

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

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BBB BUSINESS REVIEW

What is a BBB Business Review?

CONSUMER COMPLAINTS

THIS BUSINESS IS NOT BBB ACCREDITED

Fabletics, LLC.

Phone: (310) 683-0940

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Customer Complaints Summary

97 complaints closed with BBB in last 3 years | 68 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	19
Billing / Collection Issues	44
Problems with Product / Service	34
Delivery Issues	0
Guarantee / Warranty Issues	0
Total Closed Complaints	97

Complaint Breakdown by Resolution

Complaint Resolution Log (97)

Resolved - The complainant verified the issue was resolved to their satisfaction. (24 complaints)

02/05/2015

Problems with Product / Service | Read Complaint Details

Complaint

Fabletics is a monthly club selling fitness clothing. In order to cancel this membership, you're required to call their overseas number. I've done this several times, only to be put thru a lengthy sales pitch of over 30 min, and then hung up on when I say no, I just want to cancel my membership. I have emailed them (no reply), tried online chat (they end it when I say I want to cancel). I want to cancel this membership. Furthermore, I want all of my personal information (i.e. my credit card information) removed from my account once it is cancelled. They told me they won't do this in case I decide to rejoin. I also feel their 'guarantee' of satisfaction is untrue, when I have returned brand new items, with tags, never worn, in original packaging, and charged a \$5.95 restocking fee. For a \$15 sports bra? What kind of guarantee is that? It isn't.
Product_Or_Service: fitness clothing
Account_Number: *****

Desired Settlement

I want my Fabletics account #***** closed. I want my credit card information, my personal information removed from their website. They do not have my permission to keep it on file. I will never shop with them again. I would like email confirmation to *****@hotmail.com that this account is in fact CLOSED.

	<p>Business Response Hello Andrea,</p> <p>Thank you for reaching out through the BBB. My apologies for any inconvenience caused by our VIP membership. I can confirm that your Fabletics' membership was canceled as per your request on 2/4/2015 by a member of customer service. Your cancellation number is XXXXXXXX.</p> <p>Rest assured we have forwarded your information to our tech team to remove your information from our site. Please allow 8-10 business days for this to take effect.</p> <p>Again, your account has been canceled and you will not be billed for future months. If you have any further questions or concerns, please reply to this message and I will assist you further.</p> <p>Thank you for your patience!</p> <p>Samar</p> <p>Consumer Response (The consumer indicated he/she ACCEPTED the response from the business.)</p>
10/01/2014	Problems with Product / Service Read Complaint Details
09/02/2014	Billing / Collection Issues Read Complaint Details
07/31/2014	Billing / Collection Issues Read Complaint Details
07/23/2014	Problems with Product / Service Read Complaint Details

<p>Answered - BBB has not heard back from the consumer as to their satisfaction with the business's response, or the business addressed the issues within the complaint, but the consumer remains dissatisfied. (73 complaints)</p>	
08/19/2015	Advertising / Sales Issues Read Complaint Details
08/10/2015	Billing / Collection Issues Read Complaint Details
07/28/2015	Problems with Product / Service Read Complaint Details
07/28/2015	Billing / Collection Issues Read Complaint Details
07/27/2015	Problems with Product / Service Read Complaint Details

Industry Comparison | Chart

Sportswear - Retail

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

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