

Complaint Info Comments

False Advertising, Non-Payment of commissions. I was promised an iPad or the cash value of an iPad after placing a \$400 product purchase order and referring \$4,000 in product sales revenue. My sales team in fact generated over \$70,000 in product sales revenue and the company refuses to remit payment in the form of the cash value of the iPad. I have created multiple support tickets and taken screen shots proving I have qualified for the iPad. I have also taken screen shots of my multiple support tickets that I created with no response from the company. After attempting to reach the owner, Paul Gravette multiple times with no response I have decided to take further action and file this complaint. Upon me threatening to file this complaint in a new support ticket, I received a response miraculously within 20 minutes with a message from corporate telling me that I was under investigation and pending a suspension but gave me no reason or explanation as to why. Product_Or_Service: Le-Vel Thrive Capsules and Meal Replacement Shake --- Additional Comments: DesiredSettlementID: Other (requires explanation)The cash value of the iPad that I was promised and qualified for.

The Company phone number and Listed address on BBB website is incorrect. When trying to call the number, it started making a screeching noise then disconnected. When I looked up the address for the company, the street name and number came up but the suite number they claimed does not exist there. Why is there false information being provided? --- Additional Comments: Website to be updated with correct information, a number to reach a office staff member, and the correct address where the business can be found.

I placed an order on 04/13/2013. The promotion states upgrade to 2nd day air and free shipping. As of today 04/15/14 4:36 pm CST my order still shows to be processing. As the day went on yesterday and I saw no change in my order status I sent in a support ticket trying to find out why the order of \$800 still had not shipped. The did not respond until today. Yesterday 04/13/14 I also requested to cancel the order. My order status was still showing processing and not "shipped." They finally contacted me this afternoon around 2:45 pm CST and stated that it was too late to cancel, the order was fulfilled and on it's way to being shipped! My order status still shows to be processing as of right now. On top of that 2nd day air has already expired. I have notes, times, and support history proving all of this as well as screen prints of the order status. The company has already charged my credit card \$800.00 This has been an ongoing issue with this company. They say it's 2 day shipping, yet almost 1 week from the day the order is placed we will finally receive the order. I requested the order to be canceled and an immediate refund of my money yesterday. Today they are telling me it's too late, yet the order status still shows processing. They have also stated that the order is fulfilled and will be shipped out. On top of that they said if I am not home to refuse the package by the courier, I will have to ship it back. Le-vel will not pay for the shipping. They take orders from new customers and ship them right out or BEFORE they ship existing customer orders! I find that interesting in this multi-level "cloud based" company. Existing customers are 2nd on their shipping list. I have had customers place their orders after me, yet are fulfilled and delivered before I ever get mine. I am demanding a full refund, and in the event the courier drops off the package before I get home to refuse it, I am also requesting for Le-vel to pay for the shipping cost to return the product. UPDATED:04/15/14 Consumer called w/additional questions.KBoone UPDATED: 4/17/14: Consumer called to rescind complaint. BRoss

False statements in regards to the quality of their product. They claim to fix and solve a health issues Google the addresses... They are a fraudPeople deserve to know the truth about where they are located and where the supplements are manufactured. Google the addresses one is a residential home and the other is a small business store front. I want to speak with someone from Le-Vel. --- Additional Comments: The world deserves to know the truth about this product- Who what where and why. There is no public address out their. BBB provided two and they are fake.

Continued auto shipment and billing 164+monthly without being able to cancel. No contact info available and login doesn't work. Can't use the product. Impossible to cancel auto shipment and continue to be billed for product unable to use. there is no contact information on the website and the login is not working. There was previously an email. I sent an email that I was unable to login. I did get a response with login info. It still did not work, so I emailed again that the info was not working and that I wanted to cancel a customer's auto shipment. His login info isn't working either. He is unable to use the product due to his body's reaction to them. Multiple emails have been sent with no further response, but the product keeps coming and cost being automatically deducted from the account. The bank said he would have to get a new card and go to the trouble of contacting all of his auto bill deducts and changing them. Now, there isn't any contact info on the Lev-el website, not even an email address. So, no email, no phone number, auto shipments for products that can't be used, unused product piling up, auto deductions from the account, no valid login, so no way to cancel. --- Additional Comments: To cancel auto shipping for (b)(6), refund his money of approximately 364.00 and take the unused products back. Cancel (b)(6) as a promoter and customer as well.

Refer to 'ALL ATTACHMENTS FOR THIS COMPLAINT' on your complaint website link.

practices.04/07/14 - I placed an \$300 order with Le-Vel for their Thrive products. I was hesitant then because they could not provide me with information about caffeine and I am extremely caffeine sensitive. I rcvd 3 products; capsules, patches and shakes and was directed to use them together. When the products arrived, they were not what I ordered and instead of refunding my money they gave me a \$60 credit. After using the products for a month I discovered that they gave me an erratic heartbeat, and trouble sleeping. I discontinued usage of the pills and patches in the first week, but the shakes seemed fine.05/27/14 - I was still not able to learn about the amount of caffeine - no-one at Le-Vel could answer that, but it was made perfectly clear I would not get a refund, so I used my credit and ordered just the shakes again. Their online ordering system automatically defaulted to auto-ship monthly which I DECLINED twice, and paid \$40 for that order.06/25/14 (11:25 am) I rcvd a notice from my bank that Le-vel had debited my account. I immediately tried to call their support number (866-523-6639) fax picked up and then no answer. At 11:38 am I wrote to Le-Vel support (Support@Le-Vel.com) and informed them I had declined the auto-ship and I no longer wanted any of their product so to cancel the order and refund my debit. 6 hours later, I rcvd this response, 'Hi (b)(6),Thank you for the ticket. I am sorry but we handle everything through the Cloud Office. You did delete your autoship on 4/28. You then created a new order on 5/27 and placed your order as an autoship which can be seen by the discounted autoship pricing. You had to also acknowledged that you were creating a monthly shipment in order to check out. I am sorry but we are no longer able to cancel autoship orders.' This is not true, the discounted price was due to the credit I had rcvd when they originally shipped me the wrong product. BUT if I returned the product (at my cost) that was going to be shipped to me they would refund the price after deducting 10% S&H. I responded immediately by telling them I would dispute the charge and NOT to ship me the product. I disputed the claim with Wells Fargo but was told Le-Vel had 60 days to refund my debit (even though it was still pending) and they could do nothing until then. At 9pm that night I rcvd an email saying the order had been submitted to their warehouse. I again wrote and said I hadn't ordered this and didn't wan this and would dispute. At 9am the next morning I rcvd an email saying the package had been scheduled

After having adverse reactions to the product, Le-Vel refused refund and claimed it wasn't their product making me ill.I was on Thrive for 3 months (May 2014-July 2014) and had adverse reactions to the product (heart palpitations, migraines, body aches, nausea, vomiting, tremors, dizziness). I contacted support and they stated, 'Thank you for the ticket Ticket #(b)(6). I am sorry but none of that sounds like what you should be experiencing with Thrive.' They will not give a refund. There is no working customer service number to call. The brand promotor told me that I was experiencing 'detox' which did not make sense as I have a clean vegan diet and have nothing to detox from. I have two months worth of the product left (\$112.99 each paid by credit card). --- Additional Comments: I would like to send the unused product back as it made me violently ill and unable to work a full work day (8 hrs), and would like a refund.

I contacted the company for a refund after they processed my auto-ship order way too early. They said to refuse the package or return it. I took a photo of the box's contents showing everything untouched. Their return policy was given to me as follows: Retail Customer Returns. Le-Vel offers a 30 (thirty) satisfaction guarantee on products to all Retail Customers. Refunds for unopened and undamaged products will be issued at the original purchase less a 10% restocking fee. Refunds for open, partially used or otherwise damaged products will be issued at 50% of the original purchase price. Any costs associated with shipping & handling will not be refunded or reimbursed. Please ship with a method that provides a tracking number to: Le-Vel Returns 1545 South 4800 West Salt Lake City, UT 84104. Once you have shipped the package please create a support ticket with the tracking number. Refunds are processed within 10 days of receiving the return. **After waiting over 2 weeks I finally received a partial refund. When I asked why it was a partial they stated one of the boxes was used/damaged. This simply is not true. All product was unused. I had submitted a complaint with the company after my bank was drafted the funds before I even received the product. Obviously I did not want this, and would not have opened any of it. I have documentation of everything from the day I was drafted, the day I returned the package with tracking #, and so on. This company is out for the money. I don't care that if it's \$5 or \$100 they still owe me money and at this point I feel I deserve the full refund for the hassle and not standing true to their policies. Order_Number: (b)(6) --- Additional Comments: Desired Settlement ID: Refund Full Refund. Total as of today \$119, would like at least the \$16 remaining balance but feel they owe me a complete refund for my time going through this mess.

Product does not achieve advertised results. Product returned to company at our expense only received 50% refund when 80% of product returned. Get Energized & feel great Lose Weight & be free from aches & pain! This is the advertising for the 'thrive experience' sold via MLM. I purchased this product from a friend of a friend because of the great claims of increased energy and weight loss it claims. Was told you have to try it to believe it. It is a 60 day program that I used approximately one week of product. My wife and I had the same experience and that is nothing. The capsules come in individually wrapped packages inside a large box. We returned over 80% of the product to the company and were told we would receive only a 50% refund because it is the 'retail' return policy. In my opinion that is a quick way for a company to make money then re-use the returned product to another unsuspecting customer (because they are all individually wrapped). A good company would apologize their product did not accomplish the intended results and refund 100% of your purchase price. I am trying to be reasonable in the fact I am willing to pay for 20% which is more than what I used of the product and all the shipping costs. --- Additional Comments: They have agreed to refund \$100 of the \$200 purchase price I am requesting an additional \$60 in refund because I returned more than 80% of the product I would at minimum like an 80% refund.

Trying to get a refund due to a Promoter (b)(6) error and have emailed asking for help with refund. There is no phone number and no return emails (b)(6) is support ticket number that has been ignored. (b)(6) Promoter # (b)(6) is victim. Zero phone number, zero help from support, zero response.....except when they wanted my money --- Additional Comments: I wish to be refunded \$150 for the one month supply that I have returned to them. They can't keep my product and money too.

I ordered this company's product. I was unhappy with the product. I recieved another shipment, not knowing I agreed to auto-ship. I was charged for the product. I sent the product back and sent an email to company demanding a refund. I never got a reply or refund. Then the following month I recieved another shipment and was charged for it. The phone number on the company's website is not a good number. Tt appears it may be a fax number. I have even contacted the sales person that works for this company and she cannot even get a good phone number. She was told I need to get in my account on the company's website. I am not able to do that. I have even created another password and I still cannot get onto the site. I have canceled my credit card so they cannot charge me any longer. I felt, due to the poor, or lack thereof, customer service, I needed to report this company to the BBB. --- Additional Comments: DesiredSettlementID: RefundI would like this company to refund me the August and September charges. I need them to send me a check since I have canceled the credit card.Thank you for your help

Money back satisfaction guarantee comes up short is you try the product.My wife and I tried the product for 10 days, and had to stop because of the side effects. I developed a rash every where I placed the DFT patch and was always tired. My wife had severe stomach pains, was always tired, and had trouble sleeping. When we decided to cancel and return the products, we found out the 30 day money back guarantee is different than we were lead to believe. This was their response: 'Le-Vel offers a 30 (thirty) day satisfaction guarantee on products to all Retail Customers. Refunds for unopened and undamaged products will be issued at the original purchase less a 10% restocking fee. Refunds for open, partially used or otherwise damaged products will be issued at 50% of the original purchase price. Any costs associated with shipping & handling will not be refunded or reimbursed.'So all I can say is buyer beware! The way I see it is this company really does not stand behind their product. --- Additional Comments: The company to provide a full refund to those that have a negative reaction to their product.

This MLM company has many NON fitness/nutrition industry related distributors and marketers that are claiming to be experts in those fields to promote or sell the Le-Vel brand products. The issues related to my complaint are related to the recent scams involving Dr Oz and claims of certain ingredients that have "proven" weight loss or health benefits. The company is promoting a product called the "Thrive dft patch" and have written claims on the product of weight management, appetite control, mental clarity and metabolic support. Based off the LISTED ingredients you will notice these claims are false going back to Dr Oz's statements about "green coffee bean extract" and "garcinia cambogia". The other few ingredients listed are CoQ10 and white willow bark. None of the amounts are listed as to how much of each ingredient is in a dose. I have been a certified personal trainer, strength coach and sports supplement specialist from nationally recognized organizations since 1994 which I take very serious and why I need to address this issue. I was using my PRIVATE facebook page to provide information and web links about the product, ingredients and negative reviews from users. This created quite an uproar between several friends that use and sell the products. It was taken to another level when I was served with a cease and desist letter from an attorney hired by Le-Vel brands on 10/30/2014. I spoke with the attorney who apparently uses the products as well. I am not selling anything or promoting products so i have nothing to gain from telling my friends or clients whats in a product or where to go and get information about it. these products are not backed by science, have no clinical studies, are not available over the counter and from what i can see-not approved by the FDA. I would love for you to really take a look at this company which I warn you, has no way of being contacted and seem to avoid consumers. They have a manufacturing plant in Utah but the 3 owners are in Texas? Lots of unanswered questions and redirecting when trying to contact or get information about them. Please contact me for any questions

company is a complete scam. When you ask them specific questions about product details, they are unable to answer your questions- you get the silent treatment. When it comes to their money however, they are available right away. I signed up as a free customer under a friend whom then asked me to promote the product. I did not feel comfortable promoting something I knew little about so I dug deeper to get familiar and was not impressed with what I found. I had some questions so I was encouraged to reach out to support (who responds within 24hrs according to their website) when other promoters were not able to answer my questions. I submitted my questions on October 28, 2014. I did not get a response until Nov 5th. In the interim of no response, I called the 800# on the packaging slip to get answers and the company that answered is a packing/shipping warehouse only. They have absolutely no affiliation with Le-Vel. I then asked if they can give me Le-vel's 800# and they said they don't have one as they don't have an office. They explained it is a Cloud based business and it's all done from home. BUT somebody would have had to create these products and set scientific daily values, so who are they and why can't they respond to my questions? It seems so strange to me that it took them so long to respond to questions that they should be able to answer right away regarding their product. Why is nobody able to answer specific questions when it comes to their product itself? My overall concern is that they are promoting something that has an effect of people's health. When a customer asks about an ingredient and specifics to the product, somebody that works for Le-vel and created the product should be able to answer. Questions I submitted on October 28th:1. What are the % Daily Values based on. They don't seem to match the USDA daily values, she did a comparison of a few was wondering what formula Le-Vel used to determine the daily value of each ingredient.2. The serving size on the vitamins says 1 and servings per container are 2. It is recommended to take 2 pills, so is there a chance of getting too much of one ingredient when you take 2 pills plus the shake that has some duplicate ingredients? It seems that 1 pill a day suffices in that the daily value is high enough to not require 2 pills. Example: Chromium, 1 serving is 200mcg ($x2 = 400mcg$) + shake 60mcg- totaling 460mcg. The USDA daily-recommended value for Chromium is 120mcg. 3. Is there a reason that Iron is not an ingredient in the vitamins/shakes.4. I have got 2 customers each

[view attachment](#)

The refund was not processed according to their refund policy. I returned my purchase after I contacted the customer support and found out what is their return policy which is not published anywhere on their website. Some of the products I returned were used. My dispute relates to 1 box of Men Capsules containing 30 packets x2 pills, complete, unused and not damaged as well as 1 full box of 16 shakes complete, unused and not damaged which should have been refunded at 90%. I contacted them multiple times to ask to have this recalculated or at least explain me how they've come up with 150\$ which should have been more than that. My total purchase was 300\$. These products are a total SCAM. High in stimulants with serious health side effects. Had I known how hard time I would have to return this product, I would have never bought it. I want my full refund for what I've spent on this SCAM. --- Additional Comments: My full refund of my initial purchase. I WILL NEVER BUY ANYTHING FROM THEM EVER AGAIN.

I signed up to be a Le-Vel 'promoter' to help a friend get her 'Fast Start' bonus. I read the testimonies of other customers and decided it wouldn't hurt to try. It advertises to be a weight loss tool by increasing metabolism and supply slow-released energy. While I found that it did give me energy at first, it did not continue and I lost no weight despite diet and exercise. This, however, is not the complaint. I got several of my friends to sign up to help me get my 'fast-start' bonus. This is a pyramid program. I canceled my orders because it did not work. Then my 'customers' (friends) started contacting me saying they wanted to cancel because it didn't work. This is where the problems started. I had canceled my husband's auto ship orders and told two of my friends how to cancel. NONE of these canceled. One friend got another shipment and was charged. My husband also just this morning, got another charge on his bank account. I have contacted my 'upline' trying to get help. All I can get in response is 'I have emailed support to try to get this resolved'. There is NO PHONE NUMBER to call to file a complaint, since this is an entirely 'cloud-based' business. This company is a joke and a scam that preys on desperate people who want to lose weight and then continues to charge, even when the orders have been 'canceled' on their 'cloud'. Then, you can't even call and speak to anyone!!!!Product_Or_Service: Supplements, patches and shake mixAccount_Number: (b)(6) --- Additional Comments: DesiredSettlementID: RefundI just want my money (\$326) back and my friends to get refunds as well.

I have asked not to be emailed by this company several times, but I continue to receive emails. I have never ordered anything from this company. I received frequent emails re: my order and status of my order, with someone else's name and address. I have informed the company several times that their email records are incorrect. I have not received a response, yet I continue to receive personal information about this other (b)(6). I just want to be removed from their distribution list forever. Thanks. --- Additional Comments: I just want my email removed from their records forever. :)

I purchased thrive experience - Women's lifestyle pack and am dissatisfied with the product. There is no way of contacting customer service. I purchased 1 Qty. of EXPPK01-W Thrive Experience - Women lifestyle pack at \$100 plus \$12.99 shipping. The packing slip run is (b)(6), customer number is (b)(6), Fullfillment ID is (b)(6), Order # (b)(6), Order Date 10/25/2014 and print date of 10/27/2014, and an order status of paid. After receiving this product and using it for a couple days, I was dissatisfied with the product. I have sat online for many hours trying to find a way to contact this company to return their product for a refund. The webpage does not provide anyone with contact information because the contact information on my packaging list says that they are located in Utah, 1545 S 4800 w Salt Lake, UT 84104, and online it states that the company's address is in Texas, 9201 Warren Pkwy Suite 200 Frisco, TX 75035. The phone number does not work (866) 523-6639. I have contacted my credit card company and have filed a dispute with them and even my credit company could not get a hold of them because the number did not work. I feel that I am being scammed out of \$112.99 because this company is a big joke. --- Additional Comments: I am requesting a full refund to my credit card, and I am willing to return the remaining product to the company at their expense. I am very dissatisfied with this product and company and would never refer them to anyone, nor would I purchase anything from them again.

PLEASE SEE ATTACHED DOCUMENTS ONLINE

I have a close friend and former landlord that is now a "Promoter" for Le-Vel. She persistently tries to convince me to invest in this product and become a promoter myself, so that she can get a VIP bonus. She constantly tries to get me to come to "gatherings" at her house. She started contacting me about it through Facebook and I am noticing other people doing the same. It looked like mlm to me and seemed illegal. I'm sick of getting harassed about it even after repeatedly saying no. She is still my friend for now, but this company is obviously not legitimate. Website is: www.le-vel.com and contact for Patricia Seymour for company is: www.sistereloise.com Other-Other Update

truth

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