I ordered for things I could not eat, being allergic to fish & shellfish or items I could not easily make being on the road for work. I called the company & they told me I could return everything, they even sent me return labels, then they never credited my credit card or gave me any sort of credit towards new food that I could eat! --- Additional Comments: I would like a full refund!'

Your system isn't always allowing me to put in the website address that comes to me via email, for instance this is one from CrystalLight, <http://www.member-supportservices.com?f> of the links in the spam emails I'm getting. In early January 2012 I went to FamilyCoupons.com, CouponCartDaily.com and Coupons.com to get coupons to print out, their sites are misleading and windows pop up encouraging visitors to take advantage of further deals, each new pop up deal requires you to submit your contact info... at the time I was unknowingly subscribing to email spam (nearly 50 of them a day) and countless phone solicitations a day. Clearly both my email address and phone number have been shared and/or traded. Both my regular email box and junk box are littered with these unsubscribed solicitations. Other-Other Update

my \$233.28 in 24 hours and would additionally be charged a cancellation fee of \$50.28 for canceling service after only one month of usage. I was charged the cancellation fee on the 5th and the charge of \$233.28 disappeared from my bank statement. On the 5th of January I received notification that my 'order' had been shipped, I called the customer service line and was notified that I would have to refuse the shipment when it arrived and then they would refund my money in 7-14 days. I refused the shipment on the 7th of January and waited until the 9th to call to ensure that the shipment had been returned. I was told on the 9th the shipment would arrive at the warehouse the next day. I then waited another 3 days to call back and verify this shipment arrived to ensure my refund was in motion and was told it would be arriving later that day. All of this was told to me in a very rude, non-caring manner as I'm no longer their customer so I clearly no longer mattered and my money wasn't a concern for them. I was also told by the 'gentlemen' I spoke to that I would need to keep track of the delivery through UPS and quit calling them as they have no control over UPS...the company they choose to use for delivery. As of Friday, January 13th when the package was again, supposed to be delivered; UPS shows it won't be arriving to the warehouse until January 17th after the MLK holiday. Therefore my refund won't be processed until the 17th at the EARLIEST. And then I have to wait 7-14 days because they shipped a product that I had canceled several days earlier. The customer service has been atrocious as well but I'm most concerned with the lack of care regarding holding someones funds. I canceled for monetary reasons and this has sent my finances into a tail spin until they release those funds. Not at all pleased with the service or the product for that matter. --

- Additional Comments: I simply want my money back in a timely fashion, I've tried speaking to someone at Nutrisystem about speeding up the process since this was an error on their part and I should not have to wait two weeks to receive my money. They refuse to even address that possibility by consistently putting me on hold for over half an hour when I request to speak to a manager. Unacceptable. And at this point I'd like my cancellation fee back since this has been nothing but a hassle on my end.'

and it is no longer feasible to use their food for two. They charged me 95 dollars to cancel a service that I never signed a contract for. They say its on the Terms of Service at the bottom of the page when you order the product, however it was never indicated on any receipt for the purchase that I made, nor was it indicated in the pricing when I selected it. I asked for a supervisor when I called and the agent stated 'There aren't any supervisors to speak to'. I should not be getting charged a cancellation fee for a product when I have not signed a contract for services. Nor was it reasonably visible when signing up for the service that I would be charged a cancellation fee. Below is a copy of the receipt

Welcome Adam, Thank you for purchasing the Men's Success Plan, and congratulations on moving toward reaching your weight loss goal. Your order will arrive within 4-10 business days. (If your order contains any frozen items, they will arrive in a separate shipment within 14 business days.) Just for choosing Auto-Delivery, you'll receive an automatic shipment notification to help keep you on track, plus FREE shipping to your door every time! Remember, you can review your order or customize your menu at any time by going to My Account. Enjoy losing weight and feeling great!

Introducing Nutrisystem Gift Cards Now, giving the gift of Nutrisystem is easier than ever! Click here for details.

PACKAGE PREVIEW ORDER: #(b)(6) YOUR PLAN: Men's Success Plan SUMMARY: A total of \$289.99 has been charged to your MASTERCARD CARD ending in (b)(6). YOUR PLAN INCLUDES: 28 days of Nutrisystem ready-to-go breakfasts, lunches, dinners and desserts Results Kit featuring a Daily Meal Planner, On-The-Go Meal Planner, Dining Out Guide and Resource Guide Online Membership with weight loss tools, trackers, and discussion boards

COMMUNITY & TOOLS Our members have more success when they use their free membership to the online Nutrisystem Community. Choose from great tools like our Food Diary and Success Trackers, or just hop on the Discussion Board to meet people losing weight just like you. Go to Nutrisystem Community

GROCERY ADD-INS Grocery items, such as fruits, vegetables, dairy and protein items are an important part of your success on Nutrisystem. Be sure to check out the Grocery Guide section in your Meal Planner or on our member site for more information on what to add in, as well as serving sizes.

MINDSET



I joined Nutrisystem because it is an online weight loss assistance and accomodates those that can not always get to the store or a meeting, etc. Great concept and honestly the food is not even that bad. Most has been quite good. However, the customer service has been outright awful! (1) I had a coupon code for \$50 through the Entertainment book (entb50) and it was never applied to my order. I emailed customer service and they gave me some lame generic response because they did not know what to do. Then said if I had any further questions to call. Keep in mind this was after over a week waiting for a response. (2) I emailed asking about calories, and again, non-educated CS and long response time. (3) Then I changed my order to only be weekends, and then all of my settings changed and I no longer was allowed to have the Frozen foods, or get it back. Once again, Customer Service NOT HELPFUL and had no idea how to resolve. What kind of online service community doesn't have valuable online customer service? Isn't that contradicting the entire reason for this company's Resistance. --- Additional Comments: (1) I would like my \$50 applied to order with the coupon code I am entailed. (2) I want someone to email me correct information. I tried Nutrisystem for the online assistance, not so I can sit on a phone for an hour and talk to an idiot. (3) If I can't change my order back or have someone explain to me what to do, I want to cancel my auto renewal with NO PENALTY. I am not paying or staying with a service that has awful CS and could care less about their customers. I will escalate no problem.',

us to talk with a sales rep to cancel so we called the number. He did any and everything EXCEPT cancel our subscription. We talked to him for 10 minutes and all he would do was try to push us into more sales. When he saw he was not winning he started harassing me about my weight. He said that I have not lost enough weight to quit the program. He said that he was concerned about my health and that is why I had to keep the subscription. He then threatened me with an \$85 cancellation fee if we quit after one month. I replied that when I called in before the sales rep said we 'could quit with no risk or obligation at any time'. I would assume from that statement means that there would be no obligation to pay a fee to quit. I saw it in the small print after the conversation, but the sales reps are lying to customers by telling us that we can quit whenever with no problems and leaning on that little part of the terms and conditions to harass us into staying by threatening us with this cancellation fee. I tested this theory by pretending to be a customer interested in starting the program. The sales rep I talked to said the same thing as the other only this time he said that it 'would be a great idea to sign up for the cheaper subscription package and then cancel after the first month' so I can save money. They are lying to everyone knowing that they customers can't cancel without paying that fee. Not to mention the harassment I endured while trying to cancel. My attorney is open to litigation for harassment and I deciding whether I want to pursue it or not. I don't even care about the money I just want to expose this corrupt program to the public to protect everyone else. Overweight people are already vulnerable and the harassment about weight and health would easily guilt or shame thousands of customers into keeping the subscription. If this complaint does not effect change I will positively pursue litigation. --- Additional Comments: I should be refunded at least the \$85 cancellation fee for the avoidance and lying I endured from two different sales reps. Customers must not be required to call in to cancel. If they sign up with a click online they must be able to unsubscribe with a click online. Sales reps must point out all terms and conditions and not avoid or lie about them. Employees must obey to a fault the demands of any customer by phone. If they say cancel, they must not try to sell them they must obey

I signed up for their weight loss product for 1 months. I was unhappy with their program so I cancelled it. I was informed that they would charge me a \$104 charge to cancel it. That is a 30% cancellation fee. I tried to dispute it and they told me there was nothing I could do, and the rude representative ended the call. --- Additional Comments: I am just trying to put the information out there so other people don't fall into their trap either. I asked multiple times about the cancellation prior to signign up, it was never made clear to me that this charge would be assessed.

I placed my order 01/30/12. I was told when I placed order that the cost would not increase the price was 309.99. This with a 40% discount. I was also told I could order which ever foods I wanted. On 02/19/12 I received a e-mail saying my delivery would be shipped 02/23/12. I called them and told them I was unhappy with the food and wanted to cancel, they told me if I canceled I would have to pay the amount discounted from the original price this amounted to 107.49. This is total thievery and they should not be allowed to get away with this. I would like to return the food I have not opened or eaten they haven't replied. Also when I made the call to cancel I told the person I talked to I would like to speak to his supervisor he replied the sup. was in a meeting and would call me back this never happened. I have e-mailed them about returning the food and have not received a reply. This product was not what they said it was and I haven't been given a reply on refund. They had my debt card # and simply charged me the 107.49 ,.. I would like the 107.49 returned which they have clearly stolen. --- Additional Comments: The 107.49 they stole and a opportunity to return unused food for reund

This company advertises clearly on tv and Internet how great it is and by ordering now you would receive a percent discount. What they don't tell you is that after you order your first shipment and if you are not satisfied and try to cancel your auto delivery of the products... They charge you more! I was fine accepting the product I had paid for and was conned into by their false advertising but I was NOT expecting to pay \$80 for not wanting to continue! It was a very unexpected fee that was not in my budget but what choice did they give me.... NONE! I was either to pay another \$80 plus for cancelling and taking away the discount I was under the belief WASN'T TEMPORARY or another \$250 approximately for another shipment of products that I did not want. When trying to explain to the customer rep that I followed their plan and meal additions required and that I worked a very physical labor job and it wasn't working with that lifestyle... He told me no I wasn't following it. This man has no right to argue something he knows nothing about because I am the customer. You don't tell me basically that I'm lying when I don't recall that man ever there with me at my grocery store when I had to buy THE ADDITIONAL FOODS NOT PROVIDED. I then asked if there was nothing that could be done and if there was a manager available. The man said NO AND I'm the one you have to talk to. I don't believe they have a right to charge me extra when I cancelled my order 2 weeks before the process date and when it is not CLEARLY POSTED ON THEIR ADVERTISING AND PRODUCT ORDERING that by cancelling I receive extra costs. Plus the man I spoke to offered no customer assistance with my issue of the costs even when I told him I could acquire nonsufficient funds costs now with my bank and was clearly rude. This was an unplanned expense! --- Additional Comments: I would like the additional costs billed to me today refunded. \$87.49

I have used their unsubscribe link in their email over 20 times and wrote more than 1 email to their customer service dept asking them not to contact me and telling them I am not interested in their services and they will not leave me alone. Please stop them. Other-Other Update

I asked for a refund and sent your package back with your RMA that you all supplied me. Initially your CSR never informed me of a tracking number need so I never asked for one when I sent it. Three months later no refund. I called my credit card company and you told them you never received it. I waited for the process to work and no progress. I tracked down the package at the lost package center in for the USPS. The box was in poor shape. I bought a new box and paid for another shipping fee to your address. Only to give me some nonsense that you now won't accept it because it's past the 30 days. Not cool. --- Additional Comments: Hey refund my money to my credit card for the shipping and the shipping I paid for or at the very least send the product back with additional product to cover the additional shipping I paid for.

I ordered Nutrisystem Jan. & Feb. 2012. Not only did it not work, I gained weight. When they emailed me the menu to choose my food items for March, I immediately emailed them back, informing them NOT to send the shipment or any further shipments! I then emailed & phoned them repeatedly over the next week. They intentionally make it impossible for you to contact them to cancel your order, putting you on hold, transferring you, not responding to emails, not returning phone calls. Instead of cancelling the order, they sent it anyway & billed my credit card for something I DID NOT ORDER & DID NOT WANT. I then emailed & phoned them repeatedly for the next wk. or two telling them to pick it back up but they again ignored my calls & emails. I even offered to accept the food that I did not order or want that has been sitting outside for 2 wks. @ a 50% discount but they ignored my offer. This AM I received an email with this convoluted procedure to return these 2 huge boxes I cannot lift, including my having to pay to return it, just to discourage customers from returning it. I am a disabled Sr. citizen. This is fraud & abuse. --- Additional Comments: Pick up their rotting food and credit back my credit card for the last billing as I DID NOT ORDER AND DID NOT WANT this shipment! THEY SENT THIS SHIPMENT AGAINST MY ORDERS!

Nutrisystem shipped their dry food the day after I asked for a delay which I was told would be fine. They charged my card the full amount of \$329.99. I had planned to go to Costco to get the \$79.99 gift cards that buy \$100 worth of food and did not realize there was a deadline, so I deferred it to later in the month which I was told would be no problem. Unfortunately, they shipped it in error the very next day. The dry food was returned, the frozen food never arrived. I was refunded a total of \$225 after simply canceling Nutrisystem because of the trouble I was having with them. I told the operator that I was new to it and was still figuring it out. He never said that if I canceled too soon, Nutrisystem would keep \$104.99 for the prior month shipping/handling and fees. This is just ridiculous. There was NO open disclosure and the people on the phone did not know what was going on. Their policy is horrible and frankly I am glad I canceled rather than do business with crooks like this. --- Additional Comments: refund \$104.99 still due.



I ordered food and did not immediately open it but when I opened it I discovered most of the food I ordered was substituted. They took it upon themselves to substitute. I don't like the foods substituted!! I called and cancelled the auto-delivery because I did not want the same foods delivered again. I was given a cancellation number. I told the man the food was mostly substituted. I was not told I could send the food back and receive what I ordered originally until the cancellation was made. He just said I would be charged extra. I want to return the food I have replacement for the food originally order or my credit card be refunded. Thank you --- Additional Comments: Replacement of the breakfast, lunch and dinners I did not order!

This whole mess started when I wanted to return an order. I came joined their auto-delivery program and I missed the 2 orders (2 month) policy before you can cancel an order. So the representative allowed me to switch orders to a cheaper option because I needed the extra money for that month. However, since the order was already being shipped, he told me to refuse delivery at the door, and when the order was delivered back to the warehouse, I would receive a refund back to my card within 7 days of when the order is sent back. I called to cancel my order, February 7th, the rep said I would receive a full refund by the 14th. I called around the 16th to question my refund, they said they had no record of my order being sent back, and that I should wait for another week until the warehouse updates their system. I waited another week and called again. This time, they had record of one part of the order, but not the other part of it (2 separate packages), so the representative called fedex to find the tracking number for the 2nd part of the order, and was unable to find it. But because they found the first order, they put through the refund to the refund processor and I should see it within a week. So that day, I called fedex, and within minutes, I got the tracking number for the 2nd package, and when I called back with this information, the representative told me that they already had record of both orders being returned and the information was sent to the refund processor. I waited for the refund to come through, and when I check my account, it only has my refund for one portion of the order, and not the other. So through 4-5 phone calls, over a month of waiting, I am still waiting for my full refund. --- Additional Comments: I paid \$329.99 for my order. I have already received \$121.77 refund for the first portion, all I want is the rest of my refund.

They say you can cancel any time but do go out of their way to hide the fact that they will take \$100.00 out of your account when you do cancel. This is going to bounce my account and cause me to be unable to pay my rent. This will accomplish just the opposite of what they advertise as it will cause people to overeat due to the stress imposed by this company! This is unfair and unjust to have hidden costs. Not to mention how difficult it was to cancel in the first place. It took almost 30 minutes of insisting I wanted to cancel before they allowed me to and then informed me it would cost \$100.00 to cancel anyhow. I will be sure to inform everybody I know about this heinous practice by a company that allegedly wants to help people when obviously they are only interested in taking peoples money! --- Additional Comments: The hidden cost is going to bounce my account and I will incur a \$29.00 fee on top of the \$100.00 they are going to take from my bank account which presently has \$2.00 in it!

I am so disappointed in the backwards deal that I just dealt with!! I chose to try Nutrisystem in February 2012. I was not happy with the taste of the food, the results that didn't come or the additional costs added to our tight budget. When I called to cancel my membership (one shipment) I was told that I got a discount for signing up for auto-delivery. And, since I only received one shipment, it was not technically 'auto-delivery'. So, I was going to have to pay that discount back, totalling \$88. Here I thought I was doing Nutrisystem a favor by giving the food to a friend (who may potentially be a new customer for them) instead of returning it for a refund. I guess I learned my lesson. --- Additional Comments: I would like a refund. This is a crappy business practice.

Nutrisystem gave me a price of \$145.36 for my second auto delivery to be shipped out on April 20, 2012. I have a hard copy as well as a screen shot of this price. Since that time, they have arbitrarily increased the price two times and refuse to honor the quoted price of \$145.36. I have made no changes to my order and have tried to resolve this issue by sending evidence of their error by email. --- Additional Comments: I would like for them to do the right thing and honor the price that was given to me for my second auto delivery.

I received my order and am happy with it. When I called to say I did not want to order any more, I was told there would be a charge of \$89.99. I wasn't told this any time before. Nothing received in writing on this either. --- Additional Comments: Not to charge me or send any more. Another order would be sent in May which I would refuse.

I entered in contract with company in good faith with certain understandings that if the food was not agreeable I could swap it for something else, they said no problem. Their tomato base product taste like crap, and made my feet swell. I know this because after I stopped, my feet went back to normal. I told their nutritionist, and she was supposed to send a different menu. That never took place. The second time I called, I wanted to exchange the problem foods for something else. They started to tell me the process, but the process seemed so complicated. I ask the sales rep. WHY he said to detour people from exchanging product. Seeing I was on the last day of their full refund guarantee policy. I ask to stop the program for the refund. They said no, because I was on the 15th day. of the 14 day full refund policy. They count the day of delivery as the first day. I told them this was unfair because of the things you have to do to prepare for the program. Things you don't even know about till you open the box, at this point I advised them I would not argue the matter over the phone and hung up. I feel this is an elaborate scam set up by greedy corporate types to take advantage of the overweight handicapped. --- Additional Comments: Cancellation of contract, without any further repercussions on anyone's part.

I attempted in writing (email) to terminate my participation in a diet food program. My three requests over a month and a half were ignored. My order number 277843873 requests for termination were ignored. I kept receiving deliveries and my credit card was charged for the food delivered. It was only on April 12, 2012 after the credit company became involved was an agreement reached that stopped the deliveries. I was out several hundred dollars because of this process. --- Additional Comments: I do not want anyone else to be caught up in this process. Nutrisystem should acknowledge correspondence and respond to requests for termination in the program.'

I received the first shipment of food from Nutrisystem and noticed at the bottom of the invoice that I was enrolled in a 'auto ship' program to which I don't recall signing up for. --- Additional Comments: Do not send any more shipments and do not charge my credit card for any more than the cost of the first shipment.

My complaint is really a mixture between an advertising complaint and a billing issue. I signed up for a program with Nutrisystem (auto-bill) not fully aware that if I canceled after one month, I would be charged an extra \$107. Having read the A+ rating for Nutrisystem, I was surprised to see that the business was described as 'having tried to resolve customer billing issues in a satisfactory manner' as this was not the case in my experience. Not only was the food falsely advertised as 'satisfying' and 'delicious' (and honestly, it is neither), but the fine print in the 'terms of conditions' (which, let's face it, few other than lawyers read), is so small and so fine as to be a non-entity. This is a perfect example of a company trying to use loopholes to make an extra dollar and deceive its customers. --- Additional Comments: Refund of the extra \$107 I was charged for canceling my order after one month.

Hi,<br /><br />I had a problem with the cancellations of auto delivery for their service. I was able to get it resolved, but it was \_much\_ more work than it should have been.<br /><br />First, normal business of this nature is if you can subscribe to something online, you can cancel it online. I couldn't.<br /><br />Second, just finding out how to cancel was a pain - I had to do multiple searches in the help to bring up the document, and the fact that you only took phone cancellations was, as far as I can tell, buried deep in the help subsystem rather than, say, being a link on the 'edit my order' or any number of other reasonable things.<br /><br />Third, when I did call, I had to navigate phone menus that didn't have an explicit 'cancel this order' until three levels deep, somewhere near the end. I had to make guesses to get there.<br /><br />Fourth, I don't need a lecture when I cancel a product or service. The guy I talked to wasn't that bad, but I had to interrupt him 3 times to get through the transaction, which I did as politely as I could. My cancellation number is (b)(6), and as far as I am concerned, I am all set at this point for that. I don't want another shipment, and I want no further billing, and I hope to never hear about it again.<br /> --- Additional Comments: I would encourage them to change their policies, and for public knowledge of these sorts of things. I wonder if the BBB has established guidelines for this sort of thing, and if not, maybe the basic guideline of 'if you can purchase a recurring service online, you should be able to cancel it online as well' might be a good one.'

2/11/11-placed an order for NutriSystem # (b)(6). 2/15/11-billed \$239.99. 3/8/11-received an email that # (b)(6) was shipped & billed \$239.99. 3/14/11-called NutriSystem & told them about not receiving the 1st package & requested to cancel (cancel #(b)(6)). Was told to refuse shipment of 2nd to receive a full refund & they would start an investigation of the 1st package. 3/15/11-contacted by UPS with 2nd package, refused it, & signed an Affidavit that I did not receive the 1st package. Delivery driver stated he left it on the doorstep, I asked if anyone signed for it, & he said no. I know for a fact that he did not deliver it to my address. 3/30/11-received an email from NutriSystem stating I would receive a refund for return of #171154429 & would take 10-14 business days. 5/2/11-called to advise I still had not received refund & expected refund for both packages. Rep said she saw in the system I returned the 2nd package & said she would refund me. I asked about the 1st package & she said it was closed with no resolution. I told her I signed an Affidavit with UPS that I did not receive it & she said she would re-open the investigation & would put in a request to refund returned order # (b)(6). 5/6/11-UPS came by & I signed another Affidavit stating I never received package 1 & refused package 2. 5/6/11-charged another \$239.99. 5/9/11- called NutriSystem & they stated they sent a refund & did not charge my account as my order has been cancelled. Told them that a charge DID come through & I would gladly fax them my credit card stmt reflecting all 3 charges & to show that I have not received refunds. Faxed stmts 5/9/11 & 5/10/11 to Floretta Hayward @ 215-346-8076. 5/10/11-received email stating that a credit has been issued for return # (b)(6) & would take 10-14 business days. 5/17/11-have not received a refund & owed \$719.97. --- Additional Comments: I want a refund of all three charges of \$239.99 for a total of \$719.97 plus the interest charges charged to my credit card statement charged since March 2011.'

i have sent you previous spam email reports from them. Other-Other Update

After I had already cancelled my service I received an E-mail that my food was being shipped. I called and talked with a customer Service Representative. He asked why I was stopping the delivery. AS I explained to him why I was cancelling he became rude and hung up on me. I called back to complain and another representative was rude again. He acyed like it was no big deal that he was rude to a customer. I will not reccommend this service to nayone. --- Additional Comments: I want customer Service to be more friendly to customers.

This company continues to send me advertisement emails even though I have asked at least 5 times to get off their list. Their 'unsubscribe' link on their emails only takes you to their webpage with no link to unsubscribe. I have emailed with customer service & they told me I was off heir list but I continue to receive emails from them, even up to a month after our emails. Their advertising practices are boardering on spam & this needs to be fixed ASAP! --- Additional Comments: I want off their list & I do not want to receive emails from them ever again



I became a member using their Diabetic Plan in late April, 2012. I agreed to their using my debit card which they now had on file. On May 24, 2012 I had a doctor visit with my Endocrinologist. I use an insulin pump for my treatment. My doctor informed me that I could no longer use this plan in that my pump was programmed for an entirely different carb/protein ratio. I contacted Nutrisystem the evening of May 24, explaining my situation I did this through their customer service toll-free number. When I explained my situation the girl at customer service said that my plan would be canceled but that I would have to speak with someone else to avoid a cancellation fee. The gentleman that I spoke with was rude, arrogant, and told me I was not listening to him! He told me there would be a \$90+ dollars charge to cancel. When I once again explained my situation, he stated once again 'I was not listening!' I finally said 'fine then, just bill me the \$90 fee and cancel my membership and hang up. Yesterday morning I thought I should login and make sure it was taken care of. The first thing I noticed was that not only was my order not canceled but it showed my next ship date of July. I immediately sent an e-mail to customer service and asked that they not only do not ship me another order, but also to cancel my membership. I received an immediate e-mail saying they were very busy so they would get back to me as soon as possible. Not 10 minutes later I received an e-mail saying thank you your order which has been shipped and we have billed your debit card \$291.98. I was furious and thus sent them another e-mail demanding my money be refunded. Since that time the only correspondence they have sent me at 5:30 last evening was a duplicate of the earlier e-mail stating 'thank you your order has been shipped'. I have contacted Bank of America to dispute the debit fee and they have agreed to attempt to resolve this with Nutrisystem directly. This is been an absolute horrible experience and the worst part is that total avoidance! --- Additional Comments: \$291.98 returned back to my Bank of America debit card.

On May 3, 2012 I was charged \$87.49 for cancelling my membership. The advertising says you can cancel at any time by contacting Nutrisystem. I did that. I never agreed to automatic delivery. Please advise. Nina Stahlberg --- Additional Comments: I would like a credit to my Visa account in the amount of \$87.49. This is the same account that was charged.

I followed all of the required procedures and was given a refund for the food that was returned on time. --- Additional Comments: Nutrisystem has my information and I have the shipping proof including a signature that shows I returned the product well before the 14 day deadline.

Hello, I just spoke with one of Nutrisystem's supervisors, Joe, to cancel my account. I am very upset with the way my account was handled. I ordered Nutrisystem to give it a try in May 2012 and I have been trying to eat the food I was sent for the last 1.5 months and it is almost inedible. I tried different items and had a customized order as well. So I made the decision to simply cancel my account and was told I would be charged \$87.49. I offered to return my remaining 50% of my original order in lieu of the 'cancellation fee' and was told that was not possible. This is a verbatim statement on the Nutrisystem website and it is obviously completely false and misleading: 'What's your return policy? At Nutrisystem, we expect you to be fully satisfied, or we'll give you your money back. Period.' I feel that I should not only be reimbursed for my \$87.49 cancellation fee but I should also be reimbursed for my original order of \$229 and I can send them their horrible food back. I felt safe in trying this product because of their statement, 'At Nutrisystem, we expect you to be fully satisfied, or we'll give you your money back. Period.' And not only is this a falsified and misleading statement, but they are even going as far as to charge me an ADDITIONAL fee of \$87.49 because I am not satisfied and want to cancel. This is not right. I am a hard working woman trying to pay my student loans and survive and I can not afford to shell out \$87.49 cancellation fees for a product that I am totally not satisfied with. PLEASE help me and get my hard earned money returned to me. This is not right what they are doing. Thank you for your help with this matter. Amanda Zabrowski

Nutrisystem Cancellation #xxx-xx-xxxx --- Additional Comments:  
Based on Nutrisystem's statement on their website ('At Nutrisystem, we expect you to be fully satisfied, or we'll give you your money back. Period.') I would like to be refunded for my \$87.49 cancellation fee + \$229 original order = \$316.49 in Total to be returned to me and I will gladly return their left over food.

I called Nutrisystem to cancel my subscription around the beginning of May. The agent kept trying to keep me on the plan, saying that most customers will gain weight if they stop. Once I had deflected these comments, he tried to sell me on the lunches only plan. I am sure this is standard operating procedure for Nutrisystem and I expected it. After 15 minutes he finally said he had cancelled my order for me. I even stayed on the line to complete their survey in case it was a requirement for the cancellation to stand. I believed that everything was fine. At the end of the month to my surprise, Nutrisystem sent me the next months order after I had previously cancelled it. I called and spoke to Nikeia @ extension 3292 who told me that there was no record of me cancelling my order. I was stunned and said that I didn't want the order, which she said that I would have to send back the order. The package weighs around 50lbs which I had to carry 4 blocks to the local Fedex office. When I got there I called back and explained what had gone on and spoke to Lekeisha @ extension 3422. She said that I would have to pay for the shipping. After explaining that it was sent after I had cancelled, she eventually gave me the Nutrisystem account to send it back. She also explained that I would have to call back and give the tracking number otherwise I wouldn't get a refund. I sent the package on 5/31 and called back and left a message on the voicemail at extension 3422. On 6/19 I called back because I hadn't seen my refund yet, the representative Catherine asked me for the tracking number which I gave her. She said that she was very sorry, they had received the package weeks ago, but it was never scanned back into the returns departments system. She kept on apologizing and I explained everything that I had been through to get my \$290 back, which I still don't have. I worry that they make it extremely difficult to cancel on purpose, and most would forget or give up on their money. Everything was far too convenient. --- Additional Comments: I want my money back immediately, they took payment on 5/27 and it is not in my account still.

I was charged a cancellation fee for my two Nutrisystem programs. I was fully aware of the charges HOWEVER was not made aware from what credit card they would be charging. I NEVER gave Nutrisystem authorization to charge my WellsFargo account and I have proof that when they tried to charge me for my second round of meals that the card they had on file was no longer active. Nutrisystem refused to give my money back stating that 'when the charge goes through there is nothing that we can do about it'. I refused to believe this, it is \$180 dollars that they had taken illegally and they will not give it back. I would like the BBB to investigate this fraud and please make them return my funds. I tried working with nutrisystem because I really liked the plan, but could no longer afford the service. Again, I was made aware of the cancellation fee, BUT didn't give them the authorization to debit my WellsFargo account. They never had it to begin with. --- Additional Comments: I would like my 182.48 returned to me

In good faith, I agreed to try the Nutrisystem Success Program which included a 30 day supply of food. Within the first two weeks of trying to start the program, I realized that this program would not work for me. Around 20 days after starting the program I received a second delivery, food replenishment for another 30 days and I was automatically charged another \$350.00. I called Nutrisystems to see if I could return the shipment and they refused and informed me that the program I started included automatic replenishment of food. I did pay the \$350. to Nutrisystems. I just felt that their advertising was very deceiving. I feel like I was taken for \$700. I would suggest that Nutrisystems be upfront with their new customers. -- Additional Comments: I would like to return the shipment and get reimbursed for the second delivery of food. I would suggest the Nutrisystem be more clear on their programs. Suggest that Nutrisystem contact their customers prior to shipping replenishments. Also there should be a clear statement around their no return policy. I am very disappointed and feel that I was deceived by them advertising ways to try help individuals to only find out that they are taking away hard earned money.

In May I signed up with Nutrisystem for auto-delivery of a women's plan for myself and a men's plan for my husband. After two weeks on the plan, we decided it was not working well for us. The food was lacking in variety on my women's vegetarian plan, and my husband was not able to stay on the plan while traveling for work. I went onto the website and delayed our next delivery as long as possible while we decided if we were going to continue with it. On Sunday, May 22 I logged into the website to cancel the service. I found I was not able to do so on the website and I would have to call them. On Monday May 23 I called and found out by canceling before receiving a second auto-delivery shipment Nutrisystem would charge my credit card for the free shipping I had recieved and the 20% discount they had given me. It would total around \$90 for each of us. They explained it was stated in their terms and conditions on their website and that if I called to place an order I would have been told then. I did speak to them on the phone concerning the trouble I was having placing a family order, and nothing was said then. When I went back to the website I found their terms and conditions were at the very bottom of the page, and I had to scroll down with in a window to find the chargeback policy. I feel that this information was not provided clearly and upfront. I certainly would not have placed the order, because it was always under the condition that we would try it for one month to see how it worked for us. When I spoke to customer service they gave me the choice of canceling and paying them \$180 for nothing, or giving them \$300 to continue with a plan of just snacks and lunches. I don't want to continue with the plan, or even with their business, but I don't want to be charged for nothing. I feel this policy was not clearly disclosed and was in all essence hidden in the wordage of their website. --- Additional Comments: I would like to be able to cancel the auto-delivery service after one month of delivery without having to pay for the FREE delivery I received, and the 20% DISCOUNT they gave me. I do not want the \$180 charge they said they were going to place on my credit card. I am not authoring a charge, and will dispute it with my credit company if they do issue a charge.

see Attached document --- Additional Comments: see Attached document



My daughter used my credit card to purchase a month supply of Nutrisystem. The next month they automatically sent out another month supply and charged my card since it was the one on file. Nutrisystem gave us a return authorization number and the information to return the box. We had to use UPS or FedEx so we would have a tracking number. The box was returned on May 22, 2012. The proof of delivery was for May 25, 2012. The credit was supposed to be issued in 14 days. It is now 46 days and still no credit after several phone calls and emails to customer service. On July 2, 2012, they said it would be issued in 1 - 4 days. I called again today on July 10, 2012 and the credit still has not been issued. This is totally unacceptable. --- Additional Comments: I would like the full refund in addition to the extra freight it cost me to return the box using UPS.

I was eating one of their Double Chocolate Muffins when I discovered it had worms. One was alive, one was dead, and there was a carcass of one stuck to the inside wrapper. I sent an email that day with a photo. 3 days later I still had not received a reply from the company so I called them. I asked to talk to a supervisor and they supposedly transferred me to one. The lady really didn't seem to care and casually asked if I wanted a credit for my one muffin or a replacement. Astonished, I asked 'don't you think it's a serious problem, I have the muffin and the worms wouldn't you want them to figure out what the problem is.' She was only concerned with crediting me for my muffin-of course, I didn't want a replacement. They did not seem at all concerned about this issue! I received a reply days later finally from my email from someone who couldn't open my photo and asked if I would email it to someone else! He couldn't just forward the email himself? He also requested the muffin but was only going to offer \$10 towards my next auto delivery. If they would have looked into my account at all, they would have seen that I already called and prior to this situation I had cancelled my auto deliveries. What was that going to do? I forwarded the email to the contact that was mentioned who I'm assuming was quality control and still have not heard a peep and it's been over a week. --- Additional Comments: I would like to be reimbursed for my entire program-not for 5 muffins.

I decided to take advantage of the 40% deal they advertised. Their web site was confusing. I was never informed of the fact that I would have to commit to more than one month for the 40% off. The food is awful, and I had over 70% of their products left and I didn't want to continue with the plan anymore. When I tried cancelling, the Customer representative said I had to pay \$94 for shipping! I was not aware of the charges beforehand when I went in for their deal, nowhere did they say they are going to charge me 94\$ or an explanation or breakup given that I'll be penalized for that amount after the first month cancellation. It's fraudulent advertising, taking advantage of an eager customer. To top that, I had 40\$ remaining in my Nutrisystem Gift card, which I wanted to use towards the penalty, they wouldn't let me use that. That's my nutrisystem gift card which I had paid for, and couldn't use it for Nutrisystem penalty. That is another fraudulent product they are selling. I was forced to pay 94\$ through my credit card to get off the program. I plan to dispute it with my card company. --- Additional Comments: I want a complete refund of my 94.99\$ back.

After cancelling order on May 26, 2012, I was told via telephone that my credit card would be credited for the full amount once the shipped items were returned. Order was returned unopened, refused via UPS. After waiting 3 months for a refund, called company on 8/15/2012 after reviewing my last Visa statement with the amount still not credited back to my account. Was told someone had never credited my account and \$109 would be subtracted from the credit due to 'early cancellation'. I was never told of this penalty when I cancelled. Also, I should not be charged any penalties d/t 3 months of interest charges for amounts that should have been already credited back to my account. I want my full refund charged back to my account immediately to cover my interest charges. --- Additional Comments: Credit back on my Visa card for the full amount of \$309.12. This should cover the interest I have had to pay on this amount for 3 months waiting for my credit which was never processed by Nutrisystem please the additional weeks it may take to finally credit the amount back on my card. My wife and I was disabled, on a fixed income and this amount goes a long way for our bills.

I did not want the auto-delivery anymore and the company keeps harassing with phone calls up to 5 a day. I cancelled card and they will not take off my name from the auto-delivery unless I pay 100 for cancelation fees. I never agreed to a contract. They are very misleading and I will not pay for a fee that I unknowingly agreed to because of there deceptions. Because I will not give them a new credit card number they will keep me on the auto-delivery and keep calling me. --- Additional Comments: I want the company to stop calling my phone and they should stop misleading people then trying to add bogus charges. If they want people to sign contracts for discounts then make it clear and don't try and hide it.

I canceled my membership for my account and my husband's account and they were both on the same family account. They still shipped and charged me for another order on my account, yet canceled my husband's orders. Then customer service told me I would have to pay to ship it back and it would take 30 days for the refund to go back into my bank account after they receive the order back. It was their error yet I have to pay for it. I am very unsatisfied with the service and the product. --- Additional Comments: I want an immediate refund and for them to pay to ship it back to them if they want it back.

July 20, 2012 As of last week, I was still on the full 28 day Nutri Systems program. Before making my new selection of foods, I realized that I had used up all my frozen meals which included breakfasts, lunches, dinners and desserts. At that time, I had at least a one month supply of dried lunches (I didn't like), dried dinners and protein drinks which were left over from my previous orders. By its very title, I thought the Nutri Systems 'Dinners On Your Own' program would be the best way to proceed. Nutri System advised me that in addition to losing my dinners, I would lose the entire frozen food part of my current program which includes not only dried / frozen dinners but frozen desserts, frozen breakfasts, frozen lunches and a non frozen protein drinks that Nutri System suggests be consumed after breakfast. To buy the missing meals and desserts separately would cost me more than my original program. Now what do I do?? Please help. --- Additional Comments: I want all my frozen products - breakfasts, lunches and desserts along with my protein drinks sent to me at my usual delivery address, in addition to my new choices for lunches, desserts and snacks.

MAIL: The state of NJ, AG office forwarded a copy of the consumer's complaint. Consumer wrote that Nutrisystem charged his acct \$279 for an order he didn't request. Consumer wrote that he doesn't want anymore deliveries from the company.

When I signed up for Nutrisystem, the price was \$189.99. In the fine print, it was clearly stated that I would receive the promotional price FOR EACH SHIPMENT, not just the first one. There was no itemized list of deductions/promotions/discounts listed. Obviously, I expected to pay the stated price for each shipment. Since then, they have charged me \$259.99 for three shipments. When I inquired about the bills, I was given the run-around and told that the \$189.99 was comprised of a series of different discounts which were only applicable to the first shipment. THAT WAS NOT STATED WHEN I PURCHASED THE PRODUCTS!!! I was then told that the \$259.99 price included a 20% discount for auto-delivery, the only available discount. Nutrisystem's advertising was dishonest and misleading. I have since attempted to access that link, in order to print it out and send in proof of my complaint, but it is no longer available. --- Additional Comments: I would like a refund of \$210, which is the price paid (\$259.99) minus the price stated (\$189.99) for the last three shipments. Then, I would like my membership canceled. I prefer to do business with an honest and forthright company.

I ordered the product for 1 month was not told there is a cancelation fee. When I called to cancel they said I had to pay 100 I said I was not told this they said they would have a manager call me. The so Called Manager called I think her name was Tanisha. She is very rude and lied to me. She told me I could hear my order. I asked later in our conversation and she told me NO! Makes me think I was right and was not told about a cancelation fee. I am very up set that I was lied to and that they have charge a fee that was not disclosed. I have sent 2 emails asking for someone to return my call or email. I have not herd anything from them. --- Additional Comments: I ordered the product for 1 month was not told there is a cancelation fee. When I called to cancel they said I had to pay 100 I said I was not told this they said they would have a manager call me. The so Called Manager called I think her name was Tanisha. She is very rude and lied to me. She told me I could hear my order. I asked later in our conversation and she told me NO! Makes me think I was right and was not told about a cancelation fee. I am very up set that I was lied to and that they have charge a fee that was not disclosed. I have sent 2 emails asking for someone to return my call or email. I have not herd anything from them. The following URL (website address) below can also be used to gain access to download a copy of this complaint: <http://www.cencal.bbb.org/complaint/view/89034785/b/f4t3m3j7pl> would like all my money back on the cancelation fee, I really would like all my money back from my order to since I threw most of the product in the garbage. The taste of the food was horrible. I also would like an appolgy for how I was treated.

Status Description: REFERRED --- ALLEGES FALSE ADVERTISING/OVERCHARGED --- Note: For additional information on this complaint, please contact the South Carolina Department of Consumer Affairs at [scdca@scconsumer.gov](mailto:scdca@scconsumer.gov).

Called Nutrisystem customer service because food was missing from my delivered order. Gentelman said he would send the food. Waited a few weeks and nothing came. Called again and same thing happened. Called a thrid time and was told by a woman that she couldn't send the food becasue too much time has elapsed since my order was sent. She refuded to give me the food I paid for. I was promised the food twice tat never came and then it was too late, which was not my fault. Also, the woman had no records on my file that I called the previous two times, but I can prove I called with my phone records. All I want is the food I paid for. --- Additional Comments: I just want the food I paid for that was missing. Lunch 2 Noodles w/chic. and Veg. 4 Cheese Tortellini 8 Cheesy Homestyle Potatoes Thank you.

Nutrisystem engages in deceptive advertisement practices and credit card fraud. Despite written and phone notification and confirmation to cancel my subscription and order, they automatically charged my credit card and shipped the products anyway. They only offered to refund half the amount. Also their TV, internet, and phone ads are very deceptive. They claim that all you have to do is eat their prepackaged products and worry about nothing else. However, once you get the actual product and description in the mail, you find out that you have to supplement with other foods and measure, weigh, count, and record in a diary, which defeats the whole purpose of what they are touting.



I signed up with the nutrisystem program for one month. Their product is inadequate and inedible. They do not advise you that when you are on their program , you have to supplement the meals by purchasing additional food. I received a notice that a second shipment was about to be sent to me automatically. I never agreed to that. When I called to cancel, an extremely rude sales manager, Ted cameron, refused to resolve the situation, would not provide his supervisors name, put me on hold in order to immediately bill my credit card, then disconnected the call. I am 100 percent dissatisfied with this companies product, practices and professionalism. Nothing other than a full refund is going to correct this situation for me . Thank you for your help in dealing with this unprofessional company. --- Additional Comments: An apology from Ted Cameron for his behavior, and refund.

The website says there is a 14-day money back guarantee. That statement lists a telephone to call within the 14 days, nothing is mentioned that it has to be Monday - Friday as Customer Service is closed on Saturday & Sunday. Due to a FedEx error I didn't receive my shipment until Aug 25, 2012. After deciding the cost incurred in the program was too great, I called September 8, 2012, exactly 14 days after receipt of shipment, only to find out that the service center was closed. I then called 1st thing, while at my place of employment, only to be told, you are past the 14 days. I attempt to explain calmly why I felt that it wasn't my fault as without notification in the guarantee claim, how was I to know the center was closed on Saturdays. The very unhelpful lady on the phone would not listen to what I was trying to explain and kept repeating you are outside the 14 days. My frustration escalating because I was supposed to be talking to a reasonably intelligent adult, not a two-year old that doesn't understand the concept that there were extenuating circumstances, all beyond my control, that prevented my contacting. I requested to speak w/a supervisor and she was even less helpful & even ruder. --- Additional Comments: I would like them to honor their 14-day guarantee, and provide me w/a complete refund not just the partial for the return food.

I cancelled the order I only received a refund minus \$87.497 for cancelling. No literature and no agent I talked to ever mentioned that part of the deal. --- Additional Comments: refund amount \$87.49.

Nutrisystem Customer Service called me on June 2nd reminding me about my order being shipped. I told this gentleman that call me to cancel my order. They shipped it anyway. When I received the order on Friday evening, June 8th, I called and told them I had cancelled the order last Saturday when this gentleman called telling my order was getting ready to ship. I was told to returned the product by Fedex for a full refund. I returned by Fedex that Monday. The charges to my credit card was on June 7th, amount \$279.99. When I got my credit card statement in July I called Nutrisytem inquiring about my refund they told me it was being processed and that they did received the product back about 4 or 5 after I had requested a pickup by Fedex. I called again in August and was told the same thing. So when I got my credit card statement the last of August and saw no refund, I called Labor Day weekend (Saturday, Sept 1, customer service said that I was only getting credit for \$182.50 and to call back on Monday, Labor Day to talk to billing about the balance. I was tolded that the \$97.49 was for shipping. This is what Nutrisystem refund policy says: Credits are issued within 14 business days of your return being processed in our warehouse, but may not appear on your statement for one to two billing cycles. I filed a complaint with my credit card company, they told me since it was after 60 days, there was nothing they could do. (I am paying off that credit card company and closing my account.) Nutrisystem gave me the run around for 60 + days, because they new my credit cards company policy about filling complaints. The charge amount made on my credit was \$279.99, on June 7 2012 and the refund amount was \$182.50 on Aug 8 2012. I would not buy from Nutrisytem again and would not recondmend them to any family, friends or strangers. --- Additional Comments: I want the balance of my refund \$97.49, that was promise to me.

Contacted Customer Service to cancel all future orders however they have continuously ignored me and tried to charge me for orders I have already told them I want canceled. Past order is (b)(6). --- Additional Comments: Refund for all orders charged as compensation for ignoring me as a customer. Continuously trying to charge my card even though I contacted customer service numerous times to cancel.

They mailed the food before notifying me and I did not want due to cost. We are retired on a fixed income. They said we agreed to two deliveries for free delivery and now want \$216.06 plus a \$60.00 restocking fee to cancel my food deliveries. I told them not to send and they did anyway saying the email notification was a courtesy and it would be delivered regardless of my email. --- Additional Comments: I do not want to pay this amount of money....I would rather give it to a food bank.

I am a former Nutrisystem customer. My email address is (b)(6). I stopped using Nutrisystem products in late August 2012 and they were helpful with that. I continued to receive emails from them, and more than once I used their opt out link at the bottom of the email to have myself removed from their email list. On October 26 I opted out again, and then sent an email to their customer service team (customerservice@nutrisystem.com) telling them I had unsubscribed several times but continued to receive emails, and asked them to make sure I did not receive any more emails. On October 28 I received an email from Nancy/Nisha (select1@nutrisystem.com) saying they show my email address as unsubscribed, but that I might receive emails for Nutrisystem products that are not from them. On November 18 I received another offer email from Nutrisystem (Nutrisystem@news.nutrisystem.com) that included the same opt out information I have seen in previous emails. I'd like Nutrisystem to comply with my request to no longer receive emails from them. Other-Other Update

I purchased a 1-time 30 day weight program. After several weeks, Nutrisystem called to inform me of another shipment. I did not want it and they said just refuse delivery and they would credit my card. I refused and FedEx returned it. I never touched the box or even came in contact with it. My original order was #(b)(6). For almost 3 weeks I went round and round with them for the credit. I turned to American Express as I have a Platinum card and they are good at these Internet promises. After several weeks, they informed me they had no resolution. They indicated they got the same run around. In retrospect, I should have checked the Consumer Reports on the Internet. Nutrisystem has a ton of similar charges. Here's their standard response: Thank you for your email to Nutrisystem. We have been experiencing high email volume and sincerely apologize for the delay in responding to your email. We will be more than happy to assist you with crediting your account. What we need to do so is the tracking number provided to you by the carrier. (I PROVIDED THIS) This will help us locate the package and request credit back to the credit card that was debited. We apologize for the inconveniences. Please reply by email or by contacting the Call Center at your convenience so that we may resolve this issue promptly. Thank you for your patience. RE: Refund (b)(6)# Thank you, (b)(6) Here's the reply to my cancellation: As you requested, we have cancelled your Auto-Delivery order. For your records, your cancellation confirmation number is (b)(6). Thank you, (b)(6). --- Additional Comments: I'd like the refund they promised if possible. But if that's not possible, I'm not going to lose any sleep. What I want more than anything is to be on the public record that this company has shady business practices. Maybe I can help someone else stay out of this trap. In any event, I'd like you to pass this along to their Executive Management team. Thank you, David Wiseman

I continue to receive phone calls from NutriSystem, Inc. despite the fact I do not have an account with them. I've contacted Customer Service on 5 separate occasions to request they stop calling me, but the phone calls continue. --- Additional Comments: I would like for NutriSystem, Inc. to remove my number from their contact list and never contact me again.

In October 2012 I talked to a customer service representative at Nutrisystem and requested to send me a month supply food for a trial. I stated to the representative that if I like food I'll give them a call when I desire. The rep helped me to make food choices and I recieved two parcels within a week. In one was frosen food in another 'ready to go' food. Today unexpectedly, I received in my email a notification that a second order has been shipped which I had neither authorized nor requested. I called immidiately to Nutrisitem to report that I did not place the order and I am not authorizing it. They charged me \$299.99 (order #ORDER: # (b)(6) ) They placed aditional \$99.99 as a 'cancellation' charge or 'discount' charge. I asked the first rep to stop the order while it's in Fedex. She refused doing this. The \$299.99 + \$99.99 was not supposed to be placed on the credit card. The credit card should not have beed saved in the file of the Nutrisystems. During the fist call the rep said the call that saved the conversation from October will be pulled in two days. During a second call, a rep said the original call from October will be pulled in five days. The reason that the call should be pulled is to prove that I did not request recurring orders. --- Additional Comments: 1. \$299.99 that was charged to the credit card to be credited back to the credit card, 2. \$99.99 to be credited back. 3. All food that was not orderd (order #ORDER: # (b)(6) to be returned and I should not be be responsible for shipment charges. 4. No future orders to be shipped without explicit authorization. 5. The credit card should not be kept on their system once transactions are backed out.

On November 28, 2012 I cancelled my membership with Nutrisystem, Inc. They confirmed this cancellation and provided an email indicating service ended as of that date. On December 3, 2012, a charge for food delivery was processed by Nutrisystem. An email was received by me and a charge of \$289.99 was debited from my bank account: POS Purchase 1204 PA 800-585-5483 NS \*NUTRI SYSTEM SEQ# (b)(6). I called the company, they cancelled the shipment and told me that I would have to wait until the shipment was returned to them before processing a refund to my account. So: THEY charged my account incorrectly, THEY controlled the cancellation of the shipment and 'I' am the one waiting, four days later, for a refund to my account. Unacceptable. --- Additional Comments: refund



I placed an order from Alaska for Nutrisystem products, they said in their advertising it was free shipping to the Continental US. When I went to check out,online, it said because I lived in Alaska that I would have to pay extra for shipping, about 40.00. I placed my order, but was not happy with their policy, as I live on the continent. When I went to place a second order I called their offices and was told that because Alaska is "Out of the Country" and had to leave the US and that they had to pay for International mailing it was more expensive. So, I called UPS, the way my package was shipped and asked them if it cost any more to ship to Seattle than to AK, they said no, it was not international, which I knew, but wanted to confirm. Nutrisystem gave me a credit on my order for \$40, because I was upset at their policy and told them they were incorrect in their advertising.I would like all people who have been charged for shipping to Alaska by Nutrisystem to get a refund of their money for their Nutisystem products. A co-worker has ordered from them for years, so she would get quite a refund. Their policies and their knowledge about their own shipping practices leave a lot to be desired. Thinking Alaska is another country and not on the same continent is ridiculous, and charging us "extra" for shipping is fraudulent..  
PS9000: Nutri-System Other-Other Update

Nutri-system offers a 14 day 'RISK FREE' trial. I sent my food back after 1.5 weeks. Since I cancelled before my second food delivery, there was an \$80 charge back fee. They sent me a return label. After a month they claim the package has not arrived and asked me to send them an Inventory of what I returned. So 1.5 weeks of food ended up costing me over \$300. There is nothing Risk free about the trial and the company is scamming money from people. -  
-- Additional Comments: full refund... Inital payment for food and the charge back fee

Nutrisystem initiated an 'auto-ship' order without warning and I called to cancel or delay it.The representative was extremely rude and told me I would be charged extra fees for canceling the 'auto-ship' component of my order. When I asked to speak with someone else about this, he transferred me to a voicemail instead of a supervisor.I wrote a complaint by email emphasizing that I did not want new charges and needed to delay or cancel the order, and that I wanted to make a complaint about the original customer service representative. She responded by canceling my account, causing an \$87 charge with contacting me further.I called the moment I received the email, and the next representative said, 'she did exactly what you wanted' and began yelling at me. I explained that the main mission of my original call was to stop any charges and Nutrisystem responded by causing new charges! ---  
Additional Comments: \$87.49 reverse of this fee.

I SET UP MY ACCOUNT WITH NUTRISYSTEM APROX 12:01AM AND 7 MINUTES LATER LOGGED INTO MY ACCOUNT TO CHANGE MY FOOD ORDER SINCE IT DID NOT GIVE ME THE OPTION WHEN I PLACE MY ORDER. I MADE MY FOOD SELECTION CHANGES AND THE NUTRISYSTEM ONLINE ACCOUNT ACCEPTED MY ORDER CHANGES.WHEN I RECEIVED MY FOOD IT WAS COMPLETELY DIFFERENT FROM WHAT I ORDEREDI CONTACTED CUSTOMER SERVICE AND THEY WERE NO HELP IN RESOLVING MY COMPLAINT.I HONESTLY HAVE NEVER WORKED WITH A COMPANY THAT IS SO LACKING IN CUSTOMER SERVICE. I AM VERY DISAPPOINTED IN THERE CONCERN FOR MAKING THINGS RIGHT WITH THE CUSTOMER.SAM MYERS --- Additional Comments: I WOULD LIKE MY REQUESTED ORDER SHIPPED TO ME AT NO COST AND A CALL TAGE ISSUED FOR THE INCORRECT ORDER.

I cancelled my account before the first month was finished. Your representative said I owed \$94 because of cancelling early. I agreed and provided him with a credit card to charge the balance to. He took the credit card information and said he was charging this new credit card the \$94. I looked at my bank statement and he charged the old credit card on file. I called your customer services several times and spoke with a manager. She has no record of my NEW credit card information in the system... so you authorized the wrong credit card and possibly that representative stole the NEW credit card information from me since it was not in the system. --- Additional Comments: refund the \$94 charged to the wrong card and I will provide you with the correct information to pay the balance. Alos train your employees better since I provided very different information from everyone I spoke with.

In spite of my notification to Nutrisystem on 2/11/12 that I no longer desired to receive product from them, and that I would not pay for any additional product, they shipped additional product to me in April and, though I rejected the delivery and returned the product to sender, they billed me for the product. Repeated contacts with their customer service department have not fixed the situation, and in fact they have told me they will ship and bill me for additional product in May. --- Additional Comments: I want them to quit sending me product and to withdraw their bills for any product shipped after 2/11/12.

opened it I was upset because I was never told that the food in the pictures I ordered wasn't frozen or fresh it was boxed food that needed no refrigeration. I was upset and called and shared this after speathought I would at least try it since it arrived. I tried for 3 days but the food was gross. I called to share this and was told to try the others in the package before I sent it back. I went away on Christmas break and was planning when I returned to try the other packages and send back the food if it was all gross. In the meantime, they charged my credit card for the next order without notifying me they were doing so. (They said they sent an e-mail but had the wrong e-mail) I called as soon as I saw this charge and explained everything. They said they already sent the 2nd package but that I could have UPS send it back as it had not reached me yet and I'd receive a full refund so I had it refused so UPS could send it back as instructed. I called to make sure I was doing it correctly as I never saw or touched the package. I was within the 30 day return policy for both the 1st and 2nd packages. I asked if I could return the first order and I was told I could return the first order but that I needed to wait until the 2nd package got back to them and a refund was issues so that the two package orders were not confused. So I waited and waited. Then in the end of February, I e-mailed UPS and was told the package did get to Nutrisystem. I called Nutrisystem and they said they had received the package in Jan. but 'forgot' to issue the refund it is now April. (If I had not checked my account they never would have issued refund.) When it was issued, I called to say I am sending the first package now as instructed. They said they would give me a refund for that but needed to know what was arriving, I listed it all & they said to send it and it would be refunded. Next day I called and was told they wouldn't issue refund --- Additional Comments: I followed everything they told me to do, went through countless phone calls each of which I was placed on hold for over 30 minutes, and now they are saying it is my fault because it wasn't returned in the first 30 days. I believe they purposefully did this so I couldn't return the first package because the first 2 calls were within the 30 day period. This experience was maddening. I would like them to do what they said they would and take back their food and refund my original initial

I cancelled membership within money back required time. Customer rep didn't give proper instructions required to finish transaction. Instead charged my credit card for fees other than promotional cost. When I saw charge 4 days later, the rep said it was now too late to return product. Had the gave me proper instructions the first time it would not of been too late. Probably would of not pushed refund until they put extra charges on my credit card. --- Additional Comments: Refund to credit card.

WHEN I FIRST ORDER THIS 28 DAY PROGRAM NO WHERE DID IT SAY THAT IF YOU CANCEL, YOU HAVE TO PAY THE SHIPPING CHARGES AND 20% MORE, I CANCELLED DUE TO HIGH BLOOD PRESSURE AND SEVERAL TRIPS TO EMERGENCY ROOM FOR NOSE BLEEDS AND SEVERAL TRIPS TO ENT SPECIALIST TO TRY TO STOP THE BLEEDING DUE TO MY HIGH BLOOD PRESSURE IN CHANGE OF FOODS I WAS EATING, MY BLOOD WORK PROTEIN LEVELS WERE EVEN HIGH, I WAS TOLD NO PROTEIN SUPPLEMENTS AND THATS THE 28 DAYS PROGRAM A PROTEIN DRINK EVERY DAY AND THE SODIUM INTAKE WAS VERY HIGH I HAD NO IDEA THEY ADVERTISE IT SO WELL ON TV AND ADS YOU THINK HEY I CAN DO THIS, ITS NOT FARE THAT THEY RIP PEOPLE OF THAT WORK HARD FOR THERE MONEY AND I HAVE A MEDICAL REASON AND THEY STILL WANT TO CHARGE ME, I CAN NOT EAT THERE FOOD WHAT DO THEY WANT ME TO DO? THEY CHARGED ME \$87.49 ON MY CREDIT CARD I WANT THAT BACK! THEY HAVE NO RIGHT IF NOT TOLD IN BEGINNING OF ORDER IN BIG BOLD PRINT THATS NOT RIGHT PLEASE HELP ME I WORK VERY HARD FOR MY MONEY. THANK YOU --- Additional Comments: \$87.49

I went to the nutrisystem website and saw the 'core' package was specially priced at \$199.99. That was the right price for me, so I decided to purchase the product. Throughout the entire process, that was the price listed, and the price stayed that as I put my credit card in. When I checked my e-mail, I was told my card was charged \$269.99. I called customer service and Lea promptly blamed me and my computer for the listed price, and that she could not do a price adjustment. I was willing to try the product at \$199.99, and even continue on the auto-delivery for \$269.99, but as I was told that was not a price she was going to give me (a price advertised on their website throughout the entirety of my order), I had her refund it. --- Additional Comments: I really just want to try their product at \$199.99. The product advertised at that price was the 'core' package with protein shakes included.



My wife and I subscribed online to Nutrisystem risk free 'cancel for any reason' diet plan. We received our first shipment on 3.19.2012. We tried it, I went into fluid retention because of the salt content and my wife experienced stomach aches all night after trying a spicy meal. The very next day, on March 20.2012, I wrote to Nutrisystem canceling the plans online using the same method the way we purchased the item. I received an email that I would have to discuss matter with them on the phone and I could not cancel it by email. I wrote immediately back that I am hard of hearing ( I am a 75% disabled vietnam vet, lost hearing in the war) and requested a contact name and address to communicate in writing, by letters. Nutrisystem never answered back. Sent some more emails, they never answered back, but kept bombarding me with unrelated messages. After 10 days of waiting and no answer from Nutrisystem I sent a certified letter (they received it on 4/5/2012) again reminding Nutrisystem that we are canceling the diet plan. In spite of the no risk advertisement I tried to be reasonable and suggested a compromise, I was willing to not ask for a refund for the unused portion of the food (they advertised it). I also asked for a resolution of this issue at the lowest possible level. I also stated that I would consider any new charges to my account as unauthorized. Nutrisystem never answered back to my certified letter. Suddenly I received a 'Welcome letter' and started to ship the diet again, in spite of my written cancellation. --- Additional Comments: I canceled the program by certified mail, they received on April 5, 2012. I am asking for refund of the charges they placed on my credit card after April 5, 2012

I cancelled my subscription to Nutrisystem on 6/4. On 6/27/12 my bank account was debited in the amount of \$223.33 for products that I have never received, are not showing shipments on my account or activity since 3/2012. I have been waiting for a resolution but no one calls me back, etc. I filed a complaint with my bank but Nutrisystem is doing nothing except tell me that I don't see any activity. I have copied my bank statement and sent it to them and still nothing. --- Additional Comments: I would like my account refunded and Nutrisystem accept responsibility for their lack of customer service and ridiculous response time.

Now I'm really mad. I ordered, gave my Discover card number and was billed for their product on February 28. When I had not received the order by Monday, March 5, I called only to find out that they had no record of my order. To make a long story short, it was discovered that the person who took the order, sent my order to an address that was not mine and they turned this situation over to their fraud division with the comment that 'we're almost certain it was a fraud.' NutriSystem, knowing this, REFUSED to credit my Discover card unless they 'retrieved' their product. Now they have disputed that I placed and received the order of which to this date I have never received anything from NutriSystem. I just got off the phone with Discover card who had reversed my disputed claim, but they again took it off my bill after again explaining the whole thing again. Evidently the person I talked with at Discover coded the dispute incorrectly that I had not authorized the charge; I had but never received anything from NS. But Nutrisystem lied about the charge being correctly charged to me when their fraud division acknowledged that it indeed was sent to the wrong address but my card was charged. The last conversation I had with NS was that they were flagging my card so that no other orders could be charged. If this was the case, why did they dispute my claim that it was billed but no product was ever received by me? I didn't authorized shipping to any address other than my own. --- Additional Comments: I want a written letter acknowledging their mistake, what exactly was done and why they refused to credit my card when they knew full well a fraud had been committed by one of their employees. I also would like to know what was done to the employee who misrepresented herself, charged my credit card and sent it to a totally alien address. NS, in my estimation, is not a reputable company to deal with. They should have credited my card and tried to retrieve their product later, not at my expense

After I thought I was signing up for a one month meal plan through Nutrisystem I received an email stating that I had to order another month of food. I called and learned that the price I paid would be charged for 3 months. After finding this out, I cancelled my order and was charged \$88.99. However, this fee was not stated anywhere when I signed up for the plan. After speaking to 6 people from Nutrisystem, I learned that if I sent back a minimum of 2 weeks worth of food to their warehouse the 88.99 charge would be credited back to me. When speaking to the person on the phone I clearly asked them what I needed to do when sending back the food. They gave me the address and told me all I had to do was send it there and right on the box the RMA number they gave me. After a week I still noticed the charge had not been credited. I called and they asked me if I had a tracking number, however, they never told me to get one in the first place. They said it would take longer without having one because the warehouse would have to physically open the package and verify I sent it back. It has been over 2 weeks now and they have not credited my account for the charge. I have spoken to over 10 people now and I am really frustrated with how they are treating me. I am not going to stop calling them until I receive my credit for \$88.99. --- Additional Comments: I would like my \$88.99 charge credited.

I attempted the Nutrisystem weight loss program but the food proved to be intolerable. I forced myself to eat it for a little over a month but couldn't even finish many of the meals. I sent an email on 2/17/12 about cancelling my auto-shipment and steps to take to return the product and receive a refund right after receiving my 2nd shipment of Nutrisystem but received no response. On 3/1/12 I sent my 2nd inquiry and again very directly asked how to return the product and receive a refund. The next day they sent me a response stating they were sorry to hear I wanted to cancel but before I make my final decision, here's a special promo or a discount off my next order. Not a word about the return of the product or getting a refund. The same day (3/2/12) I politely rejected the offer via email. No response back from Nutrisystem. A few days later (3/7/12) I sent my 3rd attempt to get instructions on the refund. They responded the same day by saying that their records show the issue was already resolved via email on 3/2/12 which was their coupon offer. This went back and forth until 3/9/12 when they sent an email stating that I am now outside of the 30 day limit to return anything so they were unable to help me. The next couple of weeks I sent email after email explaining my situation and their responses were one or two sentences of unhelpful information that ended with them saying they cannot help me. I told them that I had been given the runaround until the deadline passed and if they would check their records they would find my story to be accurate. On 3/20/12 they responded claiming to have a very 'simple' return policy but to help me, I would have had to have my shipment postmarked 3/7/12. I replied. On 3/22/12 their email said I should have been able to find the return policy on-line or it would have been provided via phone so sorry but no refund. My last attempt was a final email on 3/26/12 which went unanswered. I saved each and every email in a file named NUTRISYSTEM IS BOGUS. --- Additional Comments: I am requesting a refund for the amount of the second shipment, order #(b)(6), which I paid on credit card. Also, for the shipping fees to be paid to return the food.

Reply from Nutrisystem after I complained to the on 111 after sending 3 different unsubscribe notices. Then on 119 received another one from Nutrisystem [Nutrisystem@news.nutrisystem.com] Thank you for your email to Nutrisystem. Your "unsubscribe to email" request has been received. Please allow 7 business days for the unsubscribe process to cycle through. Please be aware, at times you may receive Nutrisystem offers, which are NOT from Nutrisystem. This happens when you, at some point while browsing on the web, opt to receive emails on a third party's website to get information on diet or wellness. If you should continue to receive emails, please contact us and include the specific email address from where it was sent. We thank you for your patience. If you need further assistance, you may contact our Customer Support Center by email at orders@nutrisystem.com, by phone at 1-800-585-5483 or by visiting our web site at www.Nutrisystem.com. Thank you, (b)(6) - Original Message - From: (b)(6) Received: 11113 9:02:48 AM PST To: Customer Service &lt;customerservice@nutrisystem.com> Subject: TAKE ME OFF YOUR LIST!!! I have now unsubscribed for the THIRD time and I am still getting emails. If I get another one, I will report you. Bonnie Please do not remove your unique tracking number! &lt;#(b)(6)> Other-Other Update

I was hospitalized with a broken pelvis from 6/23/12 to 7/24/12. I live in a third floor apartment and was unable to physically pick packages delivered by Nutrisystem from the front of the building. I required a home health aide until October. Nutrisystem would not waive the early cancellation of \$100.00. Nutrisystem uses Fed Ex as their carrier. Fed Ex will not enter my building which would leave the package unattended. --- Additional Comments: A return of the \$100.00 cancellation fee.

I cancelled my account back in October, I received an email stating that my order was shipped at the end of November, I responded to that email stating that my account was cancelled in Oct., I also called. I was told there was nothing they could do, my only recourse was to refuse the package and that they would credit my card back in 14 days. I explained that any charges taken out of my account would cause problems with checks to bounce, I asked if they would cover those fees since it was their mistake, I was told sorry but no. I told them to make sure this account was closed. Then at the end of December I received an email about making changes to my order, I responded back telling them again that this account was closed, not to process this order and not to charge anything to my card. I also sent an email to the customer service rep that I dealt with back in Nov. telling them to make sure nothing got shipped and no charges were put on my card. I never received a response from the rep I dealt with in Nov., however I did receive a response from a new rep asking for an order number because their records show the account closed in October. I promptly responded with the order and reiterated not to ship or use my card for this order. I also let them know if they proceeded with processing this order I would go to the BBB and that if this caused havoc in my account, I would come after them for any fees I incurred. Besides the auto-reply emails, I have never heard back from them. The package was sent and charges were put on my card. --- Additional Comments: I would like a refund asap and them to cover any fees that I incur because of this. I also would like a letter of apology and confirmation that this account is closed and I will not have to go thru at the end of Jan.

This company has charged me x 2 for product that was shipped to a wrong address - even after contacting them and requesting it be rectified through refund the company recharged my credit card and shipped more product to the wrong address again. After contacting Lynne Schmidt - Corporate Customer Service - and requesting a personal handling of my situation she also charged and reshipped the product to the wrong address! --- Additional Comments: Personal letter of apology from VP of Customer Service and public acknowledgment of processing issues.



I happen to be looking online & noticed the NS was running a special for 40% off the program. My first shipment was 319, which is a lot a money to spend on food for one person. Which new customers are getting for 198 for the same program! I called to see if I could get the program for this price. The rep had me send the emails & photos of what I was seeing online, & promised me I could get it for the price. She 1st lied & pretended she didn't receive any of my emails/and could not open them. Then she said yes, but I would have to cancel my order & pay the difference between the promotion I signed up under (which is a 200+ difference) & the regular price of the program. I am entirely pissed & can't believe NS is ripping me off & I can't do anything about it. All I wanted was to pay what everyone else is paying for the same service! --- Additional Comments: Reimbursement for the money I'm paying, which is substantially more. Especially in this economy!!!!

I ordered a nutrisystem 28 day meal plan on January 3, 2013 paying \$269.99 via email based on a special offer they were advertising. Never in any emails I received from Nutrisystem or filling out the initial request did Nutrisystem clearly advise that they would charge \$82.49 for cancelling autoshipping as well as cancelling the program. I was very dis-satisfied with the food and although they claim to have very little preservatives, their food is filled with chemicals and many of the items are partially hydrogenated, something that I do not want in my diet. I did not want to continue the plan. In the initial confirmation email it also did not state any cancellation policies, especially that they would charge an additional \$82.49, this is deceptive to the customer. --- Additional Comments: I want a refund of the cancellation amount charged to me of 82. 49 in which I feel I am entitled to.

myself and for my fiancée. Once we received our order, we tried to keep up with the not so very appetizing food for about a week and a half. At about week 2, we could no longer stomach the food and decided to go through and cancel our membership, since they continue to send orders each month. We went through 'Bill Me Later' for our payment plans to Nutrisystem. The first order was completely paid for immediately when the order was made. To call and cancel our membership was like trying to find a pin in a haystack. To actually get through to someone who would allow you to cancel your orders, was ridiculous, but if you wanted to place an order, you bet someone came on the line right away!!! I finally got through to someone who supposedly canceled my order. The next month, I received an email saying that my next Nutrisystem order was on its way! Well, I responded to email saying please do NOT send, I have canceled my orders. I also put a signed note on my front door for the delivery man to NOT leave the package. Thankfully the delivery man could read and he did not leave the package. The following month, I received ANOTHER email saying my package was on the way. I did the same thing with the note on the door and sent an email to Nutrisystem through their website. NEVER did I get a response from them. Then I started to get calls from 'bill me later' saying I owed hundreds of dollars for my Nutrisystem orders, even though I had sent them all back and none were in my possession (besides the first order, which was already paid for). I went back and forth between Nutrisystem and Bill me later for about a week and thought I finally had things squared away. The last person I talked to at Nutrisystem had assured me that processed all of my returns and EVERYTHING was taken care of. Several months later, I get another call from Bill ME Later saying that I owed over \$400.00 for Nutrisystem for 'restocking' fees. I am ABSOLUTELY NOT paying for restocking fees when it was their mistake to begin with. Their customer service is so poor AND deceitful at that! I took full responsibility of canceling my order and trying to make contact with them over and over again through several different ways, but they just want to cheat money out of people any way they can. --- Additional Comments: I would just like the restocking fees to be taken off and to STOP getting calls from Bill Me Later. Maybe some sort of call or even an

certificates for Best Buy. It has been over a year and Best Buy denies that Nutrisystem has provided them with the information to issue the certificates. I have purchased this under the false pretense I would be given the discount. below is my correspondence and proof of purchase. Thank you for your email to Nutrisystem. We apologize for the inconvenience caused by the delay in resolving this issue. We have contacted Best Buy and sent the information to them. Please note that you will receive your Best Buy points shortly.If you need further assistance, you may contact our Customer Support Center by email at [orders@nutrisystem.com](mailto:orders@nutrisystem.com) , by phone at 1-800-585-5483 or by visiting our web site at [www.Nutrisystem.com](http://www.Nutrisystem.com). Thank you,Don--- Original Message ---From:(b)(6) >Received: 12/14/12 9:12:59 PM PSTTo: Customer Service <[customerservice@nutrisystem.com](mailto:customerservice@nutrisystem.com)>  
>Subject: FW: Re: FW: Fwd: Your Order Has Been Shipped Please be advised that after the previous year of being told to wait 6-8 weeks for \$80 in Best Buy rewards points to no avail... I have decided that I will need to proceed with filing a complaint with the NJ Special Civil Court against Best Buy and Nutrisystem. Do you have corporate council who will accept service or shall I serve the address listed with the NJ Department of State? Regards, Jaime----

----- Begin forwarded message -----Subject: Re: FW: Fwd: Your Order Has Been Shipped  
>Date: 12/12/12 12:35:57 PMFrom: 'jaime brown' To: [customerservice@nutrisystem.com](mailto:customerservice@nutrisystem.com)  
The member rewards number is (b)(6) which is associated with(b)(6). Best,(b)(6) --- Original Message --- From:(b)(6) > Received: 11/23/12 6:05:01 AM PST To: Customer Service <[customerservice@nutrisystem.com](mailto:customerservice@nutrisystem.com)> Subject: Re: FW: Fwd: Your Order Has Been Shipped I did and in my last 3 inquires was told no problem I would have the points in a few weeks. Obviously you had no intention of giving me the points so I will file a complaint of the attorney general in NJ and the B.B.B. against Nutrisytem and Best Buy. On Wed, Nov 21, 2012 at 2:20 PM, rajendrak1 wrote: Thank you for your email to Nutrisystem. According to our records we do not show that you were signed up through the proper channels to receive the Best Buy Rewards Zone points. In order to receive the points you must order from the Best Buy site on Nutrisystem landing page. We apologize for any inconvenience

They charged my acct for no reason 61.50 and have to wait up to 10 days for a refund. My acct is going to be overdrawn. --- Additional Comments: Money back right away. An apology and if they want my buisness to discount my monthly membership

Because this company charged by account for NO REASON in the amount of \$61.50- It caused my account to overdraft by \$105.00 --- Additional Comments: I want this company to pay for \$105.00 of overdraft fees to my account in which they have my credit card number on file.

Nutrisystem charges my card with BOTH AUTHORIZATION and CAPTURE yet does not ship until 7 days later. --- Additional Comments: Refund my card. Cancel my account.

for the second month and they said as I continued to use their product the cost be be lower each month. I called the company and spoke to a customer service professional who explained the program to me. I asked the Customer Service person if I had to buy addittional food with the weight loss program I selected? The customer service person told me the program I selected did not require I purchase addittional food items because the Nutri-system food was already prepared, and I would be sent enough food items to last a month, and that all I had to do to loose weight is to eat the foods they provide for breakfast, lunch, dinner, and snack. I asked the customer service specialist if there were any other costs involved other than the monies I had already paid? The represenative told me my first month cost was the most expensive but cost would go down every month I decided to take advantage of the program, and that I could cancel the program at any time without a penalty or cancellation charge. I received my first batch of food and I called the company to complain that I was not feeling well and did not feel the portions of food provided was adequate. The Nutritionist said that I was required to add fruits and vegetables to the meals and even though I felt sick, to give myself some time to adjust to the meal plan. I explained to her that nobody told me I had to add addittional food to the meal plan at my expense, and that this was a question I asked prior to signing up for the program, and their customer service person flat out lied to me and said all the food I needed would be provided by Nutri-system in their already pre-pared meal plan and that I was on the plan and would not have to provide anything addittional. I told her I was upset regarding their unfair business practices and that I wish to cancel future orders with them and that I wanted a refund of the monies I had already spent due to false advertisement and false information given to me by their customer service person. The Nutritionist said she would pass my information on and someone from the company would be getting back in touch with me to resolve the matter. I waited and waited and no one contacted me. I contacted the company by this time it was the end of the month (January 28, 2013). I spoke to someone at Nutri-\_system who said they could help me. She asked to know the reason why I wanted to cancell. I told her my story



On the night of February 6, 2013 I was looking at the Nutrisystem website trying to decide if it is something I would be interested in. I was trying to look at the different food menus but the website requires you enter payment information before you can even see the food options. I entered it and was immediately charged. I contacted their customer service department within seconds and the representative continued to try to stall me from canceling the order. Finally he reluctantly informed me my order had been cancelled and that I would be refunded within 5 days. I received a cancellation email as confirmation. The morning of February 8, 2013 I received an email that the order had been shipped and my card was charged. I immediately contacted customer service again and was told that 'the order was too far along in the process' and the only way I can receive a refund is to refuse the package. I explained to the representative that I called within minutes of making the transaction and that I received confirmation of cancellation but to no avail. This is a shady way of conducting business. I am not home during the day to refuse the package. Their advertising and website make no mention of a cancellation policy and I feel as though I was stalled and spoken to dishonestly by their representatives. \$250.00 is a lot of money to me. Please help me get it back. --- Additional Comments: I would like a refund to be put back on my debit card immediately and highly suggest they display some honesty and integrity with regards to returns and cancellations.

I ordered the nutrisystem product on 3/20/2013 around 8pm and after doing so reading trying to find out more about how the program works I came across a web page with tons of complaints on how the business is horrible with cancelations and how the food made people feel ill. So I called at 7am on 3/21/2013 and spoke to a rep. Named Louis who I told I wanted to cancel my order and my account because I had changed my mind. He said no problem and canceled it, I asked when I would receive the credit back to my account for the product and he told me within 24-48 hours. At 11:30 I received an email stating that my order had been shipped which was surprising because I had canceled earlier that morning. I called in again to find out why and the woman who took my call said that I would just have to refuse shipment and that not only had I spoken to Louis but I had also spoke to a woman named Deloris and she had told me they could not stop the shipment which was a complete lie. So now I have to refuse shipment of the product and wait for it to go back to get my money back. I don't think that it's right what they have done to me and probably. Countless other customers. --- Additional Comments: I would like an apology from them and for them to refund my account my money.

I talked to someone at NutriSystem phone number 1-800-585-5483 to cancel being signed up for this program. He told me because I signed up for the discount program which included free shipping plus \$142.46 off the original price of \$412.45, the discount program included another order being shipped after the initial order, which was about \$199.95 for another 28 days. This order did not include dinners. He stated they are therefore able to charge \$82.40 for me canceling the program before accepting another order. I did get a confirmation number from him showing I canceled the program as of February 4, 2013. It is (b)(6). I dispute this additional charge as this information was not presented to me when I initially called their website program number on January 13, 2013 to sign up for a 28 day order. I was charged a total of \$269.99 on my credit card. I asked the representative if I could cancel if I did not want to continue the program. She stated no problem; just be sure and cancel before the next autodelivery date scheduled to process on 2/8/13. She never mentioned an extra \$82.40 would be charged to my credit card for canceling the program. This is misleading advertising of their program and I am not responsible for another \$82.40 being charged to my account. --- Additional Comments: That the charge of \$82.40 be rescinded.

They keep bombarding me with emails and mail even though I have unsubscribed. --- Additional Comments: No further contact.

I WAS ASKED TO COMPLETE SURVEY FOR 10 OFF ALA CART ORDER IT TOOK MORE THAN 20 MIN. HALF WAY THROUGH SURVEY, REPETATIVE QUESTIONS WERE ASKED. DENIAL OF REWARD FOR COMPLETING SURVEY DENIAL MESSAGE "YOU DO NOT QUALIFY"; I SPENT MY TIME FOR NOTHING. PS9000: WEIGHT LOSS SERVICES Other-Other Update

Prior to placing my order with Nutrisystem I spoke with a representative who stated that my billing would occur every 28 days. Since I ordered on 01/09/2013 that would have put my next billing on or about 2/5/2013. Nutrisystem debited my account on 01/30/2013 several days early. Which overdrafted my account. When I tried to resolve the issue with multiple customer service representatives they just gave me the run around and told me that my original purchase would now cost me more than I was originally charged. This is just horrible business practice stating one thing prior to the sale and doing differently after the sale. And now that I am unhappy, they want to go back to the original purchase and charge me more than agreed on? Ridiculous! --- Additional Comments: I want nutrisystem to refund my money \$303.00 and honor the amount I original agreed to pay on the first order. I want them to compensate me for my overdraft fees of \$85.00 due to their representatives misrepresentation of their billing practices.

Followed unsubscribe link at bottom of e-mail, continued to receive emails. Phoned company and requested unsubscribe on Apr. 1, 2013. Still receiving e-mails. Called company again and their response was they have no control over whether or not they e-mail me. Other-Other Update

Last month I signed up for their 28 day food program which gave me 28 days worth of food. The issue I have is there website and sign-up process is convoluted and like most people, I didn't read the 'small print'. Apparently I was unwillingly signing up for a re-occurring program that would send me food every month until I called the cancel. I called in and spoke with a gentleman about cancelling and there was a \$107.10 fee to cancel the program. --- Additional Comments: I would like them to refund the fee of \$107.10 to my debit card.

I joined Nutri system in an attempt to lose weight. I am diabetic and they have a program that is ADA certified. After the first month on the program my sugar levels were increasing and I gained 5 pounds. I called to cancel, but a counselor, after 45 minutes on the phone convinced me to keep trying another month. I ordered the second time some frozen and dry foods, hoping for better results. After another 8-10 days on program, still no results, so I called to cancel. Was given a Return Code Number and address to write on the outside of return package, and was VERBALLY told I would receive a refund of 80% of the total order. I was instructed to keep the frozen items, because they are perishable. NEVER was I informed that the frozen items are also NON-REFUNDABLE. I was given a total of \$44 back on my credit/debit card, instead of the \$160 I was expecting. Called on three occasions to resolve. First refund was only \$6.35. After second call, refunded another \$38. Third call, was told there was NOTHING else Nutri System was going to do. I would never have wasted my time or money returning the dry items costing me over \$21 in postage if I would have been told correctly, that only the dry items would be reunded. ADA certified???? that's a joke. All food items were full of SUGAR and CARBS. Need my balance of \$115 back as refund on my card, and will be glad to ship them back these frozen items. I'M NOT GOING TO EAT THEM and CUSTOMER SERVICE LIED TO ME. --- Additional Comments: REFUND like I was told of 80% of TOTAL order.

on 05/02/2013 Nutrisystem website advertised Men's Core Program \$229.99. After I filled out the web page and gave my credit card number, I recieved a notice from my bank that Nutrisystem charged my account \$299.99. Nutrisystem is falsely advertising the price of their program. After contacting their customer service department, the lady said she could transfer me to someone and I could negotiate for that price. I told her to cancel the order due to Nutrisystem's false advertising and unethical business practices. Nutrisystem order review: Men's Program \$449.95 Auto-Delivery Discount [20.0 Percent Off]: -\$89.99 Extra \$50 Off: -\$50.00 Lock In Savings: -\$79.97 Priority Processing \$0.00 Shipping Charges: (Free shipping with 28-Day Auto-Delivery order in Continental U.S.) \$0.00 Sales Tax: \$0.00 Grand Total: \$229.99 By submitting my order, I have read and accepted the Terms and Conditions. Secure Server --- Additional Comments: Nutrisystem to stop advertising a lower price and illegally charging a higher price to customer's bank account.

I signed up for an order of the Nutrisystem Food program. I did the first month but then decided it wasn't a good time for me and tried to cancel. When attempting to cancel I was informed that to get the offer I had signed up for recurring deliveries and if I went forward with opting out I would be charged the difference of the discount that I received on the first order. I honestly don't remember this being a requirement when I signed up, not sure where this was it may have been in the small print. Not sure. I opted to remain with the plan for the additional month and get the next order. When I got the next order I put the order in my closet as again, this was not good timing. This weekend the timing was better and I decided to start the next month of product and so took it out of my closet. The order in the box is not my order, almost none of the products are the same as on the billing statement that was enclosed and the order was short by about 60 dollars worth of product. When I contacted the company they refused to make any kind of recompense for this. They stated that there return policy was 30 days and that there was nothing they could do for me. I understand a return policy but they sent me the completely incorrect order and on top of it shorted me product, making this right shouldn't be something the company can hide behind a 30 day return policy with. On their website their return policy states: 'What's your return policy?At Nutrisystem, we expect you to be fully satisfied, or we'll give you your money back. Period.' I'm not even asking for my money back, I'm asking for the order that I paid for! They aren't willing to do that or to even give me the product that they shorted my order

by.Product\_Or\_Service: Mens 28 day select programOrder\_Number: (b)(6) --- Additional Comments: DesiredSettlementID: ReplacementI would like them to either send me the order that I paid for or to refund my money.



After repeatedly receiving the wrong shipment of food from Nutrisystem, and being treated very rudely by customer service, I decided to cancel my subscription. Per Nutrisystem's company policy, if you are unsatisfied with the product, you may return it for a full refund. After the first incorrect shipment of food was delivered to my home, the company sent me a Fed Ex return label that I was to use to send the package back to Nutrisystem. Upon receipt of that package, Nutrisystem sent me another package of food which was, yet again, incorrect. At this point I canceled my order and requested my credit card be refunded the approximately \$250 I had spent. I was assured that all I had to do was use the same procedure to send back this second package and my credit card would be refunded. After a reasonable amount of time, I contacted their customer service yet again because my credit card had not yet been refunded. I was told they never received my package. I then spoke to Fed Ex, who was able to provide me with a detailed listing of exactly when my package was delivered and signed for by Nutrisystem. This occurred on April 29th at 12:29 pm, yet as of today, May 6, Nutrisystem is claiming that they never received the package and have yet to refund my credit card. --- Additional Comments: I am appalled by the customer service and business practices at Nutrisystem, and would like my credit card refunded the complete amount as soon as possible. I would also like an apology for the way in which I have been treated by the company. I have never filed a complaint with the Better Business Bureau before, but feel it is important that people know what they are getting into if they choose to use Nutrisystem. I deserve a full refund and an apology, and Nutrisystem deserves a reality check as to how to properly and honestly run a business.

I had to cancel the auto-shipment on the program because for one, it was not working, and for another, I did not have the money to spend on it. They charged the cancellation fee to a credit card that I did not have on file with them any more. I had another card on file and I asked them if they could send me a bill and I would send them a check or money order. They charged a card that I did not have on file because I am no longer authorized to use it. I asked them why it was charged and they keep giving me the run around. I just want to know why the charge was put on a card that is no longer on file with them. --- Additional Comments: I would like them to refund the card that they took the cancellation fee out of that they were not authorized to and send a bill or I can send in a check or money order. I have all of the e-mails between us where they are dodging the question and will not say why they charged a card that is not on file with them.

I am a long-time customer of NutriSystem. I was on auto fill order. When I opened up my last order, it was for Lunch & Snack only. When I called NutriSystem, they said I had called them to order this Lunch & Snack order. I never did that. I didn't even know such a Lunch & Snack program even existed. I was on Auto Fill which means I should have received the normal order of Breakfast, Lunch, Dinner, and Snack. This Lunch & Snack package is both expensive and useless when on a diet. They are just trying to make money off of unsuspecting consumers. --- Additional Comments: I need my regular order or a package that contains a month's Breakfast and Dinner meals. NutriSystem needs to change its policy of sending things people didn't order.

NOTE: In addition to the complaint notes immediately below, the Tennessee Division of Consumer Affairs provided additional information in fields whose header titles are quoted and follow the complaint notes. In these notes, C stands for Consumer and R for Respondent. --- Complainant claims company is charging for a returned shipment. --- Date Complaint Closed: 22-May-13 --- Closure Code: No Response By Complainant --- Amount Recovered: \$0.00

Their webpage located at

[https://www.nutrisystem.com/jsps\\_hmr/shop/order\\_now\\_secure.jsp?categoryId=379](https://www.nutrisystem.com/jsps_hmr/shop/order_now_secure.jsp?categoryId=379) lists the monthly charge for the Men's Select Diabetic meal plan as \$279.99 but I was charged \$349.99 when I placed my order. --- Additional Comments: Adjust my monthly billed amount to \$279.99 for future orders and credit my account \$70.00 for the amount billed on initial order.

I recently signed up for (2) nutrisystems 28 day plans and was not given an option on whether or not I wanted to reaccuring service every month. I was given a discount when I signed up for the 28day plans and upon cancelation am now being charged for the discounted amount. I feel that this is unethical due in part to the fact I was not given an option to opt. for or against the discount. --- Additional Comments: I would like to be reimbursed for the charge I incurred for the cancelation.

I purchased Nutrisystem 28 day weight loss plan. My insurance company offered w discount for the plan, but there was a cheaper discount offered through the link on Facebook. I signed up for the plan through the Facebook link to receive the discount. I received an email today that Nutrisystem was going to send another 28 day plan and automatically charge my credit card. I called to cancel my plan and was told that I would be charged \$107.10 for canceling my plan before the auto-shipment went out. I do not recall ordering through an auto ship plan. The discount that I received was for the Facebook link. There is a disclaimer on the receipt for auto ship, but it's printed on every receipt and is not specific to my receipt. My receipt does not show any information for the discount. --- Additional Comments: I would like the 107.10 that Nutrisystem charged my card because I cancelled my plan to be refunded to my card.

On 5/20/13 - I called to cancel my purchase under the 14 day guarantee. The customer service rep told me that it would be taken care of and warranted under the guarantee. She sent me the return label to return my left over items. 2 days later, I happen to check my bank account and saw a debit for \$82.49. This debit was unauthorized and unnecessary. I contacted the company and they told me they would get it taken care of right away. Its been 4 days and the money is still not back into my bank account as promised. I am also waiting for my \$214.99 to be returned for the return of my products (sent via fedex with tracking # (b)(6)). I should receive back a total of \$297.48 for the debit that was unauthorized and the \$214.99 for the 14 day guarantee. --- Additional Comments: I want my money back, not in the form of a 'store credit' either!

MAIL: Consumer purchased a product online from Nutrisystem and opted out of having the order come each month. Consumer states that the following month he was charged without his authorization for the product that was a one time purchase. Consumer has contacted Nutrisystem, but has not received a refund.

My wife and I cancelled our nutrisystem account in February 2013 after learning she had become pregnant. We have been trying to return the excess food since then but have been repeatedly misinformed by the customer service reps. While they stopped her future deliveries, they said it was NOT possible to stop mine, then they refused to give the information necessary to return the food after it arrived. After several months of trying to return the unused, still sealed food, a representative told me she can't do anything now because we are outside the 30 day return window that we hadn't been told existed. We were forced into continuing to receive a product we did NOT want and were prevented from returning that product during the acceptable return window by misleading customer service reps. --- Additional Comments: Accept the return of all the excess food, and refund all except the first months cost.

order was canceled then company sent product any and deducted amount out of account when called representative tried to pressure into keeping product and then took 4 days for return label to arrive --- Additional Comments: monies returned immediately

Failure to refund when no product has been ordered or shipped.<br />On 5/11/13 I ordered a gift card for my wife via telephone. I paid \$270.00 for the gift card via mastercard. Nutrisystems e-mailed a gift card to me which I printed. I gave the gift card to my wife on 5/12/13 explaining that she needed to call or e-mail Nutrisystems to order the food she preferred using the card number and vin number on the card. She told me that the last time she used nutrisystems the food upset her stomach and she did not want to try it again, furthermore she had just signed up with Genny Craig and was starting on it on 5/13/13. On 5/13/13 I called nutrisystems and explained the situation to them and asked for a refund. After much arguing and explaining that no food had been ordered or shipped, they said that once a gift card had been issued no refunds could be made. So in effect they charged me \$270.00 for a e-mail.<br />Can you help me get a refund?<br />Thank you<br />(b)(6)--- Additional Comments: Refund of \$270.00.

I received Nutrisystems on May 4, 2013. I didn't start the diet until June 2, 2013 due to a former plan maintenance and I wanted to make sure that I gave Nutrisystems a chance to do for me what they claim it will do. Today is 6/13/2013 and after faithfully following this program for 11 days I have gained 1.8 pounds! I called customer service and was told that it was too late for a refund, that I had to call them within 14 days of the delivery date. On their advertising it states that after doing the program for at least 14 days if you're not satisfied they will offer a full refund including the price to ship it back. I not only was refused ANY refund I was told that I had to pay an additional \$61 for cancelling their auto-ship! I can't believe how unethical they are! Their program really doesn't work for me and they are refusing to refund my money because I tried to give it a true fighting chance. --- Additional Comments: PLEASE refund ALL of the money you've collected from me! I'll gladly return what I've not used, I know this program works for some people but not for me. I followed it to the T, please don't do this to one of your good customers, I really had so much faith in you.

The customer service department is lacking. I had cancelled this service, but still received a delivery after I was told I would not. I took the delivery to my nearest delivery center used by the company. They told me I needed a return shipping label which was not included on the package. I tried to call the customer service dept. to have them email a label, but apparently you can only have problems during the weekday as I could not talk with anyone. I then chose to talk with a counselor and was connected to a person. This person was very apologetic as she could not handle my shipping problem. If I wanted counseling about weight loss she would be able to help me, but anything having to do with the business end of the operation would have to wait. I was fed up at this point and paid out of pocket for this incorrect order to be returned. Problems do not only occur on weekdays so Nutrisystem needs to make their call center easier to contact. They are not a consumer friendly company. I will call on the next business day to be sure they refund my credit card for this last shipment and a refund of the return shipping fee will also be asked for. --- Additional Comments: I would need for this latest shipment to be refunded. I would need a refund of the shipping fee that was paid out of pocket. I would like them to revisit their customer service department and rework it to be more consumer friendly.

see Attached document

[https://odrcomplaint.bbb.org/bureaus/files/complaints96008979600897 - Peck v. Nutri System \(mailed in\).](https://odrcomplaint.bbb.org/bureaus/files/complaints96008979600897 - Peck v. Nutri System (mailed in).) Click Here to Get the File  
[https://odrcomplaint.bbb.org/bureaus/files/complaints96008979600897 - Peck v. Nutri System \(mailed in\).](https://odrcomplaint.bbb.org/bureaus/files/complaints96008979600897 - Peck v. Nutri System (mailed in).) --- Additional Comments: see Attached document



I called and cancelled my program at nutrisystem howard and paula jines the man said was taken care of about 2 weeks later I get more product and they debited my account over 250.00 so I called all I wanted is a return label to send it back and my money put back into my account and she said no way I have to pay for shipping and clearly I canceled it because mine stopped the lady argued with me that I didn't and they would not be responsible for shipping it back I was and it was their mistake . --- Additional Comments: all I want is a shipping label at their cost ill ship it back as long as its not far from my home and I want all my money put back into my account.

After communicating back and forward with Nutrisystem about returning my order. I shipped all the remaining items which was almost 97% of the product they had sent me. When I spoke to their operator I understood I would receive the full refund of the product. I was returning the items because the product gave me diarrhea I explained this to their operator. After a few weeks I received a \$74.00 credit of a \$296.00 order when I called, to inquiry why, I was told that the credit was on 12 dinners and 14 lunches. I paid \$30.00 to have a 40lbs box sent to them which carried all the items along with snacks and desserts. I explained this to their operator which in returned explained she couldn't do anything without a list of the items I sent. I placed the list in the box which they have. The product is guaranteed, I don't understand why they are not specific on their return policy. About keep a list for your self to prove what was sent. The only thing I was aware about was the \$60.00 back charge. I would like Nutrisystem to give me a full refund because they guarantee the product. The product made me sick and they still want to me pay for items I did not consume. Product\_Or\_Service: food --- Additional Comments: DesiredSettlementID: RefundI would like to double check their receiving Dept. that's where all the confusion happen I sent 97% of the order back I explained this to the operator that gave me the information to send the items back and to the one that claimed only 36 items were returned. I would like a refund of the full amount since I sent the items back.

In June (2013), I placed an order with Nutrisystem Diet Plan on-line under their auto-delivery "discount" plan. I have used their program off and on for several years with limited success. After one month's supply of food, I decided to cancel further orders because I tire of their food. When I called customer service to cancel, they stated that I would be billed \$82.00 after cancellation. They claim that when I ordered, it was clearly stated that I must order at least 2 months worth of their food under the auto-delivery program to receive the discounted price. I NEVER sawunderstoodheard this on this or past orders. When I questioned, they offered no recourse or refund. I suspect this is a "fine print" gimmick that they are running designed to trick the consumer. I assume that I will have no way to resolve my complaint since they put such conditions in fine print, but I wish for this complaint to be on file with your organization so that other consumers are aware of this sub-standard way of doing business.. PS9000: Nutrisystem Diet Plan Other-Other Update



I have unsubscribed repeatedly from their marketing emails (and all emails from the company) over the past 6 months. I continue to receive marketing emails. I follow the unsubscription directions every time (and their page shows that I have opted out of all emails) but I continue to receive emails from them every week or two so they are not adhering to my request to desist. The email address in question is (b)(6). Other-Other Update

I joined Nutrisystem with the hopes of losing weight. I canceled the program as I just could not stomach the food, however I still have food. I contacted the company a month later to see if I could exchange it for food I could eat and was informed that since I was no longer a member, they couldn't do it. I was told to just give it away. The representative was very rude and was not polite. If this how you want your customers to be treated please let me know so I can let my friends know not to buy your products. --- Additional Comments: I would like to exchange what I have for something that I can eat.

Nutri system is charging Alaskans for shipping, when it advertises that shipping is free. I called UPS and they stated that it does not cost any more to ship to Alaska than to Seattle, yet Seattle receives their shipping for free. I also spoke to a representative at Nutri System who stated that Alaska mail goes through 'Canadadian Customs' and that was why we incurred shipping charges! I was given to a supervisor, who stated the exact same thing, shocking! For such a large company, you would think they would know more about their shipping costs and policies. I informed them that we Alaskans are a part of the continental United States and that it does not cost any more to ship here and they all stated that all their packages go through Canada. They gave me one shipment with free shipping, but all other orders were charged shipping. I discontinued using their products. Is it illegal to charge extra for shipping when it states it is free, when there is no additional charge incurred by them? Someone needs to give Nutri System a lesson in geography! It does cost more to ship to Hawaii and Puerto Rico, but not Alaska. They aer just grouping us all together without checking the facts of what shipping really costs. --- Additional Comments: I want all Alaskan's who have been charged shipping (between \$40 and \$75 each shipment) to receive a refund. I will be seeking an attorney for a class action suit, but wanted to write to the BBB also.

For complete details, please see attached. --- Additional Comments: Unspecified

My position is that Nutri-System is presenting false advertising and misleading results. The specific advertisement to which I am referring is that of 'Amy' who claims to have lost 28 pounds and is 'no longer ashamed to go to the pool with my kids.' She steps out of the pool in a bikini with a sculpted body that simply cannot be achieved with weight loss alone. No weight loss plan, commercial or self-imposed, will achieve those results without an exercise plan. My complaint is that 'Amy' is not a realistic representation of the weight loss results provided by Nutri-System. A disclaimer should be included with this ad which declares that 'Amy' also was involved in a fitness program. Nutri-System is misleading the viewer when presenting this ad. --- Additional Comments: A disclaimer should be included with this ad which declares that 'Amy' also was involved in a fitness program.

The Nutrisystem web site states that there is free delivery in the Continental United States; however, when you go to purchase an item, it adds the shipping. The definition of the Continental United States includes Alaska and no where on the site does it say it excludes Alaska. --- Additional Comments: Either provide free shipping to Alaska or change the web site to use the term Contiguous United States which excludes Alaska

I contacted the company a few days ago to request a refund on their product (UPC# (b)(6)) that I purchased for \$38.86 at my local retailer, and my case was assigned number (b)(6). The website explains that 'if for any reason you wish to return any unopened Nutrisystem non-frozen food item, we'll give you a refund (less shipping), no questions asked.' I found this by navigating to 'What's your return policy' on [http://www.nutrisystem.com/jsps\\_hmr/faq/index.jsp#38](http://www.nutrisystem.com/jsps_hmr/faq/index.jsp#38). However, Nutrisystem will not honor my request. They claimed that it is not their responsibility since the item was purchased at Walmart. Since Nutrisystem manufactured the product, I am requesting a refund through Nutrisystem. Nowhere on their return policy does it mention having to take products back to Walmart. --- Additional Comments: I am requesting a full refund in the amount of \$38.86, or I would even be willing to accept a new 5-7 day product.

I changed the card on my account and made sure they understood the original card could not be charged any longer. They claimed to understand, but didn't take the original card off of my account. I was not happy with their product, but when I had called about this previously, there was nothing that I could do about it. They refused to refund me. I still have product. --- Additional Comments: I want a full refund for the unsatisfactory product and the condition that my card will never be charged again. If needed, I can ship back the product if company pays shipping.

I have been on a weight loss plan for 20 months with Nutrisystem. My plan was \$204.99 per month for 28 servings each of breakfast, lunch, dinner, dessert/snack, and protein drink. During monthly order management on July 14, 2013 an offer to choose another plan option 'Dinners On Your Own' for \$169.99 per month was shown on my profile page of their website.. When I attempted to switch to this plan the total came to \$199.99. Since this was only \$5.00 less than my plan it did not make sense to give up 28 dinners for a savings of only \$5.00. When I attempted to undo the switch I was told my program would now be \$244.99 per month but would no longer include the protein drinks. After phone conversations with two customer service representatives both telling me there was no such plan as Dinners On Your Own priced at \$169.99 they eventually negotiated a return to my standard plan minus the drinks for \$214.99 per month. On August 15, 2013 as I was managing my monthly order through the website I was again shown the offer to switch to the Dinners On Your Own plan for \$169.99 per month. I took a screen capture of the page and emailed it to the customer service department asking why I could not have that plan at that price. We have emailed back and forth through different customer service representative who now tell me I can switch to that plan for one month at the \$169.99 price point but that it will be \$199.99 monthly thereafter. I have asked them to direct me to the section of their site where this information is available and to give me an address for administration or management so that I could get answers from someone in charge. They just continue to respond that I can have the plan for \$169.99 for one month and \$199.99 per month after that. No direct answer has been offered and I have been unable to reach a satisfactory agreement. --- Additional Comments: I would like them to honor the \$169.99 price for the Dinners On Your Own program on an ongoing monthly basis until I reach my weight loss goal and to clarify pricing on their website so that other customers do not have the same frustration and concerns in the future.

In June (2013), I placed an order with Nutrisystem Diet Plan on-line under their auto-delivery ?discount? plan. I have used their program off and on for several years with limited success. After one month?s supply of food, I decided to cancel further orders because I tire of their food. When I called customer service to cancel, they stated that I would be billed \$82.00 after cancellation. They claim that when I ordered, it was clearly stated that I must order at least 2 months worth of their food under the auto-delivery program to receive the discounted price. I NEVER saw/understood/heard this on this or past orders. When I questioned, they offered no recourse or refund. I suspect this is a ?fine print? gimmick that they are running designed to trick the consumer. I assume that I will have no way to resolve my complaint since they put such conditions in fine print, but I wish for this complaint to be on file with your organization so that other consumers are aware of this sub-standard way of doing business.

CMS#(b)(6) 10/22/2013 MAIL: COnsumer mailed in complaint letter against Nutrisystem. He explains that they did not live up to their terms of the agreement. They did not fursnish the meals of his choice but send him replacement meals. The letter he submitted to our office is a copy of the letter disputing the change of \$89.99 with Discover for the Nutrissystem meal plan.

I received the box of food on August 22, 2013 but it was missing the specific guides that are supposed to come with the diet plan. When I called to complain about this I was disconnected 3 times before I got a live operator who told me it would be shipped as soon as possible. I received an email the next morning at 9:45 am telling me the guides had been Federal Expressed and I would receive them within 3-4 business days. On Wednesday August 28 I still had not received the package so I again called and this time I was told it was mailed by regular mail, today August 29th again I did not receive the package so I called again and complained that it was their mistake and they should have sent it overnight Federal Express and I was told they did not have the capability. I then requested they send me labels required to send the entire box of food back for a full refund and was told that since they would have to mail it to me that I would surpass the 14 day money back guarantee and therefore did not qualify for a refund. I admit I was very angry at this point and told the woman a few choice words of what I thought of their company. I then called again and requested to be transferred to a supervisor and of course all I was connected to was a voicemail to which no one has responded. There are many people in this world who do not have the capability to print from their computer and I am one of them. All I really want is the guides so I can start this diet and I do not believe for a moment that they cannot overnight something, especially when it's their mistake. --- Additional Comments: I want them to overnight the guides that they did not deliver in the box of food that they have already received their payment for.

I canceled a weight loss plan with Nutrisystem that involved monthly shipments of food that were charged to my checking account. After canceling the service, Nutrisystem sent me the next order and took \$300 out of my account causing great distress over paying my bills. I called them to straighten the matter out and they admitted they made a mistake but I could not get my money back for 2 weeks after getting the product back to them which they had already received per the representative I talked to on 9/19/13. I feel that due to the fact it was their mistake they should take care of the customer who has been with them for over a year. But their response is, we know we made the mistake but you will have to deal with it as if the customer (I) made the mistake. --- Additional Comments: Immediate refund.

9/26/13I ordered NutriSystem and discovered that the food is more for an astronaut, soldiers on reconnaissance or the boy scouts on outdoor excursions. I kept the food and did in fact eat most of it but canceled my enrollment in the program because I knew I would not like another month's worth of food. I gave what was left to a charity. I was told that NS was charging me \$90 to cancel because I was not on it for two months before cancelling. NutriSystem gained \$400 and I gained nothing, really. I would like the \$90.00 back because I did keep the food for a month's provisions. If I had stayed on the program, I would have given NS close to \$700. I don't even know if it's healthy for someone to eat NS's food for an extended period of time. Thank you, JeanProduct\_Or\_Service: Food --- Additional Comments: DesiredSettlementID: Refund9/26/13I want my cancellation fee of \$90 refunded. Thank you, (b)(6)



I recently subscribed to Nutrisystem's Fast 5 promotion they have advertised. The Fast 5 promotion is advertised as follows: Get the all new Fast 5 kit ? FREE! In addition to getting 28 days of delicious food, you'll get the tools you need to accelerate your weight loss with our new Fast 5 Kit: 7 extra, specially designed breakfasts, lunches and dinners 7 EnergiZING shakes to rev your metabolism 7 Craving Crusher shakes to fight off hunger Complete meal guide to keep you on track I did receive the 7 extra, specially designed breakfasts, lunches and dinners. Unfortunately, I have not received the 7 EnergiZING shakes to rev metabolism or the 7 Craving Crusher shakes to fight off hunger. Nutrisystem's customer service dept. has informed me that I am not enrolled in the Fast 5 promotion but I don't see how that can be since I followed all the Fast 5 links on their website. (Perhaps Nutrisystem should check with their website technicians to make certain it's working properly.) One of the requirements for the Fast 5 promotion was that I sign up for the 28-day auto delivery and I have done that. --- Additional Comments: I would like to receive (at no additional charge) the 7 EnergiZING shakes to rev metabolism and the 7 Craving Crusher shakes to fight off hunger (all in chocolate flavor).

I upgraded to a 'customized' program. I had most of the products substituted for lesser quality food. When I complained they were only going to take back certain items. They could not give me a price as to what that was worth --- Additional Comments: I would like to get a fair amount back for the items returned. They said they have to figure in my (imagined) 'discount'

I signed up for this service on the phone, they claim that I was advised that there was a two month minimum commitment to the program but I know that I was not advised of this clause. After the first month of service I found that I could not afford the service and canceled the service. But then on the first of the next month they charged my debit card again and will not give back my money. --- Additional Comments: I would like my money back I live on social security and the money that they will not give back will make it very hard for me to survive financially

When I was placing the order I was being walked thru the whole ordering process with a customer service agent. Now, that I called to cancel my next shipment, due to the fact that this program unfortunately didn't work for me I was told that I have to pay back the shipping fee plus a discount which would total to around \$80. However when I was placing the order, the customer rep failed to mention this 'little' information to me. I feel like being ripped off, and quite frankly if I knew that I would not have placed my order in the first place. Really sad that there are still companies out there that follow that kind of business practice. --- Additional Comments: To cancel without having to pay some fees! Also, for future customers I would like to see that a customer service rep would mention that important information when placing an order. I personally feel like being tricked! Desired Settlement: No future charges!

know what I would like or not like. Nutrisystem also charges an additional \$19.99 fee for giving its customers the ability to choose what will be in their monthly food shipment. After completing two weeks, I saw that Costco members have the ability to obtain a 20 day membership for \$199 and this also came with protein shakes and the ability to customize my menu. After my first two weeks of seriously disliking any dinner or lunch entrée (besides the lunch bars), I decided to cancel my current membership which did not give me shakes, customization option and costs \$229.99, and buy the Costco membership plan. Upon confirming this better deal with Marshall, a representative via Nutrisystem chat, I then called Nutrisystem to cancel my auto-delivery of the food I deemed as terrible. I was so excited to get the shakes, customization option and to be paying less! However, when I was on the phone with the Nutrisystem representative, I was informed that I was going to be charged \$61.50 for canceling and moving my membership to the Costco plan because I did not complete two months, which I was never told about in the beginning, but that's not the point here. After explaining to the representative my plight, he was very unsympathetic and said that there is nothing that he can do. He said that I could either stay with my current plan (which is over-priced and inappropriate for my needs) for an additional month and pay \$19.99 for customization (get food I will actually eat), PLUS the cost of shakes, or pay the cancelation fee and then pay the \$199 for the Costco plan. I was completely disgusted with Nutrisystem's inadequate customer service, and lack of care for its customer's success. I sadly told him to charge me the \$61.50 and that I will be taking my business elsewhere. In retrospect, I could have been offered a discount of \$19.99 for the second month that I was being forced to pay an inflated price on so that I could, at the very least, customize my order to get food that I would eat, OR I could have been granted a waiver of the cancelation fee since I am a Costco member and was unaware that I could be paying less and getting what I wanted in the first place. Instead, Nutrisystem decided to lose a customer and gain momentum with a negative customer service reputation. --- Additional Comments: Allow me to order the Costco membership without charging me a cancelation fee of the plan that was

SENT SPAM MAIL, THEY HAVE A LINK ON THE BOTTOM TO UNSUBSCRIBE AND WHEN YOU GO TO IT THERE IS NO OPTION TO UNSUBSCRIBE AT ALL - JUST TO SIGN UP FOR MORE EMAILS. WHEN YOU 'CHAT' THE PERSON DOES NOT RESPOND - JEFF - WHEN YOU ASK TO BE UNSUBSCRIBED. THE ENTIRE EMAIL CANNOT BE COPIED TO FURTHER PROVE THAT THIS IS A FRAUDULENT EMAIL INTENDED TO NOT BE UNSUBSCRIBED FROM --- Additional Comments: ADD AN UNSUBSCRIBE CLEARLY VISIBLE ON THE WEBPAGE AND LINK TO UNSUBSCRIBE AND STOP CONTACTING ME.

I was initially prompted to try out the system when I discovered that I could get a significant discount through my health insurance and one of their business associates. On top of that I took advantage of a promotion they were offering to get a discount on current and future purchases by providing my checking account information so that they could withdraw money automatically whenever I placed an order. It is worth noting that my intentions were to try the system out for one month and one month only. I never had any intention whatsoever to continue buying nutrisystem food mainly because it is overpriced. I noticed on November 7th (approximately 3 weeks after my initial order) that they had charged my checking account \$277.19. The food from the meal plan I originally purchased was intended to last a full 30 day period. To my surprise, even though I had plenty of food still, I was automatically charged for this additional purchase without my permission less than a full month after the first one. After calling and speaking to a customer sales representative from nutrisystem, I learned that apparently they automatically charge you for additional orders each month whether you need or even want more food and without your consent. I definitely was not aware of this policy, and even if I was, I am sure I would have called to cancel my account as well as any current or future orders before the next order was scheduled to be processed and/or money extracted from your checking account without your permission. However, they charged me for another monthly order a week before my first 30 day meal plan was scheduled to be depleted. Obviously I was perturbed with their policies and the way I was treated, not to mention I couldn't afford to buy any more of their food, so I called to cancel any and all dealings with them. However, I was told that there would be an \$85 chargeback fee. I was under the impression that as long as you cancelled before they shipped your second order the cancellation process would be straightforward. Any discounts I was receiving was on account of my insurance's promotion (Healthways Fitness partnered with Blue Cross Blue Shield Highmark West Virginia). It is like they are trying to force me to get a second month by charging an outlandish chargeback fee (\$85 is ridiculous I can see if it was \$35). If that isn't a bait and switch then I don't know what is. I also think it

THE FOOD SENT TO ME BUT IT IS NOT A DIET THAT ANYONE CAN REALLY STAY ON FOR A LONG TIME. I CANCELLED MY SUBSCRIPTION TO NUTRISYSTEM AND TOLD THEM I DIDNT LIKE THE FOOD, WHICH IS MORE FOR ASTRONAUTS, BOY SCOUTS, MILITARY PEOPLE ON RECONNAISSANCE TRIPS AND ETC, BUT NOT FOR AN EVERYDAY DIET FOR ANY LENGTH OF TIME. MOST OF IT IS FREEZE-DRIED AND NOT ONLY DOES IT NOT TASTE PARTICULARLY GOOD BUT IT ALSO PROBABLY DOES NOT HAVE ENOUGH NUTRITION IN IT TO SUSTAIN ANYONE FOR ANYTHING BUT A SHORT PERIOD OF TIME. I GAVE NUTRISYSTEM ABOUT \$400 FOR THEIR DIET, FOOD AND CANCELLATION FEE. THEY WANTED ME TO SIGN UP FOR THE PROGRAM FOR ANOTHER \$300 AND CHARGED ME \$90 EXTRA DOLLARS TO CANCEL BECAUSE I DID NOT SIGN UP FOR ANOTHER 30 DAYS WORTH OF FOOD. I DIDNT THINK THIS WAS FAIR AND I TOLD THEM SO BUT THEY REFUSE TO EVEN ANSWER ANY E-MAIL THAT I SENT THEM. ESSENTIALLY, I GAVE NUTRISYSTEM AN EXTRA \$90.00 FOR NOTHING. ESSENTIALLY, THEY STOLE \$90.00 FROM ME. I PAID FOR THE FIRST MONTH OF FOOD AND DID EAT IT DESPITE THE FACT IT WAS MOSTLY TASTELESS AND I DOUBT ALL THAT NUTRITIOUS, AND ALL I WANTED WAS TO CANCEL MY MEMBERSHIP BUT THEY SAID THEY WOULD CHARGE ME FOR NOT CONTINUING FOR ANOTHER MONTH AND PAYING THEM \$300 MORE AND THEN CANCELLING. ALTOGETHER, I WOULD HAVE ENDED UP PAYING THEM \$700 FOR A VERY UNSATISFACTORY "DINING" EXPERIENCE. I WOULD NOT BE SURPRISED IF THE PEOPLE WHO SAY THEY LOST ALL OF THE WEIGHT ON NUTRISYSTEM WERE PEOPLE WHO DIDNT NEED TO LOSE WEIGHT TO BEGIN WITH BUT ARE TROTTED OUT AS HAVING BEEN INVOLVED IN THEIR PROGRAM AND LOST WEIGHT. I USED JENNY CRAIG QUITE AWHILE AGO AND THE FOOD WAS MUCH TASTIER AND I DID LOSE QUITE A BIT OF WEIGHT ON THAT PROGRAM. FRAUD IS HARD TO PROVE BUT THIS PROGRAM COMES CLOSE TO FRAUD BECAUSE OF THE WAY THEY ADVERTISE AND DO NOT EMPHASIZE THAT THEY WILL CHARGE \$90 TO CANCEL YOUR PROGRAM. WHY SHOULD I OR ANYONE ELSE GIVE A COMPANY \$90 BECAUSE THEY DONT WANT THEIR GOODS ANYMORE? ITS HIGHWAY ROBBERY. I WANT MY \$90 BACK AND I WILL JUST CONSIDER NUTRISYSTEM A BAD EXPERIENCE. THANK YOU, (b)(6) --- Oregon DOJ

This amount could be more not sure right now. The problem is they put me on a recurring charge for the system. I do not remember ever saying i wanted this program. then when i call let them know i did not want this they charge me a fee for doing so. I find this to be wrong in so many ways. How can they get away with putting d0ne a recurring charge that you can not see. --- Resolution: Resolution-CLOSED ADJUSTED --- Status: Closed --- Estimated Savings: 0.00 --- Actual Savings: 349.99 --- WAG Resolution Date: 10/23/2013 1:27:09 PM



Dear Sirs:I am writing to report a case of food poisoning.I am recovering from bad food I received from Nutrisystem. After eating food from that company I suffered vomiting and diarrhea. I was unable to keep down food for 24 hours. It has kept me out of work for 2 days. I will be out of work tomorrow to see my doctor. It still hurts when I cough. The address on the packing slip is:Nutrisystem1490 Nitterhouse DrChambersburg, PA. 17201The packing slip also shows the following information:Carton Number: (b)(6)Kit Sku ID: 12130I know your people are busy but I hope you can have people look into this. If I have reported this case to the wrong agency, I beg your pardon but could you tell me how to report this? In either case I am most grateful for your time and attention to this issue.

Nutrisystem sent me a billing notice on email for a second month's food order. I never ordered the food. I tried to cancel the transaction online to prevent it, but their system prevented me from doing so. So I called them that night, with no success and emailed them instead. They left me a voicemail the next day and I called them back. They claimed I had ordered a promotional program that included auto-refills and that they could not cancel without charging me the full price and that the food had shipped. I told them I ordered a 1-month trial based on their Christmas advertising and never committed to an ongoing auto-refill. They gave me a big runaround. I told them I would be traveling and unable to take delivery, wanted to cancel and would speak to their Executive offices if they did not cancel. So they said they would and gave me cancellation # 163338232.I told them to call the shipper (FedX) to bring the shipment back, as I would not take delivery.Regardless of all that, I was away for the weekend right after that phone call and just returned to find the shipment outside my front door. And I have not yet received my Visa credit.I want them investigated for fraud. Their first shipment -- the only one I actually ordered -- came with some elements missing, some I did not order and some damaged. I had to call them for that right off the bat. They are a disgrace of a company.

My fiance cancelled nutrisystem service mid month and we wanted to return the unused portion of the food (non-perishable) for a refund to my credit card. She called and spoke with someone at nutrisystem and they told her to put all the food in a box and they gave her the address of where to send it. We packaged the food securely and sent it to the address provided using USPS. Its been about two months now and I still have not received the refund to my credit card. We've sent items back to other companies before using USPS and there have never been any problems. nutrisystem claims they have not received the package. --- Additional Comments: refund for unused product back to my credit card

On January 24, 2014, Nutrisystem process a charge of \$246 against my VISA checkcard without my authorization for an Auto-Delivery Order. A few months ago, I updated my account to reflect my American Express card. On January 24th, someone at Nutrisystem went to my original order and used my VISA checkcard to process an order without my consent or authorization. I provided this company with an updated card, American Express, and did not give them the authorization to use an old card from a previous order. When I called the company, the Client Services representative was rude and tried to deny that the company had placed an order against my credit card without my permission. They did use my card without permission and they need to be reported for unethical business practices. ---

Additional Comments: Consumers seeking to use this company should be alerted to this unethical practice.

look at food options to make best plan choice, there are three plans, I e- chatted with Sarah who sent me link as foods are not readily shown to customers or at least not on my iPad . Went to site , great , very helpful . I also had a question on how to add my daughter as we were going to do this together. Sarah very interested in having my email address so I gave that to her and told her we would be ordering in the afternoon. In the afternoon, placed order , chose most expensive plan , where you can choose your own foods, my daughter needs this for specific beliefs. I had a question as I could not add my daughter till I paid and the screen that came up was a payment screen. I e-chatted with Marshall who said I needed to pay first then add my daughter. I paid, added my daughter and then went to choose foods with my daughter. Everything looked great. I called Nutrisystem as I thought it strange that there was no time estimation for delivery. Rough estimate would have been fine. I spoke Nick. I also mentioned to Nick that I thought it was false advertising when I had to UPGRADE to be able to choose meals when I had already choose that meal plan and paid the \$3.00 / day extra over the budget plan to do so. Nick informed me. I had done it wrong. That my meals were pre chosen for the first shipment. I did not chose this. He told me there was a tab I was to hit before paying, this site went directly to payment. Mistakes happen. I did ask about canceling and starting over ,would take 3-5 business days for credit card for \$700. I asked for a supervisor .I NEVER DID ASK NICK TO CANCEL MY ORDER. I waited for quite awhile and spoke with Flo the supervisor, who told me also I must have missed the tab and ordered wrong. I asked what was on the order, maybe I could eat the things my daughter doesn't and this could work out, but yes I am upset by this point, FLO IS NOT helpful. FLO offered to write my bank a letter for what I still do not understand. To cancel and reorder today, that could have been Nick, look I've wasted \$700. With this company why would I tie up another \$700.I am a nursing supervisor by profession. I deal with sick , upset people every day. As I said earlier I asked Flo what foods were on this months order. Flo could not tell me because Nick had canceled the order. So, there is no working this out. The order is gone. I cannot help you. I did not give permission for that order to be canceled. The topper to all of

In December, I received a promotional email from Nutrisystem advertising a special 'cybermonday' price which stated as long as I stayed on the autodelivery program they would honor that price each month. Today I logged into my account and noticed the promotional pricing was no longer applied. I called the customer service center and spoke with Blanche who advised the code was unapplied due to a promotional upgrade that was offered to me online yesterday for \$12 that i took advantage of. When I logged in today, the price had increased because they removed the original cyber monday pricing without notifying me under the terms of the \$12 upgrade. Now the price is way higher. They baited me into the \$12 upgrade so they could increase the price by \$130 a month. --- Additional Comments: Revert the deal back to the original one, ideally, with the \$12 upgrade.

look at food options to make best plan choice, there are three plans, I e- chatted with Sarah who sent me link as foods are not readily shown to customers or at least not on my iPad . Went to site , great , very helpful . I also had a question on how to add my daughter as we were going to do this together. Sarah very interested in having my email address so I gave that to her and told her we would be ordering in the afternoon. In the afternoon, placed order , chose most expensive plan , where you can choose your own foods, my daughter needs this for specific beliefs. I had a question as I could not add my daughter till I paid and the screen that came up was a payment screen. I e-chatted with Marshall who said I needed to pay first then add my daughter. I paid, added my daughter and then went to choose foods with my daughter. Everything looked great. I called Nutrisystem as I thought it strange that there was no time estimation for delivery. Rough estimate would have been fine. I spoke Nick. I also mentioned to Nick that I thought it was false advertising when I had to UPGRADE to be able to choose meals when I had already choose that meal plan and paid the \$3.00 / day extra over the budget plan to do so. Nick informed me. I had done it wrong. That my meals were pre chosen for the first shipment. I did not chose this. He told me there was a tab I was to hit before paying, this site went directly to payment. Mistakes happen. I did ask about canceling and starting over , would take 3-5 business days for credit card for \$700. I asked for a supervisor . I NEVER DID ASK NICK TO CANCEL MY ORDER. I waited for quite awhile and spoke with Flo the supervisor, who told me also I must have missed the tab and ordered wrong. I asked what was on the order, maybe I could eat the things my daughter doesn't and this could work out, but yes I am upset by this point, FLO IS NOT helpful. FLO offered to write my bank a letter for what I still do not understand. To cancel and reorder today, that could have been Nick, look I've wasted \$700. With this company why would I tie up another \$700. I am a nursing supervisor by profession. I deal with sick , upset people every day. As I said earlier I asked Flo what foods were on this months order. Flo could not tell me because Nick had canceled the order. So, there is no working this out. The order is gone. I cannot help you. I did not give permission for that order to be canceled. The topper to all of

I ordered the women's basic plan and protein shake sampler pack, which I understood to be \$269.98 for one month. I called to complain because I received only one weeks worth of food and no resource guide or daily planner or protein shakes. They then sent the protein shakes along with the resource guide and daily planner, fine. However, I never received the rest of my order which would be the remaining 3 weeks of food. Then I got a second charge to my paypal account in the amount of 256.42 for a second order because they claimed I had signed up for auto-delivery, I did not want that. I called again to complain about this other charge and the fact that I still didn't get the rest of my first order, much less the second order (that I didn't even want). They told me I would get credit for the second charge/order to my account if I sent back whatever was left of the first order. That is ridiculous! They also said I wouldn't receive any money back on the first order because I didn't call to cancel it within 14 days. First of all, my original call to complain was within 14 days and secondly why wouldn't I be refunded for the first order when I did not even receive all of the food items it was suppose to include?! --- Additional Comments: I have no problem sending back what I have left from the first order (which was one weeks worth of meals). However I should be refunded for the second charge and at least partial credit if not full credit for the first order because I did not receive the entire contents of that order.

I purchased Nutrisystem online based on 14 day guarantee money back guarantee. The program stated I was to call 800-727-8048 to return the product 'Give us 14 days. If you're not 100% satisfied, call 1-800-727-8046 and send the remaining non-frozen food back for a full refund. We'll even cover return shipping! (Offer good on new 28-Day plans; first order only. Limit one guarantee per customer.) "if not completely satisfied. However I tried to call this number and was put on hold for over 30 minutes and the call was never answered. There was no way to leave a message or to contact a live person. I wish to return the product but this return policy is difficult to adhere to if no one is available to speak to. --- Additional Comments: I wish to return the product as agreed and not to have to pay return shipping.



I was watching a Nutri-system commercial in which they stated that they guaranteed that one would lose 5 lbs. in the first week or your money back. They stated that after 14 days to call them & they would even guarantee free return. I did not loose any weight & followed their diet & horrible tasting food. I attempted to call on the 14th day numerous times to cancel, but all I got was an automated message for everything except customer service. The next morning{15th day}, I attempted to call again & got the same responses. I decided to e-mail them & canceled online. I received a call shortly after & informed the rep that I attempted to cancel on the 14th day, but could not reach a human being. I requested a postage paid return label as guaranteed in written advertised print & via their tv commercials. The rep told me that because I did not call on the 14th day that I would have to pay for return postage which cost me \$33.44 via the UPS Store. I am requesting to be made whole by honoring their return postage guarantee. Anything short of that I consider it to be false advertising & deceitful tactics to sell, in my opinion a product not worthy of feeding to stray dogs. --- Additional Comments: I am requesting that Nutrisystem put human operators to receive & answer calls rather than having automated responses to customer calls & having them chase their tails in frustration. I am also requesting to be paid my return postage fees of \$33.44. This should never have happened in the first place. Because of this undesirable incident, I will have nothing good to say to my senior friends about Nutrisystem & how they treat their customers & their deceitful & dishonorable tactics. Shame on you!

I called to cancel my Nutrisystem back in late November of 2013. I was issued a cancellation number. I get an email on February 4, 2014 saying my Nutrisystem has shipped. I called 2 minutes after that email was sent and explained to customer service that I had cancelled my program. He assured me that said shipment was cancelled and nothing would be charged to my credit card. Today (February 8th) a Nutrisystem box showed up on my doorstep. I called again and explained to Aubrey that this was unacceptable and wanted my money refunded immediately. She said I would have to wait until the box was received again and offered to ship a label to get the box picked up by FedEx. Considering my shipment was cancelled back in November, this should not have happened. Now I have to front close to \$300 until the shipment is received which according to Aubrey could take up to 3 weeks. This is completely unacceptable. This was their mistake so I should not have to pay the consequences of their lack of ability to keep up with the cancellations. I do not like being lied to nor having to cover the cost of this company's mistake. --- Additional Comments: I would like my credit card refunded by Tuesday. I would agree to allow them to charge me if the shipment was not received within 30 days.

Nutrisystem, Inc. has made, and continues to make, unfair marketing claims on national TV ads concerning certain protein shakes that is purported to have a weight loss benefit by increasing a person's metabolism. The research for supporting this claim is unsubstantiated on it's web site, or elsewhere to my knowledge; if fact, the Nutrisystem product, "Energizing chocolate shake mix formulated for women-7pk" for sale on their online store states the following: "These statements have not been evaluated by the Food and Drug Administration. This product is not intended to diagnose, treat, cure, or prevent any disease." Kindly investigate and take appropriate action. Thank you.

Nutrisystem 'discounted' their first months order for myself and my girlfriend under the 'family' plan. I canceled today (2/10/2014) and was told we would be charged 172.34\$ for canceling before two months worth of orders were made. I was not clearly told this would occur and that we could 'cancel any time ' without any penalty. 'your satisfaction is guaranteed' The food caused headaches for myself and my girlfriend. We were offered a substitute 'low sodium' version of the food. At this point, we tried it, we decided we didn't like it. We paid for the first months' order, we wanted to cancel. I have a pending authorization for 89.99\$ on my credit card which I intend on disputing. --- Additional Comments: Refund the charges placed on my card after I canceled.

I orderd my first month of Nutrisystem which was \$371.97online. I decided that Nutrisystem wasn't for me and cancelled my autoship program. The day after i cancelled my autoship I got a charge for \$112.90. I called and asked what the charge was for, they told me I had agreed to a two month autoship program ( which wasn't made clear because I didn't even know that i signed up for a two month program) and since i didn't do the second shipment they charged me \$112.90 because they said they had given me discounts for signing up for the two months. So pretty much I spent almost \$500.00 on one month's worth of food. Major rip off, take your money and go to the grocery store and buy a bunch of pre packaged meals it is the same thing!!! --- Additional Comments: You need to make it clear that if you do not fullfill the two month requirement which again i didn't even know i signed up for that you will be charged \$112.90 for the 'discouts' I mean seriously \$500 for a bunch of pre packaged food.

I joined the Program 1 month ago. I called 1 week before I was to renew another month and spoke with a Rep to confirm that my pricing (weekly billing) and food would remain the same. She confirmed that nothing would change including my payment amount. However, when I checked my acct. on my renewal date, my payment had increased from \$42.50 per week to \$57.90 per week. I immediately called and explained that I just verified my payment would not change. I was told that 'whoever' told me that was mistaken and that I received special 'initial' pricing and now I must pay regular price. Even though advertisements state you are locking in your 'sales price.' In addition, when I said I wanted to cancel because I was not interested in continuing at the higher price, I was told I would need to pay a \$61 cancellation fee! Not once when I joined was a cancellation fee ever mentioned. I am very disappointed in the false advertising to be locked in to your initial pricing, a prime example of the bait & switch approach! --- Additional Comments: Would like the cancellation fee of \$61 refunded since I just spoke with a Rep. less than 5 days ago and now receiving totally different information! I cancelled my shipment and should not be responsible for a cancellation fee since I received wrong information from a company Representative!

I was told I cancel w/i 14 days of rcvg food for \$ back and they are not honoring this. I joined Nutrisystem on 2/16/14 and was told that I could cancel within 14 days of receipt of food if I did not like their food. I received the dry goods on 2/19/14 and the frozen food on 2/21/14 (most of the frozen foods are dinners and desserts). They omitted to send the paperwork (quick start guides, etc). I called them and they apologized and said they would get the quick start guide and other pamphlets right out. I received them on the 28th. I called on 3/6/14 to cancel my membership. They told me I missed the 14 days by 1 day. I pointed out I was told I had 14 days from the day I received the food and hadn't even received the frozen food until 2/21 and was therefore still withing my 14 days. I was told I you never can return frozen food and did not qualify for they money back guarantee because I missed the 14 days by one day. I was never told I could not return the frozen food, I was told I could return any food I did not like. Again, I pointed out that I didn't receive all of the food until 2/21/14. I was told they never take frozen food back. Number one, I was told the 14 days started when I got the food-which I did not get all the food until 2/21/14; was told I could return anything I did not like and further more, Nutrisystems failed to send the quick start guide that helps you learn how to use their system incorporating what they call power fuels and smart carbs until the 28th because they had omitted it in their original shipment. The paperwork that came with the shipment stated it should have been in my shipment. I waited until I received the literature to start working their 'program'. I would like the money back guarantee as promised. --- Additional Comments: I would like the full money back guarantee as promised.

I bought a month program not knowing that I was being set up for auto ship. I called to cancel my membership when they tried to bill me for for a shipment I didn't want. Now they are going to fine me \$71.50 for canceling my membership. This is crazy. I can't afford to do auto ship with anyone. I have to make purchases when I'm able. They should let me know up front what their policies are instead of hiding them. --- Additional Comments: I want them to cancel my membership and not punish me for the cancelation. I shouldn't have to pay a fee for a cancelled membership.

Nutrisystem replaced several items of food in my order that were unacceptable to me. When I called to complain about this, they sent me a Fedex label to return the food items for a refund. I did this, and the tracking showed the items were received by Nutrisystem on Feb 26. Their policy is that a refund will be issued to your credit card within 7-14 business days. I have probably called 8 times to ask why the credit hasn't been issued, and when it will be issued. I was told the order was processed on Mar 19 and the credit of \$29.20 was processed on Mar 26. The credit has still not shown up on my credit card on Apr 2. --- Additional Comments: Issue a credit card refund for \$29.20 for the food items I returned and Nutrisystem received back on Feb 26.

ORDER # (b)(6) COST \$ 249.99I STARTED THE NUTRISYSTEM PROGRAM WHICH GUARANTEED, LOSE 5 POUNDS THE FIRST WEEK OR YOUR MONEY BACK. I LOST 4 POUNDS AND CONTINUED THEIR PROGRAM EXACTLY. AFTER TWO MORE WEEK I HAD GAINED BACK 1 POUND BACK FOR A NET LOSS OF 3 POUNDS. I CALLED ON MARCH 11 TO CANCEL THE PROGRAM. CANCELLATION NUMBER IS 163804561. WHEN I ASKED ABOUT THEIR MONEY BACK POLICY, I WAS INFORMED THAT I DID NOT READ THE FINE PRINT. SHE SAID I COULD HAVE 'PAUSED' THE TV AD AND READ THE FINE PRINT. THE NUTRISYSTEM WEB SITE STATES : What's your return policy?At Nutrisystem, we expect you to be fully satisfied, or we'll give you your money back. Period. AFTER FURTHER CONVERSATION, I WAS TOLD THAT NUTRISYSTEM WAS A LARGE COMPANY AND THEY HAD TEAMS OF LAWYERS.THANKS, (b)(6) - -- Additional Comments: STOP THEIR MISLEADING ADVERTISING AND REFUND MY \$249.99, AS THEY ADVERTISED (fully satisfied, or we'll give you your money back. Period).

When i tried to cancel Auto-delivery shipment i was told by a representative that Nutrisystem charges 20% for cancellation of Auto-Delivery shipment, but there is no clear information posted on a website about the amount of money. Please see attached: 'With Auto-Delivery, you are automatically charged and shipped your 28-Day program once every 4 weeks unless you cancel. You can cancel Auto-Delivery at any time by calling 1-800-727-8046. If you cancel prior to paying for your second consecutive 28-Day program delivery, your payment method will be charged for the amount of any Auto-Delivery discount received on your first 28-Day program delivery. ' --- Additional Comments: Full refund

i received a phone call from 702-359-9089 identifying themselves as Neutrasystem special offers. They indicated they purchased my 'no call list' phone number from another vendor but refused to provide the other vendor. I am on the no call list, the number they called is my cell phone number. They never should have been able to call.I did not give them permission to sell me their product over the telephone. I do not do sales calls period thus the reason i put myself on the 'no call list' in the first place. --- Additional Comments: I want a \$5 refund for the use of my cell phone and i want the information leading to the person who sold my cell phone number to neutrasystem. they can mail me a check and include a note of where they purchased my number to the address provided.



Sales rep named 'Eric' (sp?) used false statements to sell products. Here is what I sent to Nutrisystems customer service department explaining the issue: On February 28, 2014, I called into Nutrisystems (NS) for information. I knew I would be joining the program, but was still in the fact gathering stages. I spoke to a man named Eric. After getting the information I needed, I was about to end the call, when Eric said if I do not purchase the product by 11:59 PM that day, that the prices would change and the discounts he offered me would be gone. He said they would revert back to the full price which was almost \$200 more (approximately). Eric's comments of buy now or lose the deal put me in a bad position, cause I had NS Gift Certificates which I was planning to use to start the program, but they were in my desk at work and not with me at the time. Since it was Friday, I could not get to the certificates till Monday. I was told by Eric that I could sign up for a weekly payment now, lock-in the deal, then the following week I could get the certificates and apply them to the plan. This would stop the auto deductions as long as I called in 1 or 2 days prior to the date they payment was due. This sounded flawless and I did as he suggested. Today, Thursday March 6th, I telephoned NS and spoke to Ericka (sp?). I was asking she apply the certificates to my account and stop the weekly payments. She said I could not do that and the certificates cannot be used. She said I could call after the 28 days of the initial program and use them, but they cannot be applied as Eric told me last Friday. I wanted to apply these certificates to my two month commitment thus stopping weekly deductions. --- Additional Comments: I want a complaint on file since NS blew me off when I tried to tell them. They first ignored my email and after I pushed the issue, had a underling write me back telling me what I told them. No one even called me from their organization as I guess they were in the back room stacking \$100 bills.

We are all familiar with the Nutrisystem tv advertising creating the need for their product. Once the need is created on tv or wherever you are instructed to call or order on line. When one goes on line one will see the cost of their monthly plan. So I ordered a 28 day plan for 329.00 to try it out. Close to the end of the month I receive an email stating that this is my last chance to change "the menu items" and if I do no they will be be sent exactly as the last order. I was startled as I thought I only ordered for the month. I called customer service to make sure that they did not send anything, the rep told me that if I look in the terms and conditions it is not for one month but for two. To cancel I would have to pay 102.00 which I did to avoid more charges. I checked the site and sure enough in the terms and conditions do state the 2 months so technically I understand I am responsible for paying a fee for canceling. My complaint is the website is so misleading that it gives the impression it is for one month. Never did I believe that the cost of 329.00 was a discounted rate and the regular rate is over 400 dollars. Even in the terms and conditions it never gives the regular rate let alone anywhere on the site that I could find what the "regular rate" was/is. What one sees are these various boxes of shouting out so and so a month. So if one never reads the terms and conditions they would never know the stated rate is a discount and predicated on paying for another month. Even their pop ads mislead

Nutrisystem-Special Offer  
nutrisystem.com/40plusfreeweekOrder Nutrisystem & Get 40% Off Plus 1 Free Week - That's 28 Meals!

The above line is from a pop up ad. The person being targeted by the ad should not have to think that there is a catch involved....You have to admit that this pop up ad is misleading. I am not asking for 102.00 back because to me it is a trivial amount and it was technically in the terms and conditions(And no where else) but Im asking that they have a more clear and honest site so others will not be mislead. Thnks

I visited the company website in February of 2014 and at that time nor anytime did to request to receive any emails. Within days I begin to receive soliciting emails. Upon receipt of the first email I followed the link to 'unsubscribe from solicitations' yet I continued to receive solicitation emails. Over the past 2 months I have repeatedly unsubscribed yet I continue to receive solicitation emails. I received the latest today 4/7/14 --- Additional Comments: I want to receive an apology email from Nutrisystems and desire for them to never contact me again in any form.

Nutrisystem sends me several email junk maile each day. There is no way to unsubscribe. Stop sending me junk mail. --- Additional Comments: Stop sending me junk mail

In December of 2013 I was charged on my credit card for a purchase that I never made. I call them to report it and gave them the information that they asked for. I'm still waiting for them to credit back my account --- Additional Comments: to credit back my account for the purchase i never made

and 8 days! I placed my pre-selected order on April 4th and received it without issue. This is where my issues began:A. Placed customized order (in timely fashion) near end of April and was locked out -- as Nutrisystem kept forwarding me to the page for 'new accounts' versus a current customer (I set this account up online to place the initial order). I called C/S and the Rep walked with me through the system and gave me a SPECIFIC PASSWORD/CODE that allowed the system to recognize me as a current customer. \*\*\*He mentioned this is a known issue that needs to be resolved. I placed the customized order for May.B. I received my order on May 5th (and really needed my food, as I was a day behind but May 4th was over the weekend. 75% OF THIS ORDER WAS WRONG! I immediately called C/S, who sent me a label. The Rep said she would have FedEx pick it up (same day)..This never happened and it still remains on my porch 1.5 days later. I was to send this entire order back and she was going to send out my entire customized order (again).C. I call back to C/S only to find out I was suppose to call FedEx? Not what the Rep stated. I asked for a Manager --who was extremely RUDE and insensitive to the fact that my order was wrong, and I have NO FOOD! She reviews the order only to find the May order that shipped out today, IS WRONG!!!! The Rep only shipped (1) food item, instead of the entire order!!!! I expressed that I am traveling early Tuesday morning and now WON'T HAVE ANY FOOD TO TAKE WITH ME, DUE TO A HIGH LEVEL OF POOR TRAINING and INCOMPETENCE. D. Then the Manager had the nerve to tell me, if the warehouse is out of the customized food, they send 'other food'????? Where is this documented? I'm certain this is not what happened with 75% of my order ----or Nutrisystem should just close the doors and go out of business. Although the Manager could see my customized order, she wasted my time by reviewing it with me online. I had already told her (5) times the issue wasn't the customized order -----but the ability to fulfill it properly. So now here I am with a \$25.00 credit to my account, and NO FOOD!! My, now third, May order won't arrive before I travel, which will have me a total of (8) days with no food, as I don't return home until May 16th...No one cares if I stay on the plan or lose weight ----your team only seems to care about getting my money. It is unacceptable to have this

I ordered a month's worth of Nutrisystem on its introductory program. It was advertised as costing \$309.99 because it came with a few discounts for just starting with Nutrisystem. One discount was for shipping and the other appeared to be for being a first time customer. At no time, when signing up, was it clear that a discount would not be received if I did not order Nutrisystem for two months. At the end of the month, I decided not to order again through Nutrisystem. However, because it was on auto-delivery, the order automatically processed. So, I immediately called Nutrisystem to cancel the order as I did not want another month's worth of food. The man I spoke to said it was not a problem and I would not be charged. I told him that I had a couple pending charges on my credit card and I wanted to make sure they would not process. He said not to worry about it that they would not process and should be removed from my account. There had been two charges listed as processing, one for another \$309.99 and another for \$92.49. When I checked back a few days later, the \$309.99 charge had disappeared and never processed, but the \$92.49 charge did process. I called Nutrisystem and they said the \$92.49 was charged because I didn't order for a second month. Apparently, the discount that they had appeared to give me in the beginning was only valid if I paid for two months of Nutrisystem. It was in essence taken back when I decided not to continue with Nutrisystem for a second month. At no point during my conversation with the Nutrisystem representative to cancel my order did he inform that if I cancelled I would lose the discount and be charged \$92.49. Nutrisystem claims that it is clear when you first order online if you do not order for two months that you lose the discount. I have no record of such an agreement. When I asked the representative to produce such an agreement, she stated that she did not have it, but that it was there when I first signed up. On my actual online account on Nutrisystem, it shows in my order history that the total discount was applied. There is no separate order that or statement that shows I would be charged \$92.49. I think it is a very deceptive practice and should be refunded. --- Additional Comments: I would like a refund of \$92.49 from Nutrisystem. I also think they should update their policies to protect consumers.

NutriSystem offers discounts to try out their product for the first month. However if you are not happy with the product, and cancel before two months of service they will charge you \$84. This was never stated in the advertising. Upon speaking to the representative he said it is in the terms and conditions in the bottom of the website among pages of legal text. Very deceptive. I still can't find it. I never received any type of email or notification stating this fact nor do they tell you about it up front. Very deceptive. --- Additional Comments: I wish the \$84 charge to be reversed.

Today the CNN-TV "news" text, "///Threats-FBI", was broadcast...(b)(6). Other-Other Update



<p>I ordered the 28 day program with a discounted auto shipment option. I finished the 28 day program and was not satisfied with the results and with the food it self. I pushed out my next auto shipment order then contacted them to cancel via email, they said they had to speak to me before they could cancel, yet I received an email stating that they did talk to me and the cancellation for approved. However they charged me \$64.00 that came straight out of my bank account that I did not approve. I contacted Nutrisystem and they stated that with their policies I only had 14 days to request a refund and return the meals. I asked them since I was not satisfied with the program and needed more than 14 days to see changes, they kept refusing the refund even after I told them I could not see where anything said it had to be 14 days. They never once told me that cancelling would result in charges to my account. Cancellation number is: (b)(6) --- Additional Comments: Refund the \$64.00.</p>
<p>I cancelled Nutrisystem seventeen days after I tried it. I didn't care for the food they supplied. I called on 5/2/2014 to cancel. I was told by the representative that the free shipping and handling that I received when I first ordered, would have to be payed back. They would charge my VISA \$110.10. I told him that I would fight the charge. I was not told of any cancellation fees when I ordered. I would not have ordered if I had known. I had a hard time finding this information on their website. I feel it is deceitful that they spring this charge on me. They told me that I was getting free shipping and handling when I first ordered. I didn't know I was going to have to pay it back when I canceled. --- Additional Comments: I don't feel I should have to pay the \$110.10 charge on my VISA.</p>
<p>Today the CNN-TV "news" text, "Los Angeles/Richmond, Virginia///Gun Violence", was broadcast...(b)(6). Other-Other Update</p>
<p>Today the CNN-TV "news" text, "Extremist//At A Walmart", with the spoken words, "Islamic:hopes:artillery", today on CNN-TV "news" were followed by today on, "WETA (UK)", TV the spoken words, "stalked:hoped:sabotaged"...(b)(6). Other-Other Update</p>
<p>Today the CNN-TV "news" text, "West Bank/Slums:Dirt//", with the spoken words, "gunmen:Northern Virginia:Virginia's:in Los Angeles:Jihadist", today on CNN-TV "news" with the text, "Hope:Immigration:Springfield, VA", today on CNN-TV were broadcast...(b)(6). Other-Other Update</p>
<p>Today the CNN-TV "news" text, "Shiite/Grisly//", with the spoken words, "Orange:dire:framing", today on CNN-TV "news" were broadcast...(b)(6) Other-Other Update</p>
<p>Today the CNN-TV "news" text, "Los Angeles/Iran//Cannon", was broadcast...(b)(6). Other-Other Update</p>
<p>Today the CNN-TV "news" text, "///Secret Service", followed today on, "WETA (UK)", TV, "Buckingham", spoken...(b)(6). Other-Other Update</p>
<p>Today the CNN-TV "news" text, "/U.S. Marine Corps/", was broadcast...(b)(6). Other-Other Update</p>

when I purchased nutrisystem on May 8,2014 I was not told that I had to buy two months worth to get the discount that they automatically offered me. due to my cancellation I am being billed back more than the amount the discount totaled too. I still payed over 200 dollars for a month of products and now owe over 80 for nothing at all. When talking to a representative on May 22, 2014 She explained that if I were to cancel my second order they would take over \$80 and receive nothing. --- Additional Comments: I hope the outcome includes both getting a refund due to misinformation and that they make it more clear to everyone that their discount comes with a cost if not followed. This company needs to put more of their fine print into bold print.

On March 6th, 2014, my wife, shirley bourland, ordered diet meals with my permission from nutrisystem, total cost, \$499.96, deducted from my credit card. We have ordered these meals previously; however these particular meals were very low grade and horrible tasting, loaded with tomato sauce in all the dinners. i did not place any further orders once the 28 day order period had expired., but instead called and cancelled any future deliveries. Later I discovered, they charged on my credit card an additional fee of \$143.48. When I called to complain, they contended this was because we had cancelled the order.neither my wife or I recall such agreement and are requesting they credit my credit card with the money they stole from me. --- Additional Comments: refund of \$143.48

Today the CNN-TV "news" text, "London/Iran:Assault Weapons///" with the text, "Downward Spiral:Northern Virginia", today on CNN-TV were broadcast..(b)(6) Other-Other Update

The spoken words, "eighteenth-St. Mary's:shadow-Frank", with whom looked like David Selby saying the words, "trades:anomaly-Karloff's:to America", all today on, "WETA", TV were broadcast...Susan M. Erner, M.D. Other-Other Update

After repeated requests to be removed from their SPAM nothing has been done. I get useless email everyday. --- Additional Comments: No more contact from them.

I have constantly asked to be unsubscribed from adds from Nutrisystem, Inc. for the past 3 (Three) months and to date 06/06/2014 am still receiving those adds. I would like this matter to be resolved once and for all, Thank you. --- Additional Comments: I want my e-mail to be free of adds from Nutrisystem, Inc.(b)(6)

On May 27, nutrisystem sent an email about giving 50% off and was only design for new customers but still being honer to old customers as it was a mistake on there behalf. I called on 6/2/2014 and ask what happen to my 50% for my account and they had to cancel the order and put it for the next order. During the process they lost my gift cards. The initials R.W. in customer service could not help. I got upset and request for cancellation. Once I got there the next rep called peter was trying to help ,me but was in shock that customer service could not help. He provided a cancellation number and told me there is a fee. This is terrible business. The only reason i left my wife account is because she wanted it and because I brought the gift cards. My acct is (b)(6) and hers is (b)(6). --- Additional Comments: Waive my cancellation fee and find the gift cards used on my account as its hard for me to believe that gift cards get lost.

I have for weeks now requested that Nutrisystem Cease and Desist with JUNK E-MAIL. I've emailed the company filled out the unsubscribe form, and I still get two or three JUNK E-MAILS a day. I want it STOPPED now!! Thank You (b)(6) --- Additional Comments: STOP, STOP

I have no prior relationship and am suddenly being spammed. Please go away and stay away from my inbox. (b)(6) --- Additional Comments: Please make them go away.

According to the RISK FREE guarantee that is stated on the company's website, I had fourteen days from the date of the arrival of the shipment to return the product for a full refund. I contacted Nutrisystem via 800.727.8046 on 20 March 2014 to request my RMA (return merchandise authorization) so that I could go ahead and return the product since I was so completely dissatisfied with it. The customer service representative with whom I spoke was quite demanding and somewhat belligerent. He essentially berated me for not following through with the program, and he encouraged me to give the system a few more days before I tried to return the items. I insisted that I wanted to return the package forthwith for a full refund, but the CSR was so insistent that I eventually hung up without success. I contacted the same customer service number again on 22 March 2014; the exact same thing happened. It was almost as if the CSR would not allow me to request a return for this package; eventually I gave up. I most definitely should not have to pay for this item because I fully attempted to comply with the return policy stated on the company's web site; the CSRs with whom I spoke simply would not let me do so. --- Additional Comments: I request a full refund of the \$359.99 be credited by to my credit card account ending in (b)(6); I also request that Nutrisystem stops attempting to bill me for future food orders forthwith.

Nutrisystem charged my personal account for \$269.99 for a purchase I did not authorize. The charge showed up on my account on July 12, 2014. I was notified on the 14th of July (by email 2 days later) that the package was shipped and my account was charged. This is my complaint. Since I keep no substantial balance in this account I ended up being charged for an overdraft over a weekend when I could not deposit any money to keep from being penalized \$31.00 from my bank. I have refused shipment and nutrisystem has insured me that they will refund my \$269.99. FYI I have supporting documentation and emails --- Additional Comments: I would also like a return of my \$31.00 that was overdrafted out of my debit account. And that Nutrisystem develop a better way to confirm a purchase other than just sending product and charging a customer without their knowledge.

I contacted them when I saw they were charged my account. Normally an email is received prior to a shipment. I didn't get one. I contacted them to resolve the matter and the CSR would do nothing and was rude. I asked to be transferred to a supervisor. I waited about five minutes and the phone hung up. I called right back and was transferred to a voicemail. I left a message asking to be called back and why I was calling. I never received a call. I finally received the shipment today and all of the items containing chocolate are melted beyond use. --- Additional Comments: I want my money refunded and no further contact from them.

I ordered a month's supply of the Nutrisystem product. When it arrived, it was a menu selected for a woman, even though I had asked for the menu for men. When I phoned customer service, I was told that I had signed up for a minimum of two months, even though I thought I was signing up for one month only. The agent said that if I wanted to end the service after a month, I would be charged a \$69.00 service fee. I was then told that I could return the package, but that Nutrisystem would deduct the cost of shipping from my refund. Product\_Or\_Service: One month menu (38 lbs) Account\_Number: (b)(6) --- Additional Comments: DesiredSettlementID: RefundI would like the cost of sending the shipment back to Nutrisystem be credited to my account, as their advertising and customer service are atrocious.

I ordered their Core Product for women which included a Fast 5 product. The Fast 5 product was advertised on the site as a product with which you could lose 5lbs in a week. Having used it I felt ill and in fact lost more than 5 lbs. I am concerned about a few things. 1. Is this product safe? 2. They provide no backup of their weight loss claim on their site. 3. Is it safe to lose 5lbs in a week.

Repeated unsolicited emails clogging up my email account --- Additional Comments: That these lowlifes stop harvesting email addresses to pester me with unsolicited messages

I used the online option of signing up for what I believed to be a ONE month trial of Nutrisystem. This company has automatically charged my credit card and sent me a second month of food which I DO NOT want. I have contacted them and apparently in some fine print they contend I ordered their product until I terminated. They also informed me that I would be charged an outrageous amount just to be taken out of their computer system!! I am dissatisfied with the product, but even more upsetting is their scam to continue charging my credit card.. --- Additional Comments: Charges for food after first month be refunded

I purchased the Nutrisystem program. They guarantee that you will lose weight on the program. I actually gained weight on this program. The food was gross and did weird things to my stomach. I contacted customer service and told that I was unhappy and that I wanted my money back for my initial purchase. I have not received my refund. --- Additional Comments: I want my initial money back that I spent on getting started.



Have made orders with this company before; however, my last order had apparently had an 'auto-delivery' order somewhere within the order. I never recall seeing or signing up for this and feel it was a rather mischievously placed within the order process. After receiving the initial order I was content; however, several weeks later I got an e-mail letting me know my 'auto-delivery' was going to be sent and I would be charged approximately \$200 dollars. I immediately called their customer service and was relieved to know it had not been sent; however, the EXTREMELY RUDE and CONDESCENDING operator advised me it was my mistake and I would still be charged \$84 dollars (which was billed to my AMEX) and essentially nothing could be done about it. My e-mail to customer service has still not received a reply. I make A LOT of internet purchases and have never been dealt with so unprofessionally and charged so much for simply not receiving a product. I feel like I have been robbed of \$84 dollars. Terrible service, terrible treatment, and questionable practices with their 'auto-delivery' service. --- Additional Comments: It's simple. I don't want to pay \$84 dollars not to have something sent to me.

The on line option for Nutrisystem has a confusing and false claim. When customers are prompted to the order screen the following appears: for the My Way Select Plan, the screen ([https://www.nutrisystem.com/jsps\\_hmr/shop/checkout\\_ship\\_info.jsp?categoryId=353&requestid=174917](https://www.nutrisystem.com/jsps_hmr/shop/checkout_ship_info.jsp?categoryId=353&requestid=174917)) states the following: Thank you for choosing Nutrisystem! Let's start by confirming we have your correct plan. Plan.....My Way Select Plan Daily Price.....\$10.36 Total Price.....\$289.99 PLUS SAVE \$40 INSTANTLY! As a consumer I read this as \$289.99 less \$40.00, leaving a total of \$249.99. When I asked for online help, the clerk explained that the \$40 discount was already reflected in the \$289.99 price. It should also be noted that the small cross appears only after the exclamation point and nowhere else on the page. --- Additional Comments: I would like to be able to purchase the product at the advertised price. I would like the advertisement corrected.

st of fucking emailing me something I never asked for. You SPAM monsters!!!!!! --- Additional Comments: see above!!!

This is a follow up. I was unable to finish my initial complaint ((b)(6)). I have already gotten a reply from the company, but was not able to respond on the email sent (would not allow me to type in the text portion), I tried on multiple computers. Was simply trying to continue this disagreement. It is now listed as 'assumed resolved' --- Additional Comments: They have already sent a letter that that I simply wanted to respond to. I was willing to reconcile with their offer, as I was not as angry with the company, as I was with one of their unprofessional operators. I still don't like the way their offers are set up on the web page (I find it misleading); however, the company as a whole, has a great product. Simply wanted to finalize this complaint. Overall still a great company with a good product. The irony is, that if the operator would have offered the 'Delayed shipment' that my reply letter said could have been done, there would never have been a complaint.

I received an e-mail with regards to receive 50% discount on a nutrisystem order, I signed up and went to order on line and did not see any reference to the 50% discount. They only gave me a 20% discount. I called the next day and was told that offer was not available. This is false advertising. They could see the info when I signed up and I attempted to place an order, but the service representative just told me the discount was not available --- Additional Comments: I have used Nutrisystem many years ago and very disappointed with this type of bait and switch. Hopefully others do not fall into this trap.

I have cancelled my order in April 2014 i keep getting annoying calls on ordering from this company. On yesterday i had over tens calls from this company from a robot call on 'this is an important message from nutr-system we have been unable to place your order please select and give a new credit card on file' i have not order and would like for the harassing calls to stop. I did call back yesterday at a 1-866-491-6435 and spoke to a James. He told me that i need a code to stop the calls. That do not make any sense but he refused to stop the calls on today a 1-888-747-8446 robot call came from nuyri-system requesting that i need to change my credit card for an order that i did not place. This is beginning to be very totally annoying. I would like for the calls to cease. Thank you --- Additional Comments: To stop calling my phone thank you

I receive email blasts from Nutrisystem every other day. I have requested at least 8 times to unsubscribe. These email come to my work email and I have even tried to block the email address. They use random email addresses to get around this option which seem shady. I also have never requested any information from Nutrisystem in my entire life. I am 6'2" and weigh 180LBS and in extreme good health. NO NEED and NOT INTERESTED in anything from NUTRISYSTEM!!!!!! This system is getting annoying not only because I find myself wasting time uselessly unsubscribing every other day, and setting up junk email rules from this sender, but this is my professional work email and not a personal email address. I find myself filing this complaint because there does not seem to be any other option to be taken seriously. --- Additional Comments: Don't SPAM people anywhere....ever and post this as your email policy. Fix your unsubscribe option so it actually works after the first request. In this day and age of technology, there is no excuse for poor marketing practices by companies like yours. If I need assistance from you, I'll search you out, you don't need to contact me.

3 times i have tried to unsubscribe from their emails asking me to try their products. It's been over two months now and they still keep sending me emails. It's starting to get very annoying, when you unsubscribe i take that as an agreement that they will not email again. Apparently this is not true for Nutrisystem. --- Additional Comments: I just want them to stop emailing me.

After spending more than \$600 on the program, or about two months' worth of food, I finally was ready to start the program, i.e., my life was settled to a point that I could be successful. I started to eat the food last November and was sick, extremely dizzy and throwing up. It was a horrible experience. I falsely assumed it was the flu, so after waiting a few weeks I again tried to eat the food and although the reaction was milder, I stopped eating it again. At this point I decided to wait until after the holidays to try it again.. Still I had not made the connection between my illness and the food. In late January I tried to eat the food again and again I became so ill that I had to have my wife pick me up from work. I was too dizzy and sick to drive myself home. At that point I believed that I had had food poisoning and I finally made a solid connection that the NutriSystem Food was making me sick. I complained a few times but in each case the representative was very nice and promised resolution ? which never happened. The food was put on a shelf and not touched again until late last summer. At that point I started to call Nutrisystem again about what they would do to solve the issue. Nutrisystem's solution was to send me more food. Of course this was not acceptable so I started to look for online forums to complain about the company and to see if others had had the same reaction to the food. In my latest posting 'Consumer Affairs Bulletin Board: Sept. 7, 2014' I was promised prompt action and again nothing happened. I have been left with no other recourse but to file a complaint with the BBB and the Attorney General Office in Minnesota. --- Additional Comments: I'll send you the food - I just want my money back and I feel there should be a warning put on your label stating that the food could make you very ill.

I was unable to discontinue my autoship order with Nutrisystem online or on the phone even though I completed the two month mandatory shipments. The sales person would not discontinue my autoship unless I answered survey questions that I did not have time for. I have a child currently in a wheelchair and told her this but she still refused to discontinue the autoship without completion of the survey. I feel like my credit card is held hostage. I sent an email to nutrisystem concerning this matter but have not received a reply. --- Additional Comments: I want an email stating my autoship is cancelled. It would be nice for future customers to be able to discontinue their autoships in timely manner as well.

I ordered products from Nutrisystem. The checks have been processed from my Bank, Simmons First in El Dorado, AR, but I have received no products. They keep saying they have no record of my order placed. --- Additional Comments: I want the refunds, 2 checks processed, so I can reorder products from Nutrisystem.

Spamming me 3 times a day. I called and they say they will remove me, we'll see. They won't disclose where they got my email address. If they subscribe to spamming lists you should not endorse their services!! I want to trace this intrusion and get off these lists. --- Additional Comments: Businesses that rely on criminals for their advertising deserve no endorsement from you and should be sanctioned.

I ordered a month worth of nutrisystem food for 320\$ after calling them 1 week after receiving it complaining about the awful quality of the foods they transferred me to some 'weight loss coach' who seems to recommend some random thing each time I called aka eat more veggies try some iron etc. After delaying the shipment of the next box of awful food i decided to call and firmly cancel. Upon doing so I was quickly told that they would be charging my bill me later account 94 dollars for a cancellation fee for not ordering at least 3 shipments of awful food. I consider this to be a bad business practice and SCAM. I called back multiple times to try to get the charge removed and was met with awful customer service, I am willing to pay the original amount of 320\$ but I am disputing them amount of 94\$. --- Additional Comments: I am willing to settle on a partial refund company keeps 320\$ I just want the sleasey cancellation fee waved.

I have called three different times to cancel my auto order with nutrisystem. As of tonight, 10/23/2014 I was just charged again for a total of 299.99. --- Additional Comments: I would like for my auto pay to be finally cancelled and last order to be credited back to my card.

I was told 3 times after I asked that the total bill for their product would be 314.99 for the 3 months I was going to try. The person who waited on me knew she was lying because they sent me my last 2 shipments before my credit card bill could get to me. Their deceptive practices are why people like me rarely order over the phone. They have charged 314.99 three times on my credit card. This company can't be trusted and I want as many people as possible to know this. --- Additional Comments: Refund my credit card because of deceptive employee.

I ordered the nutra system products and they sent them to the wrong location. Then they stopped them and resent them to a location that I was no longer at. Then I ordered another shipment and they sent it 9 days earlier that they told me it would be shipped and I wasn't at that location either. I talked to a supervisor Marlon @ ext 4035 and he told me I would be fully refunded. Then they rebilled me for the shipment and added a charge for cancelling the auto delivery. I talked to them 20 times and they told me I was refunded and they couldn't find where I had been charged. It is still on my credit card statement as of today. --- Additional Comments: I want refunded the full amount of \$359.99 & \$109.60 to my credit card. I am reporting them so maybe someone else wont have to go through the hassle I have to try to give them business. I have probably been on the phone with them a total of 10 hrs trying to get this settled



Tried to cancel further deliveries of product. Was charged additional \$84+ to repay them the 20% discount that I had received initially. Per their website there is no other way to order other than auto delivery. Bigger problem, if you are ordering on a mobile device, smartphone or iPad, the terms and conditions of auto delivery program cannot be viewed. These terms are conveniently covered up by other information. Pull out an iPad and check it out. Also, on their website the Better Business logo is in the bottom corner and once you click on it, it will ask if you would like to file complaint against Nutrisystem. If you proceed to file complaint, you get an error message. I had to go to order complaints on your website to enter my complaint, and amazingly, I was not shut out with error message. --- Additional Comments: I would like to be refunded the \$84+ they charged me to cancel future deliveries.

I signed up for Nutrisystem on 11/6/2014 online for the advertised monthly rate of \$254.99. I was billed \$279.99 and received an email stating that would be my monthly rate. When I called customer service I was transferred between 3 representatives who all had multiple reasonings behind my charge. First I was told I signed up for the wrong program, then I was told the \$254.99 price was a data error, and finally that I would have to send in a coupon every month to receive the rate advertised. The representative was rude and had no interest in assisting me. I requested to speak with a manager who was very pleasant (Doreen) and didn't seem to understand why I was given all these excuses. She quickly changed my rate and confirmed I would receive the \$254.99 rate going forward. On 11/18/2014 I called in to cancel my order due to dissatisfaction with the product. I was told I would receive a full refund for canceling within the grace period. The representative stated I would receive an email after our call confirming the cancellation with a cancellation number. As of 11/20/2014 I still had not received an email so I sent a follow up email to the customer service department. The program was never canceled and was processed today. I was advised in the email 'that if you are cancelling before you received your second consecutive program order, your payment method will be charged for the auto delivery discount you received on your first order, and shipping charges.' This was never explained over the phone call with the customer service representative who 'supposedly' canceled my account on 11/18. --- Additional Comments: Overall I am highly dissatisfied with the service I received from the customer service team at Nutrisystem. I would like to be refunded the above charge for the auto delivery discount.

I ordered a nutrisystem plan on the same day as my husband. My husband was told by a customer service representative on the telephone that if we did not keep the plan, we could return the food items within 2 weeks and receive a total refund of our charges. I was also assured by a Counselor that the program would work for me, even though I am on hormone medications. The food was terrible, some of it was actually stale, caused constipation, and the weight loss was not as promised. We returned our food items, covering a full 2 weeks. My husband finally received a credit to his card, minus \$85+ and was told he was charged for the food which was not returned, contrary to what he had been told previously. I had heard nothing from Nutrisystem, even though my food was returned on the same day. I contacted them several times over the past few days and the recording would simply hang up on me, and today, I was screamed at by a Customer Service Representative, hung up on, and could not get any satisfaction. The only thing I was told--I did not return 2 weeks of food, which I did, I counted all the items, and that I was credited for \$139.83 on my Discover Card on November 15, 2014. There is no credit on my card. I sent 2 emails to Nutrisystem today. This company has a horrible 'customer service' and does not live up to its advertising. I need to get my credit, and I need to talk to a supervisor(I was not referred as requested) about the original information give to my husband regarding a full refund, if the food and weight loss were not up to standards which they advertise. My husband also made several calls and was rudely treated on the telephone when he explained the 'full refund' promise made. Order No. (b)(6) and (b)(6) --- Additional Comments: I wish to receive a full credit on my Discover Card as promised, and my husband should receive a refund on his credit card also based upon what he was told when ordering.

Company advertised 50% off on website. - [http://www.nutrisystem.com/jsps\\_hmr/home/index.jsp](http://www.nutrisystem.com/jsps_hmr/home/index.jsp) - When I went to purchase the product it did not come up 50% off. I talked to customer service through 'chat' and she offered all kinds of plans but said she could not honor the 50% price as advertised. She explained there was a 'display problem'. This was hours ago, and checking again, the same advertisement is still up. Isn't this illegal, or at least quite unethical? Additionally, because I couldn't sign up for the program at the 50% off price, I was unable to sign my son up and save an additional \$50 on the Family Plan. --- Additional Comments: I would like the company to honor what is advertised. I would like to purchase the product at the 50% off price and sign my son up for the Family plan in addition to this. Men's Program\$462.45Auto-Delivery Discount [20.0 Percent Off]:-\$92.49Shipping Charges: (Free shipping with 28-Day Auto-Delivery order in Continental U.S.)\$0.00Sales Tax:\$0.00\$369.96By submitting my order, I have read and accepted the Terms and Conditions. Secure Server(The above is what I encountered when trying to check out.) The total amount should have been \$231.23 - half of the \$462.45 price.