

KAZEROUNI LAW GROUP, APC

INTRODUCTION

- The average consumer spends a mere 13 seconds making an in-store 1. purchasing decision, or between 10 to 19 seconds for an online purchase.¹ That decision is heavily dependent on a product's packaging, and particularly the package dimensions: "Most of our studies show that 75 to 80 percent of consumers don't even bother to look at any label information, no less the net weight Faced with a large box and a smaller box, both with the same amount of product inside . . . consumers are apt to choose the larger box because they think it's a better value."² This lawsuit charges Defendant with intentionally packaging its GNC Whey Protein products, including its AMP Amplified Gold Whey Protein, AMP Amplified Wheybolic Extreme, and 100% Whey Protein products (collectively, "Whey Products" or "Products") in large, opaque containers that contain approximately 40% empty space. Consumers, in reliance on the size of the containers, paid a premium price for the Products, which they would not have purchased had they known that the containers were substantially empty.
- Kevin Gioia and Lydia Polanco (hereinafter "Plaintiffs"), individually and on 2. behalf of all others similarly situated, bring this Class Action Complaint for damages, injunctive relief, and any other available legal or equitable remedies, resulting from the unlawful and deceptive actions of GNC HOLDINGS, INC. ("Defendant" or "GNC") with respect to the packaging of its Whey Products. Plaintiffs allege as follows upon personal knowledge as to themselves and their own acts and experiences, and, as to all other matters,

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²⁴ ¹ http://www.nielsen.com/us/en/insights/news/2015/make-the-most-of-your-

brands-20-second-windown.html (citing the Ehrenberg-Bass Institute of Marketing 25 Science's report "Shopping Takes Only Seconds...In-Store and Online"). 26

²http://www.consumerreports.org/cro/magazinearchive/2010/january/shopping/ 27

product-packaging/overview/product-packaging-ov.htm (quoting Brian Wansink,

professor and director of the Cornell Food and Brand Lab, who studies shopping 28 behavior of consumers).

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upon information and belief, including investigation conducted by their attorneys.

- 3. GNC operates bricks-and-mortar and online retail stores, which sell health and nutrition products including vitamins, supplements, herbs and diet products. GNC sells products under its own label, as well as third-party brands. As of March 31, 2015, GNC had more than 8,900 locations, with more than 6,600 retail locations in the United States, and franchise operations in more than 50 countries.
 - 4. GNC relies on its brand recognition in the labeling, marketing and selling of its products. GNC claims that it "sets the standard in the nutritional supplement industry by demanding truth in labeling, ingredient safety and product potency, all while remaining on the cutting-edge of nutritional science." *See* www.gnc.com. As touted by GNC, consumers believe that they are purchasing high-quality products when they buy the GNC brand, for which they will pay a premium price: "GNC is the world's largest company of its kind devoted exclusively to helping its customers improve the quality of their lives. From scientific research and new product discovery to the manufacturing and packaging processes, GNC takes pride in our rigorous approach to ensuring quality." *Id.*
- 5. GNC's Whey Products sell for between approximately \$44.99 to \$94.99, depending on the size of the container on the gnc.com website, with a discount for GNC members. As stated on the GNC website, the Whey Products help with muscle recovery and growth and provide a superior source of whey protein.³
- Plaintiffs purchased GNC Whey Products, and expected to receive a full
 container of Product. The Whey Products are packaged in non-transparent
 containers, as depicted below. Plaintiffs were surprised and disappointed
- ²⁷ 3 See, e.g., http://www.gnc.com/GNC-Pro-Performance-AMP-Amplified-100²⁸ Whey-Protein-Chocolate/product.jsp?productId=41785246. Accessed on August 18, 2015.

when they opened the Products to discover that the containers had roughly 40% empty space, or slack-fill. Had Plaintiffs known about the slack-fill at the time of purchase, they would not have bought Defendant's Products.

7. Defendant's conduct violates Consumer protection and labeling laws.

JURISDICTION AND VENUE

- 8. The Court has jurisdiction over this matter pursuant to 28 U.S.C. § 1332, because this is a class action, as defined by 28 U.S.C § 1332(d)(l)(B), in which a member of the putative class is a citizen of a different state than Defendant, and the amount in controversy exceeds the sum or value of \$5,000,000, excluding interest and costs. *See* 28 U.S.C. § 1332(d)(2).
- 9. The Court has jurisdiction over the state law claims because they form part of the same case or controversy under Article III of the United States Constitution.
- 10. The Court has personal jurisdiction over Defendant because its Whey Products are advertised, marketed, distributed and sold through the State of California; Defendant engaged in the wrongdoing alleged in this Complaint throughout the United States, including in the State of California; Defendant is authorized to do business in the State of California; and Defendant has sufficient minimum contacts with the State of California, rendering the exercise of jurisdiction by the Court permissible under traditional notions of fair play and substantial justice. Moreover, Defendant is engaged in substantial activity with the State of California.
- 11. Venue is proper in the United States District Court for the Southern District of
 California pursuant to 28 U.S.C. § 1391(b) because a substantial part of the
 events giving rise to the claims occurred within this judicial district,
 Defendant has marketed and sold the Products at issue in this action in this
 judicial district, and it conducts business within this judicial district. In
 addition, Plaintiff Kevin Gioia resides in this judicial district.
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PARTIES

- Plaintiff Kevin Gioia ("Gioia") is a citizen of the State of California and 12. resides in San Diego, California. Plaintiff Gioia purchased a Whey Product for personal consumption during the last four years in San Diego, California. Plaintiff Gioia purchased the Product in reliance on Defendant's packaging in containers made, formed or filled as to be misleading and containing nonfunctional slack-fill. Had Plaintiff Gioia known the truth about Defendant's misrepresentations, he would not have purchased the premium priced Product. Plaintiff Lydia Polanco ("Polanco") is a citizen of the State of New York and 13. resides in Haverstraw, New York. Plaintiff Polanco purchased the Product for personal consumption during the last four years in Garneville, New York. Plaintiff Polanco purchased the Product in reliance on Defendant's packaging in containers made, formed or filled as to be misleading and containing nonfunctional slack-fill. Had Plaintiff Polanco known the truth about Defendant's misrepresentations, she would not have purchased the premium priced Product.
- 16 Defendant GNC Holdings, Inc. is a publicly-traded corporation with its 14. headquarters in Pittsburg, PA. GNC "is a leading global specialty health, 18 wellness and performance retailer, which is built on 80 years of superior product quality and innovation. GNC connects customers to their best by offering a premium assortment of vitamins, minerals, herbal supplements, diet, sports nutrition and protein products." See www.gnc.com. This premium assortment of products includes the proprietary GNC brand and the Whey Products at issue.

FACTUAL ALLEGATIONS

25 **Federal and State Laws Prohibit Non-functional Slack Full**

15. The Federal Food Drug and Cosmetic Act ("FDCA"), 21 U.S.C. §§ 301 et 26 seq., governs the sale of foods, drugs and cosmetics in the United States. The 27 classification of a product as a food, drug, or cosmetic affects the regulations 28

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by which the manufacturer must abide. In general, a product is characterized according to its intended use, which may be established, among other ways, by: (a) claims stated on the product's labeling, in advertising, on the Internet, or in other promotional materials; (b) consumer perception established through the product's reputation, for example by asking why the consumer is buying it and what the consumer expects it to do; or (c) the inclusion of ingredients well-known to have therapeutic use, for example fluoride in toothpaste. The Whey Products are characterized and understood by consumers to be a food.

- 16. Under the FDCA, the term "false" has its usual meaning of untruthful, while the term "misleading" is a term of art. Misbranding reaches not only false claims, but also those claims that might be technically true, but still misleading. If any one representation in the labeling is misleading, the entire Product is misbranded. No other statement in the labeling cures a misleading statement. "Misleading" is judged in reference to "the ignorant, the unthinking and the credulous who, when making a purchase, do not stop to analyze." *United States v. El-O-Pathic Pharmacy*, 192 F.2d 62, 75 (9th Cir. 1951). Under the FDCA, it is not necessary to prove that anyone was actually misled.

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A. Misbranding of Foods

17. The Whey Product labels contain numerous ingredients found in or derived
from food, including whey protein, cocoa powder, corn starch and sucralose.
In addition, the GNC website states that "[w]hey protein is a mixture of some
of the proteins naturally found in milk."⁴ In the Review section of the GNC
website, consumers describe using the Whey Products to create drinks or
shakes.

^{28 &}lt;u>4 http://www.gnc.com/GNC-Pro-Performance-AMP-Amplified-100-Whey-Protein/product.jsp?productId=41785476</u>. Accessed on August 18, 2015.

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- 18. According to mayoclinic.org, milk is made up of two types of proteins casein and whey. "Whey proteins contain higher levels of essential amino acids. They are used in ice cream, bread, soup, baby formula, and other food products."⁵ According to webMD.com, whey protein is "the protein contained in whey, the watery portion of milk that separates from the curds when making cheese."⁶
- 19. Under the Federal Food Drug and Cosmetic Act ("FDCA"), 21 U.S.C. § 343(d), a food shall be deemed to be misbranded if "(a) . . . (1) its labeling is false or misleading in any particular"; or "(d) If its container is so made, formed, or filled as to be misleading."
- 20. Pursuant to 21 C.F.R. §100.100, a food is misbranded if "its container is so made, formed or filled as to be misleading." In addition, "(a) A container that does not allow the consumer to fully view its contents shall be considered to be filled as to be misleading if it contains nonfunctional slack-fill. Slack-fill is the difference between the actual capacity of a container and the volume of product contained therein. Nonfunctional slack-fill is the empty space in a package that is filled to less than its capacity for reasons other than:
 - (1) Protection of the contents of the package;
 - (2) The requirements of the machines used for enclosing the contents in such package;
 - (3) Unavoidable product settling during shipping and handling;
- (4) The need for the package to perform a specific function (e.g., where packaging plays a role in the preparation or consumption of a food), where such function is inherent to the nature of the food and is clearly communicated to consumers;

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²⁵ http://www.mayoclinic.org/drugs-supplements/whey-protein/background/
²⁶ hrb-20060532. Accessed on September 18, 2015.

 ⁶ http://www.webmd.com/vitamins-supplements/ingredientmono-833-whey
 %20protein.aspx?activeingredientid=833&activeingredientname=whey
 %20protein. Accessed on September 18, 2015.

(5) The fact that the product consists of a food packaged in a reusable container where the container is part of the presentation of the food and has value which is both significant in proportion to the value of the product and independent of its function to hold the food, e.g., a gift product consisting of a food or foods combined with a container that is intended for further use after the food is consumed; or durable commemorative or promotional packages; or

(6) Inability to increase level of fill or to further reduce the size of the package "

- 21. None of the above safe-harbor provisions applies to the Whey Products. Defendant intentionally incorporated non-functional slack-fill in its packaging of the Products in order to mislead consumers, including Plaintiffs and Members of the Class. *Waldman v. New Chapter, Inc.,* 714 F. Supp. 2d 398, 405 (E.D.N.Y. 2010) ("Misleading consumers is not a valid reason to package a product with slack-fill. *See* 21 C.F.R. § 100.100(a)(1-6).").
- 15 22. Consumer protection and food labeling laws of the states of California and 16 New York impose requirements which mirror the federal law. California 17 Business & Professions Code states, "[n]o container shall be made, formed, or 18 filled as to be misleading" and "[a] container that does not allow the 19 consumer to fully view its contents shall be considered to be filled as to be 20 misleading if it contains nonfunctional slack fill." See Cal. Bus. & Prof. Code 21 § 12606 (incorporating the safe harbor provisions of the CFR). See also Cal. 22 Health and Safety Code § 110690 ("Any food is misbranded if its container is 23 so made, formed, or filled as to be misleading."); NY AGM. Law § 201 ("Food shall be deemed to be misbranded If its container is so made, 24 formed, colored or filled as to be misleading."). 25

26 Defendant's Products Contain Non Functional Slack-Fill

27 23. Defendant's Whey Products are sold in non-transparent containers that
 28 contain different net weights, including containers with approximately 32

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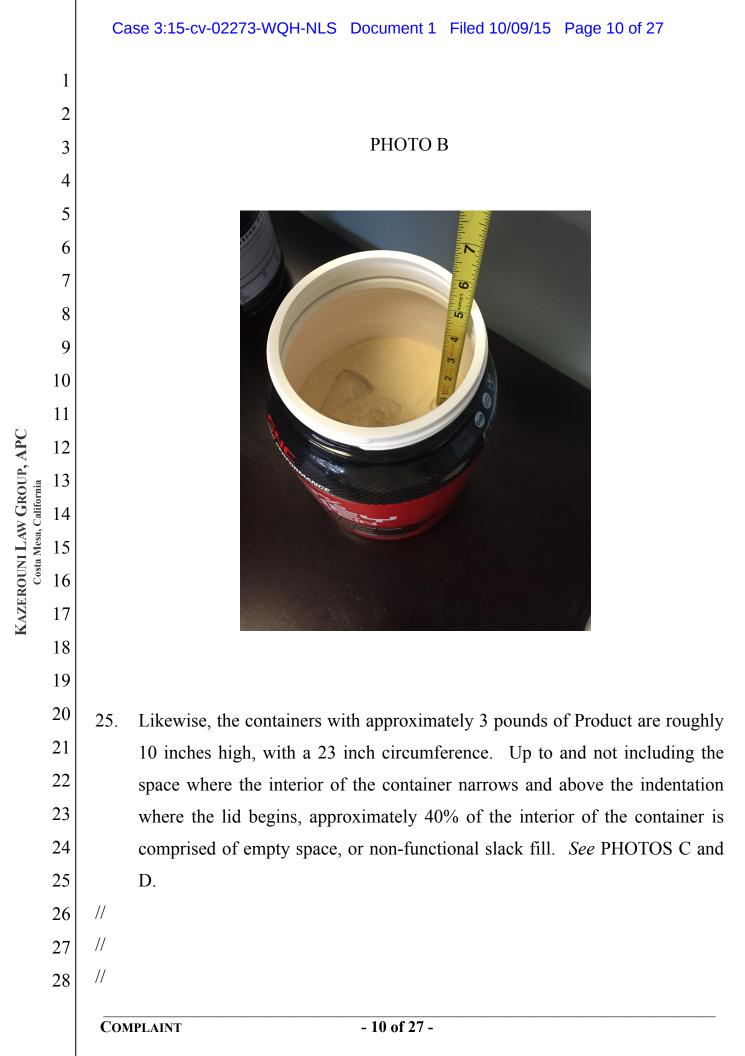
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ounces, 3 pounds, or almost 5 pounds of Product. Each of the containers has significant slack-fill, as described below.

24. The containers with approximately 32 ounces of Product are roughly 10 inches high, with a 20 inch circumference. Up to and not including the space where the interior of the container narrows and above the indentation where the lid begins, approximately 40% of the interior of the containers is comprised of empty space, or non-functional slack fill. *See* PHOTOS A and B.

PHOTO A





РНОТО С



PHOTO D



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- 26. Judging from the sizes of the containers, a reasonable consumer would expect them to be substantially filled with product. Consumers are misled into believing that they are purchasing substantially more Whey Product than they receive.
- 27. There is no functional reason for including approximately 40% slack-fill in the Whey Products.
- 28. On information and belief, consumers have relied upon, and are continuing to rely upon, the size of the Whey Product containers as the basis for making purchasing decisions. Consumers believe that the Whey Products are substantially full because they cannot see the actual contents within the non-transparent container. *See Waldman v. New Chapter, Inc.*, 714 F. Supp. 2d 398, 404 (E.D.N.Y. 2010) (finding that a half-filled supplement container could constitute a "misleading representation" that resulted in the unjust enrichment of the manufacturer even though the weight of the product and the number of servings enclosed were clearly listed on the outer packaging).
- 29. On information and belief, Defendant is selling and will continue to sell the Whey Products using these blatantly deceptive and misleading slack-filled containers.
- 30. Defendant's packaging and advertising of the Products violates various state laws against misbranding, which contain requirements that mirror the FDCA, as described herein.

Plaintiffs Relied on Defendant's Misleading and Deceptive Conduct and Were Injured as a Result

- 31. The types of misrepresentations made, as described herein, were considered
 by Plaintiffs and Class Members (as would be considered by a reasonable
 consumer) when deciding to purchase the Whey Products. Reasonable
 consumers, including Plaintiffs and Class Members, attached importance to
 whether Defendant's Whey Products were misbranded, *i.e.*, not legally

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salable, or capable of legal possession, and/or contain non-functional slack-fill.

- 32. Plaintiffs and Class Members did not know, and had no reason to know, that the Whey Products contained non-functional slack-fill.
- 33. Defendant's Product packaging was a material factor in Plaintiffs' and Class Members' decisions to purchase the Whey Products. Based on Defendant's Product packaging, Plaintiffs and Class Members believed that they were getting more Product than was actually being sold. Had Plaintiffs known Defendant's packaging was slack-filled, they would not have bought the slack-filled Products.
 - 34. Plaintiffs and Class Members paid the full price of the Whey Products and received less Product than they expected due to the non-functional slack-fill in the Products.
 - 35. There is no practical reason for the non-functional slack-fill used to package the Whey Products other than to mislead consumers as to the actual volume of the Products being purchased by consumers.
- 36. As a result of Defendant's misrepresentations, Plaintiffs and thousands of others throughout the United States purchased the Products. Plaintiffs and the Class (defined below) have been damaged by Defendant's deceptive and unfair conduct.

CLASS ACTION ALLEGATIONS

37. Plaintiffs bring this action as a class action pursuant to Rule 23 of the Federal Rules of Civil Procedure on behalf of themselves and the following National class and subclasses (collectively, the "Class" or "Classes"), defined as:

National Class: All persons in the United States who made retail purchases of GNC Whey Products in containers made, formed or filled as to be misleading and with non-functional slack-fill, during the applicable limitations period, and/or such subclasses as the Court may deem appropriate.

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California Subclass: All California residents who made retail purchases of GNC Whey Products in containers made, formed or filled as to be misleading and with non-functional slack-fill, during the applicable limitations period, and/or such subclasses as the Court may deem appropriate.

<u>New York Subclass</u>: All New York residents who made retail purchases of GNC Whey Products in containers made, formed or filled as to be misleading and with non-functional slack-fill, during the applicable limitations period, and/or such subclasses as the Court may deem appropriate.

38. The proposed Classes exclude current and former officers and directors of Defendant, Members of the immediate families of the officers and directors of Defendant, Defendant's legal representatives, heirs, successors, assigns, and any entity in which it has or has had a controlling interest, and the judicial officer to whom this lawsuit is assigned.

39. Plaintiffs reserve the right to revise the Class definitions based on facts learned in the course of litigating this matter.

40. <u>Numerosity</u>: This action has been brought and may properly be maintained as a class action against Defendant under Rules 23(b)(1)(B) and 23(b)(3) of the Federal Rules of Civil Procedure. While the exact number and identities of other Class Members are unknown to Plaintiffs at this time, Plaintiffs are informed and believe that there are hundreds of thousands of Members in the Class. Based on sales of the Products, it is estimated that the Class is composed of more than 10,000 persons. Furthermore, even if subclasses need to be created for these consumers, it is estimated that each subclass would have thousands of Members. The Members of the Class are so numerous that joinder of all Members is impracticable and the disposition of their claims in a class action rather than in individual actions will benefit the parties and the courts.

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- 41. <u>Typicality</u>: Plaintiffs' claims are typical of the claims of the Members of the Class as all Members of the Class are similarly affected by Defendant's wrongful conduct, as detailed herein.
- 42. <u>Adequacy</u>: Plaintiffs will fairly and adequately protect the interests of the Members of the Class in that they have no interests antagonistic to those of the other Members of the Class. Plaintiffs have retained experienced and competent counsel.
- 43. <u>Superiority</u>: A class action is superior to other available methods for the fair and efficient adjudication of this controversy. Since the damages sustained by individual Class Members may be relatively small, the expense and burden of individual litigation makes it impracticable for the Members of the Class to individually seek redress for the wrongful conduct alleged herein. Furthermore, the adjudication of this controversy through a class action will avoid the potentially inconsistent and conflicting adjudications of the claims asserted herein. There will be no difficulty in the management of this action as a class action. If Class treatment of these claims were not available, Defendant would likely unfairly receive thousands of dollars or more in improper revenue.
- 44. <u>Common Questions Predominate</u>: Common questions of law and fact exist as to all Members of the Class and predominate over any questions solely affecting individual Members of the Class. Among the common questions of law and fact applicable to the Class are:
 - Whether Defendant labeled, packaged, marketed, advertised and/or sold Whey Products to Plaintiffs, and those similarly situated, using false, misleading and/or deceptive packaging and labeling;
- 25 ii. Whether Defendant's actions constitute violations of 21 U.S.C.
 26 100.100, et. seq.;

27 iii. Whether Defendant's actions constitute violations of state consumer 28 protection laws;

iv. Whether Defendant omitted and/or misrepresented material facts in connection with the labeling, packaging, marketing, advertising and/or sale of its Whey Products;

v. Whether Defendant's labeling, packaging, marketing, advertising and/ or selling of Whey Products constituted an unfair, unlawful or fraudulent practice;

vi. Whether Defendant's packaging of the Whey Products constituted nonfunctional slack-fill;

vii. Whether, and to what extent, injunctive relief should be imposed on Defendant to prevent such conduct in the future;

viii. Whether the Members of the Class have sustained damages as a result of Defendant's wrongful conduct;

ix. The appropriate measure of damages and/or other relief; and

x. Whether Defendant should be enjoined from continuing its unlawful practices.

45. The class is readily definable, and prosecution of this action as a Class action will reduce the possibility of repetitious litigation. Plaintiffs know of no difficulty which will be encountered in the management of this litigation which would preclude its maintenance as a Class action.

46. The prerequisites to maintaining a class action for injunctive relief or equitable relief pursuant to Rule 23(b)(2) are met, as Defendant has acted or refused to act on grounds generally applicable to the Class, thereby making appropriate final injunctive or equitable relief with respect to the Class as a whole.

47. The prerequisites to maintaining a class action for injunctive relief or
equitable relief pursuant to Rule 23(b)(3) are met, as questions of law or fact
common to the Class predominate over any questions affecting only
individual Members; and a class action is superior to other available methods
for fairly and efficiently adjudicating the controversy.

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- 48. The prosecution of separate actions by Members of the Class would create a risk of establishing inconsistent rulings and/or incompatible standards of conduct for Defendant. Additionally, individual actions may be dispositive of the interest of all Members of the Class, although certain Class Members are not parties to such actions.
 - 49. Defendant's conduct is generally applicable to the Class as a whole and Plaintiffs seek, *inter alia*, equitable remedies with respect to the Class as a whole. As such, Defendant's systematic policies and practices make declaratory relief with respect to the Class as a whole appropriate.

CAUSES OF ACTION COUNT I

VIOLATION OF CALIFORNIA'S CONSUMER LEGAL REMEDIES ACT, Cal. Civ. Code § 1750, *et seq*.

- 50. Plaintiffs reallege and incorporate herein by reference the allegations contained in all preceding paragraphs, and further allege as follows:
- 51. Plaintiffs bring this claim individually and on behalf of the Class for Defendant's violations of California's Consumer Legal Remedies Act ("CLRA"), Cal. Civ. Code 1761(d).
- Plaintiffs and the Class Members are consumers who purchased the Products for personal, family or household purposes. Plaintiffs and the Class Members are "consumers" as that term is defined by the CLRA in Cal. Civ. Code 1761(d). Plaintiffs and the Class Members are not sophisticated experts with independent knowledge of corporate branding, labeling and packaging practices.
- The Products that Plaintiffs and other Class Members purchased from
 Defendant were "goods" within the meaning of Cal. Civ. Code 1761(a).
- 54. Defendant's actions, representations, and conduct have violated, and continue
 to violate the CLRA, because they extend to transactions that intended to
 result, or which have resulted in, the sale of goods to consumers.
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- 55. Defendant violated federal and California law because the Products are packaged in containers made, formed or filled as to be misleading and which contain non-functional slack-fill, and because they are intentionally packaged to prevent the consumer from being able to fully see their contents.
- California's Consumers Legal Remedies Act, Cal. Civ. Code 1770(a)(5), 56. prohibits "Misrepresenting that goods or services have sponsorship, approval, characteristics, ingredients, uses, benefits, or quantities which they do not have or that a person has a sponsorship, approval, status, affiliation, or connection which he or she does not have." By engaging in the conduct set forth herein, Defendant violated and continues to violate Section 1770(a)(5) of the CLRA, because Defendant's conduct constitutes unfair methods of competition and unfair or fraudulent acts or practices, in that it misrepresents that the Products have quantities they do not have.
- Cal. Civ. Code 1770(a)(9) further prohibits "[a]dvertising goods or services 57. with intent not to sell them as advertised." By engaging in the conduct set forth herein, Defendant violated and continues to violate Section 1770(a)(9), because Defendant's conduct constitutes unfair methods of competition and unfair or fraudulent acts or practices, in that it advertises goods as containing more product than they in fact contain.
- 19 Plaintiffs and the Class Members are not sophisticated experts about corporate 58. 20 branding, labeling and packaging practices. Plaintiffs and the Class acted reasonably when they purchased the Products based on their belief that 22 Defendant's representations were true and lawful.
- 23 Plaintiffs and the Class suffered injuries caused by Defendant because (a) they 59. would not have purchased the Products on the same terms absent Defendant's 24 25 illegal and misleading conduct as set forth herein; (b) they paid a price premium for the Products due to Defendant's misrepresentations and 26 deceptive packaging in containers made, formed or filled as to be misleading 27
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and containing non-functional slack-fill; and (c) the Products did not have the quantities as promised.

On or about September 8, 2015, prior to filing this action, a CLRA notice 60. letter was sent Defendant which complies with California Civil Code 1782(a). Plaintiff Gioia sent GNC Holdings, Inc., individually and on behalf of the proposed Class, a letter via Certified Mail, advising Defendant that it is in violation of the CLRA and demanding that it cease and desist from such violations and make full restitution by refunding the monies received therefrom. A true and correct copy of Plaintiff Gioia's letter is attached hereto as EXHIBIT 1.

Wherefore, Plaintiffs seek injunctive relief for these violations of the CLRA. 61.

COUNT II VIOLATION OF CALIFORNIA'S UNFAIR COMPETITION LAW, California Business & Professions Code § 17200, et seq.

- Plaintiffs reallege and incorporate herein by reference the allegations 62. contained in all preceding paragraphs, and further allege as follows:
- 63. Plaintiffs bring this claim individually and on behalf of the Members of the Class for Defendant's violations of California's Unfair Competition Law, Cal. Bus. & Prof. Code §§ 17200, et seq.
- The UCL provides, in pertinent part: "Unfair competition shall mean and 64. include unlawful, unfair or fraudulent business practices and unfair, deceptive, untrue or misleading advertising..."

Defendant violated federal and California law because the Products are 65. packaged in containers made, formed or filled as to be misleading and that contain non-functional slack-fill and because they are intentionally packaged to prevent the consumer from being able to fully see their contents.

A. "Unlawful" Prong

26 Defendant's business practices, described herein, violated the "unlawful" 66. prong of the UCL by violating Section 352 of the Federal Food, Drug, and Cosmetic Act, 21 U.S.C. 301, the CLRA, Cal. Bus. & Prof. Code § 12606,

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California Health & Safety Code § 110690, and other applicable law as described herein.

67. Defendant violated section 12606 of the Business and Professions Code, in that Defendant packaged its Products in non-conforming type containers. Said non-conforming packages contained extra space by volume in the interior of the container. The extra space provided no benefit to the contents of the packaging and misled consumers. In addition, Defendant packaged its Products in containers made, formed, or filled as to be misleading to a potential customer as to the actual size and filling of the package with Defendant's Products.

B. "Unfair" Prong

68. Defendant's business practices, described herein, violated the "unfair" prong of the UCL in that its conduct is substantially injurious to consumers, offends public policy, and is immoral, unethical, oppressive, and unscrupulous, as the gravity of the conduct outweighs any alleged benefits. Defendant's advertising is of no benefit to consumers.

C. "Fraudulent" Prong

- 69. Defendant violated the "fraudulent" prong of the UCL by misleading Plaintiffs and the Class to believe that the Products contained more content than they actually contain and that such packaging and labeling practices were lawful, true and not intended to deceive or mislead consumers.
- Plaintiffs and the Class Members are not sophisticated experts about the
 corporate branding, labeling, and packaging practices of the Products.
 Plaintiffs and the Class acted reasonably when they purchased the Products
 based on their belief that Defendant's representations were true and lawful.
- Plaintiffs and the Class lost money or property as a result of Defendant's
 UCL violations because (a) they would not have purchased the Products on
 the same terms absent Defendant's illegal conduct as set forth herein, or if the
 true facts were known concerning Defendant's representations; (b) they paid a

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price premium for the Products due to Defendant's misrepresentations; and (c) the Products did not have the quantities as represented.

72. The conduct of Defendant as set forth above demonstrates the necessity for granting injunctive relief restraining such and similar acts of unfair competition pursuant to California Business and Professions Code. Unless enjoined and restrained by order of the court, Defendant will retain the ability to, and may engage in, said acts of unfair competition, and misleading advertising. As a result, Plaintiffs and the Class are entitled to injunctive and monetary relief.

COUNT III

VIOLATION OF CALIFORNIA'S FALSE ADVERTISING LAW, California Business & Professions Code § 17500, *et seq*.

- 73. Plaintiffs reallege and incorporate herein by reference the allegations contained in all preceding paragraphs, and further allege as follows:
- 74. Plaintiffs bring this claim individually and on behalf of the Members of the Class for Defendant's violations of California's False Advertising Law ("FAL"), Cal. Bus. & Prof. Code §§ 17500, et seq.
- 75. Under the FAL, the State of California makes it "unlawful for any person to make or disseminate or cause to be made or disseminated before the public in this state in any advertising device . . . or in any other manner or means whatever, including over the Internet, any statement, concerning . . . personal property or services, professional or otherwise, or performance or disposition thereof, which is untrue or misleading and which is known, or which by the exercise of reasonable care should be known, to be untrue or misleading."
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& Prof Code §§ 17500, *et seq.* in that the product packaging was intended as inducements to purchase Defendant's Products. Defendant knew its conduct was unauthorized, inaccurate, and misleading.

- 77. Defendant violated federal and California law because the Products are packaged in containers made, formed or filled as to be misleading and which contain non-functional slack-fill and because they are intentionally packaged to prevent the consumer from being able to fully see their contents.
- 78. Defendant violated 17500, *et seq.* by misleading Plaintiffs and the Class to believe that the Product packaging contains more Whey Product than it in fact contains, as described herein.
- 79. Defendant knew or should have known, through the exercise of reasonable care that the Products were and continue to be misbranded, and that its representations about the quantities of the Products were untrue and misleading.
- 80. Plaintiffs and the Class Members lost money or property as a result of Defendant's FAL violations because (a) they would not have purchased the Products on the same terms absent Defendant's illegal conduct as set forth herein, or if the true facts were known concerning Defendant's representations; (b) they paid a price premium for the Products due to Defendant's misrepresentations; and (c) the Products did not have the benefits, or quantities as promised, and as a result the class is entitled to monetary and injunctive relief.

COUNT IV

VIOLATION OF NEW YORK DECEPTIVE TRADE PRACTICES ACT NEW YORK GENERAL BUSINESS LAW § 349

- Plaintiffs reallege and incorporate herein by reference the allegations
 contained in all preceding paragraphs, and further allege as follows:
- Plaintiffs bring this claim individually and on behalf of the Members of the
 Class for Defendant's violations of New York's Deceptive Acts or Practices
 Law, NY GBL § 349.

- 83. NY GBL § 349 states that "deceptive acts or practices in the conduct of any business, trade or commerce or in the furnishing of any service in this state are ... unlawful."
- 84. It is not necessary to prove justifiable reliance under NY GBL § 349. See Koch v. Acker, Merrall & Condit. Co., 18 N.Y.3d 940, 941 (N.Y. App. Div. 2012) ("To the extent that the Appellate Division order imposed a reliance requirement on General Business law 349... claims, it was error. Justifiable reliance by the plaintiff is not an element of the statutory claim.") (internal citations omitted).
- 85. Defendant engaged in deceptive acts and practices by offering misbranded Products for sale in trade or commerce to Plaintiffs and the Class Members by way of packaging the Products in containers made, formed or filled as to be misleading and which contain non-functional slack-fill. Such practices were in violation of NY GBL § 349 and 21 C.F.R. 100.100.
- 86. Defendant violated federal and New York law because the Products are packaged in containers made, formed or filled as to be misleading and which contain non-functional slack-fill and because they are intentionally packaged to prevent consumers from being able to fully see their contents.

87. The foregoing deceptive acts and practices were directed at consumers.

88. Plaintiffs and the Class Members lost money or property as a result of Defendant's violations of NY GBL § 349 because (a) they would not have purchased the Products on the same terms absent Defendant's illegal conduct as set forth herein, or if the true facts were known concerning Defendant's representations; (b) they paid a price premium for the Products due to Defendant's misrepresentations; and (c) the Products did not have the benefits, or quantities as promised, and as a result the class is entitled to monetary and injunctive relief.

<u>COUNT V</u> NEGLIGENT MISREPRESENTATION

- 89. Plaintiffs repeat and reallege each and every allegation contained above as if fully set forth herein, and further allege as follows:
- 90. Defendant, directly or through its agents and employees, made false representations, concealments and non disclosures to Plaintiffs and Members of the Class.
- 91. Defendant as the manufacturer, packager, labeler and initial seller of the Products purchased by Plaintiffs and Class Members had a duty to disclose the true quantity of the Products and to refrain from selling them in containers made, formed or filled as to be misleading and which contain non-functional slack-fill. Defendant had exclusive knowledge of material facts not known or reasonably accessible to Plaintiffs and Class Members; Defendant actively concealed material facts from Plaintiffs and Class Members and Defendant made partial representations that are misleading because some other material fact has not been disclosed. Defendant's failure to disclose the information it had a duty to disclose constitutes material misrepresentations and materially misleading omissions which misled Plaintiffs and Class Members, who relied on Defendant in this regard to disclose all material facts accurately, truthfully and fully.
- 92. Plaintiffs and Members of the Class reasonably relied on Defendant's representation that the Products contain more Whey Product than actually packaged.
- In making the representations of fact to Plaintiffs and Members of the Class described herein, Defendant has failed to fulfill its duties to disclose the material facts set forth above. The direct and proximate cause of this failure to disclose was Defendant's negligence and carelessness.
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 94. Defendant, in making the misrepresentations and omissions, and in engaging
 in the acts alleged above, knew or reasonably should have known that the
 representations were not true. Defendant made and intended the

Case 3:15-cv-02273-WQH-NLS Document 1 Filed 10/09/15 Page 25 of 27

misrepresentations to induce the reliance of Plaintiffs and Members of the Class.

- As the manufacturer of its Products, Defendant is in the unique position of 95. being able to provide accurate information about those Products. Therefore there is a special and privity-like relationship between Defendant and Plaintiffs and other consumers.
- Defendant has a duty to correct the misinformation it disseminated through its 96. advertising of the Products. By not informing Plaintiffs and Members of the Class, Defendant breached its duty. Defendant also gained financially from and as a result of this breach.
- By and through such deceit, misrepresentations and/or omissions, Defendant 97. intended to induce Plaintiffs and Members of the Class to alter their position to their detriment. Plaintiffs and Members of the Class relied upon these false representations when purchasing Whey Products in over-sized containers, which reliance was justified and reasonably foreseeable.
- As a direct and proximate result of Defendant's wrongful conduct, Plaintiffs 98. and Members of the Class have suffered and continue to suffer economic losses and other general and specific damages, including but not limited to the amounts paid for Whey Products, and any interest that would have been accrued on all those monies, all in an amount to be determined according to proof at time of trial.
- 99. Defendant acted with intent to defraud, or with reckless or negligent disregard 22 of the rights of Plaintiffs and Members of the Class.
 - 100. Plaintiffs and Members of the Class are entitled to relief in an amount to be proven at trial, and injunctive relief.
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PRAYER FOR RELIEF

WHEREFORE, Plaintiffs pray for relief and judgment as follows:

- (A) For an Order certifying the Class pursuant to Federal Rule of Civil Procedure
 23, appointing Plaintiffs as class representatives, and designating Plaintiffs' counsel as counsel for the Class;
- (B) For an Order certifying the California Subclass, appointing Plaintiff Gioia representative of the California Subclass, and designating his counsel as counsel for the California Subclass;
- (C) For an Order certifying the New York Subclass, appointing Plaintiff Polanco representative of the New York Subclass, and designating her counsel as counsel for the New York Subclass;
- (D) For an Order declaring that Defendant's conduct violated the CLRA, Cal.
 Civ. Code § 1750, *et seq.*, and awarding (i) injunctive relief, (ii) costs of suit, and (iii) reasonable attorneys' fees;
- (E) For an Order declaring that Defendant's conduct violated California's Unfair Competition Law, Cal. Bus. & Prof. Code § 17200, *et seq.*, and California's False Advertising Law, Cal. Bus. & Prof. Code § 17500, *et seq.*, and awarding (i) injunctive relief, (ii) actual damages, (iii) prejudgment and post judgment interest, (iv) exemplary and/or punitive damages pursuant to Cal. Civ. Code § 3294, (v) costs of suit, and (iv) reasonable attorneys' fees pursuant to, *inter alia*, Cal. Code of Civ. Proc § 1021.5;
- (F) For an Order declaring that Defendant's conduct violated New York Gen Bus
 Law § 349, and awarding (i) injunctive relief, (ii) actual damages, (iii)
 prejudgment and post judgment interest, and (iv) reasonable attorneys' fees;
- (G) For an Order finding that Defendant made Negligent Misrepresentations, and
 awarding special, general, and compensatory damages to Plaintiffs and the
 Class;
- (H) For compensatory damages in amounts to be determined by the Court and/or
 jury;

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Case 3:15-cv-02273-WQH-NLS Document 1 Filed 10/09/15 Page 27 of 27 For prejudgment interest on all amounts awarded; **(I)** 1 For an order of restitution and all other forms of equitable monetary relief, as (J) 2 pleaded; 3 For injunctive relief as pleaded or as the Court may deem proper; (K) 4 For an Order awarding Plaintiffs and the Class their reasonable attorneys' (L) 5 fees and expenses and costs of suit as pleaded; and 6 For such other and further relief as the Court deems just and proper. (M) 7 8 **DEMAND FOR TRIAL BY JURY** Plaintiffs, individually and on behalf of all others similarly situated, hereby 9 demand a jury trial on all claims so triable. 10 11 Dated: October 9, 2015 Respectfully submitted, 12 **KAZEROUNI LAW GROUP, APC** 13 14 By: <u>/s/ Abbas Kazerounian</u> Abbas Kazerounian 15 **ATTORNEY FOR PLAINTIFFS** 16 **GOTTLIEB & ASSOCIATES** 17 Jeffrey M. Gottlieb, Esq. (JG-7905) Dana L. Gottlieb, Esq. (DG-6151) 18 Pro hac vice to be filed 19 150 East 18th Street Suite PHR 20 New York, NY 10003 21 NYJG@aol.com danalgottlieb@aol.com 22 Telephone: (212) 228-9795 Facsimile: (212) 982-6284 23 24 25 26 27 28

JS 44 (Rev. 12/12) Case 3:15-cv-02273-WOLLNES COVER SHEET iled 10/09/15 Page 1 of 2

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. *(SEE INSTRUCTIONS ON NEXT PAGE OF THIS FORM.)*

I. (a) PLAINTIFFS Kevin Gioia and Lydia Polanco, Individually and On Behalf of All O Similarly Situated				DEFENDANTS GNC Holdings, Inc			
(b) County of Residence of First Listed Plaintiff <u>San Diego</u> (EXCEPT IN U.S. PLAINTIFF CASES)				County of Residence of First Listed Defendant (IN U.S. PLAINTIFF CASES ONLY) NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE TRACT OF LAND INVOLVED.			
 (c) Attorneys (Firm Name, Address, and Telephone Number) Abbas Kazerounian, Esq. (249203) Kazerouni Law Group, APC 245 Fischer Avenue, Unit D1, Costa Mesa, CA 92626 (800) 40 				Attorneys (If Known) 15CV2273 WQHNLS			
II. BASIS OF JURISDI	CTION (Place an "X" in C	One Box Only)	III. CI	I TIZENSHIP OF P		(Place an "X" in One Box for Plaintiff	
□ 1 U.S. Government Plaintiff	■ 3 Federal Question (U.S. Government)	 Government Not a Party) 		(For Diversity Cases Only) P1 en of This State	FF DEF 1 □ 1 Incorporated or Pr of Business In 1		
2 U.S. Government Defendant	☐ 4 Diversity (Indicate Citizenship of Parties in Item III)		Citiz	Citizen of Another State Citizen of Another St			
				Citizen or Subject of a Foreign Country			
IV. NATURE OF SUIT							
CONTRACT 110 Insurance	PERSONAL INJURY	DRTS PERSONAL INJURY		ORFEITURE/PENALTY 25 Drug Related Seizure	BANKRUPTCY □ 422 Appeal 28 USC 158	OTHER STATUTES ☐ 375 False Claims Act	
 120 Marine 130 Miller Act 140 Negotiable Instrument 	 310 Airplane 315 Airplane Product Liability 	0 Airplane 5 Airplane Product Liability		of Property 21 USC 881 90 Other	□ 423 Withdrawal 28 USC 157	 400 State Reapportionment 410 Antitrust 430 Banks and Banking 	
 150 Recovery of Overpayment & Enforcement of Judgment 151 Medicare Act 152 Recovery of Defaulted Student Loans 	 320 Assault, Libel & Slander 330 Federal Employers' Liability 340 Marine 	Pharmaceutical Personal Injury Product Liability 368 Asbestos Personal Injury Product			PROPERTY RIGHTS 820 Copyrights 830 Patent 840 Trademark	 ☐ 450 Commerce ☐ 460 Deportation ☐ 470 Racketeer Influenced and Corrupt Organizations ☑ 480 Consumer Credit 	
 (Excludes Veterans) □ 153 Recovery of Overpayment of Veteran's Benefits 	 345 Marine Product Liability 350 Motor Vehicle 	Liability PERSONAL PROPER 370 Other Fraud		Act	SOCIAL SECURITY □ 861 HIA (1395ff) □ 862 Black Lung (923) □ 862 DIWC (105(x))	 □ 490 Cable/Sat TV □ 850 Securities/Commodities/ Exchange 	
 160 Stockholders' Suits 190 Other Contract 195 Contract Product Liability 196 Franchise 	 355 Motor Vehicle Product Liability 360 Other Personal Injury 362 Personal Injury - 	 371 Truth in Lending 380 Other Personal Property Damage 385 Property Damage Product Liability 	— 74 — 75	20 Labor/Management Relations 40 Railway Labor Act 51 Family and Medical Leave Act	□ 863 DIWC/DIWW (405(g)) □ 864 SSID Title XVI □ 865 RSI (405(g))	 890 Other Statutory Actions 891 Agricultural Acts 893 Environmental Matters 895 Freedom of Information Act 	
REAL PROPERTY	Medical Malpractice CIVIL RIGHTS	PRISONER PETITION		90 Other Labor Litigation 91 Employee Retirement	FEDERAL TAX SUITS	 896 Arbitration 899 Administrative Procedure 	
 210 Land Condemnation 220 Foreclosure 230 Rent Lease & Ejectment 240 Torts to Land 245 Tort Product Liability 	 440 Other Civil Rights 441 Voting 442 Employment 443 Housing/ Accommodations 	Habeas Corpus: 463 Alien Detainee 510 Motions to Vacate Sentence 530 General		Income Security Act	870 Taxes (U.S. Plaintiff or Defendant)	Act/Review or Appeal of Agency Decision □ 950 Constitutionality of State Statutes	
290 All Other Real Property	 445 Amer. w/Disabilities - Employment 446 Amer. w/Disabilities - Other 448 Education 	 535 Death Penalty Other: 540 Mandamus & Other 550 Civil Rights 555 Prison Condition 560 Civil Detainee - Conditions of 		IMMIGRATION 52 Naturalization Application 55 Other Immigration Actions			
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	moved from \Box 3 te Court	Appellate Court	Reoj	(specify)	er District Litigation		
VI. CAUSE OF ACTION 28 U.S.C. § 1332(d)(1)(B) Brief description of cause:			are filing (Do not cite jurisdictional statutes unless diversity):				
VII. REQUESTED IN COMPLAINT:Image: Consumer Providence of Complete of Consumer Providence of Complete of Consumer Providence of Complete of Consumer Providence of Consumer Provi		D	DEMAND \$ CHECK YES only if demanded in complaint: 5,000,000.00 JURY DEMAND: X Yes □ No				
VIII. RELATED CASE(S) IF ANY (See instructions): JUDGE			DOCKET NUMBER				
DATE 10/09/2015 FOR OFFICE USE ONLY		signature of attorney of record s/Abbas Kazerounian					
	/OUNT	APPLYING IFP		JUDGE	MAG. JU	DGE	

INSTRUCTIONS FOR ATTORNEYS COMPLETING CIVIL COVER SHEET FORM JS 44

Authority For Civil Cover Sheet

The JS 44 civil cover sheet and the information contained herein neither replaces nor supplements the filings and service of pleading or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. Consequently, a civil cover sheet is submitted to the Clerk of Court for each civil complaint filed. The attorney filing a case should complete the form as follows:

- **I.(a) Plaintiffs-Defendants.** Enter names (last, first, middle initial) of plaintiff and defendant. If the plaintiff or defendant is a government agency, use only the full name or standard abbreviations. If the plaintiff or defendant is an official within a government agency, identify first the agency and then the official, giving both name and title.
- (b) County of Residence. For each civil case filed, except U.S. plaintiff cases, enter the name of the county where the first listed plaintiff resides at the time of filing. In U.S. plaintiff cases, enter the name of the county in which the first listed defendant resides at the time of filing. (NOTE: In land condemnation cases, the county of residence of the "defendant" is the location of the tract of land involved.)
- (c) Attorneys. Enter the firm name, address, telephone number, and attorney of record. If there are several attorneys, list them on an attachment, noting in this section "(see attachment)".

II. Jurisdiction. The basis of jurisdiction is set forth under Rule 8(a), F.R.Cv.P., which requires that jurisdictions be shown in pleadings. Place an "X" in one of the boxes. If there is more than one basis of jurisdiction, precedence is given in the order shown below. United States plaintiff. (1) Jurisdiction based on 28 U.S.C. 1345 and 1348. Suits by agencies and officers of the United States are included here. United States defendant. (2) When the plaintiff is suing the United States, its officers or agencies, place an "X" in this box. Federal question. (3) This refers to suits under 28 U.S.C. 1331, where jurisdiction arises under the Constitution of the United States, an amendment to the Constitution, an act of Congress or a treaty of the United States. In cases where the U.S. is a party, the U.S. plaintiff or defendant code takes

precedence, and box 1 or 2 should be marked. Diversity of citizenship. (4) This refers to suits under 28 U.S.C. 1332, where parties are citizens of different states. When Box 4 is checked, the citizenship of the different parties must be checked. (See Section III below; **NOTE: federal question actions take precedence over diversity cases.**)

- **III. Residence (citizenship) of Principal Parties.** This section of the JS 44 is to be completed if diversity of citizenship was indicated above. Mark this section for each principal party.
- **IV.** Nature of Suit. Place an "X" in the appropriate box. If the nature of suit cannot be determined, be sure the cause of action, in Section VI below, is sufficient to enable the deputy clerk or the statistical clerk(s) in the Administrative Office to determine the nature of suit. If the cause fits more than one nature of suit, select the most definitive.
- V. Origin. Place an "X" in one of the six boxes.

Original Proceedings. (1) Cases which originate in the United States district courts.

Removed from State Court. (2) Proceedings initiated in state courts may be removed to the district courts under Title 28 U.S.C., Section 1441. When the petition for removal is granted, check this box.

Remanded from Appellate Court. (3) Check this box for cases remanded to the district court for further action. Use the date of remand as the filing date.

Reinstated or Reopened. (4) Check this box for cases reinstated or reopened in the district court. Use the reopening date as the filing date. Transferred from Another District. (5) For cases transferred under Title 28 U.S.C. Section 1404(a). Do not use this for within district transfers or multidistrict litigation transfers.

Multidistrict Litigation. (6) Check this box when a multidistrict case is transferred into the district under authority of Title 28 U.S.C. Section 1407. When this box is checked, do not check (5) above.

- VI. Cause of Action. Report the civil statute directly related to the cause of action and give a brief description of the cause. Do not cite jurisdictional statutes unless diversity. Example: U.S. Civil Statute: 47 USC 553 Brief Description: Unauthorized reception of cable service
- VII. Requested in Complaint. Class Action. Place an "X" in this box if you are filing a class action under Rule 23, F.R.Cv.P. Demand. In this space enter the actual dollar amount being demanded or indicate other demand, such as a preliminary injunction. Jury Demand. Check the appropriate box to indicate whether or not a jury is being demanded.
- VIII. Related Cases. This section of the JS 44 is used to reference related pending cases, if any. If there are related pending cases, insert the docket numbers and the corresponding judge names for such cases.

Date and Attorney Signature. Date and sign the civil cover sheet.