

Metropolitan New York, Long Island, and the Mid-Hudson Region

[Change Location](#)

BBB Business Review



THIS BUSINESS IS NOT BBB ACCREDITED.

Radiancy, Inc.

Phone: (888) 525-7580

40 Ramland Rd S Ste 1, Orangeburg, NY 10962

<http://www.my-no-no.com>

[View Additional Web Addresses](#)



On a scale of A+ to F

Reason for Rating

[BBB Ratings System Overview](#)

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

BBB Accreditation

This business is not BBB accredited.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

Reason for Rating

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

Factors that *lowered* the rating for Radiancy, Inc. include:

- 265 complaint(s) filed against business
- Failure to respond to 1 complaint(s) filed against business
- 1 complaint(s) filed against business that were not resolved

Factors that *raised* the rating for Radiancy, Inc. include:

- Length of time business has been operating

Customer Complaints Summary

[Read complaint details](#)

265 complaints closed with BBB in last 3 years | 46 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising/Sales Issues	62
Billing/Collection Issues	36
Delivery Issues	10
Guarantee/Warranty Issues	21
Problems with Product/Service	136
Total Closed Complaints	265

[Read Complaints](#) | [Definitions](#) | [BBB Complaint Process](#) | [File a Complaint against Radiancy, Inc.](#)

Customer Reviews Summary

[Read customer reviews](#)

1 Customer Review on Radiancy, Inc.

Customer Experience	Total Customer Reviews
Positive Experience	0
Neutral Experience	0
Negative Experience	1
Total Customer Reviews	1

[Read Customer Reviews](#) | [Submit a Customer Review](#) | [See Trends in Customer Reviews on Radiancy, Inc.](#)

Government Actions

BBB knows of no government actions involving the marketplace conduct of Radiancy, Inc..

What government actions does BBB report on?

Advertising Review

On June 28th, 2013, the Better Business Bureau raised concerns about this firm's advertising on/in <http://www.my-no-no.com> and requested that this firm substantiate the following claims regarding guarantees: "at least 45 days and no more than 60 days" ;"Guaranteed to be painless." As of December 10, 2013, the business has responded to the BBB and modified its claims to disclose that the 45 days of use for the money back guarantee begins at the delivery date of the product. The company also added the disclosure of "..or your money back!" to the painless guarantee.

On August 11, 2014, the Better Business Bureau raised concerns about this firm's advertisement on <http://personalkyro.com/> and requested that this firm substantiate their claims regarding the following: 1. Clinically proven* to treat lower back pain; 2. ...a device that has real science and clinical studies to prove it*; 3. Kyrobak uses clinically proven*, proprietary technology to treat low back pain; 4. Clinically proven* to reduce lower back pain and sustain relief for up to 3 weeks. As of October 6, 2014, the business has responded to BBB and provided substantiation of the claims made about the efficacy of their product on their website.

What is BBB Advertising Review?

Additional Information

BBB file opened: June 15, 2007

Business started: 01/01/1998 in NY

Contact Information

Principal: Ms. Sharity Medrano

Business Category

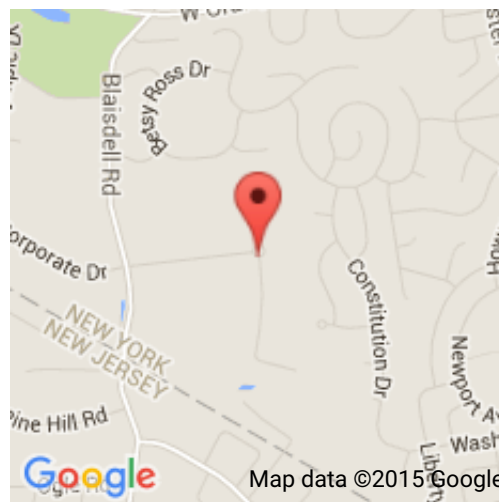
BEAUTY SUPPLIES & EQUIPMENT

Alternate Business Names

Kyrobak

No No

No No Hair Removal



[Directions](#) | [Enlarge](#)

QUICK LINKS

[What is a BBB Business Review?](#)

[BBB Reporting Policy](#)

[About Enhanced Services](#)

[File a Complaint against Radiancy, Inc.](#)

[Accredited Business Directory](#)

CUSTOMER REVIEWS

[Read Customer Reviews](#)

[Submit a Customer Review](#)

[See trends in Customer Reviews for Radiancy, Inc.](#)

[BBB Directory](#)

[Give.org](#)

[Council of Better Business Bureaus](#)

[Contact](#)

[BBB Business Partner Code](#)

[Terms of Use](#)

[Trademarks](#)

[Privacy Policy](#)

[Fight Phishing](#)



© 2015 BBB of New York