# UNITED STATES DISTRICT COURT FOR THE MIDDLE DISTRICT OF FLORIDA TAMPA DIVISION

ASHUNDRAE EVERETT, On Behalf of	) Case No.
Herself and All Others Similarly Situated; Plaintiffs,	) CLASS COMPLAINT ) FOR DAMAGES )
vs. EOS PRODUCTS, LLC, a New York Limited Liability Company, and DOES 1-10;	) ) ) <b>DEMAND FOR JURY TRIAI</b> ) ) )
Defendants.	) ) )

# **CLASS ACTION COMPLAINT**

)

Plaintiff, Ashundrae Everett, by and through undersigned counsel, on behalf of herself and all other persons and entities similarly situated ("Class," "Classes," or "Putative Class Members"), brings this class action against Defendant, eos Products, LLC's ("EOS" or "Defendant"), and for her Class Action Complaint alleges, upon information and belief and based on the investigation to date of counsel, as follows:

# **NATURE OF THE ACTION**

1. This is a class action asserting unconscionable, deceptive, and unfair trade practices in violation of the Florida Deceptive and Unfair Trade Practices Act (FDUTPA), breach of warranties, strict products liability, negligence, negligent design, negligence *per se*, fraudulent concealment, negligent misrepresentation, and unjust enrichment, seeking damages and declaratory relief in connection with defective lip balm designed, manufactured, marketed, advertised, and sold by EOS in the State of Florida and throughout the United States.

2. At all times material hereto, EOS developed, marketed, advertised, branded, promoted, distributed, and sold – through retail and online – one of the highest-grossing lip balm products on the market today, called EOS Visibly Soft Lip Balm. The lip balms come in a variety of colors and "flavors," with over-the-top and misleading names like *Barbados Heat-Wildberry*, *Medicated Tangerine*, and *Honeysuckle Honeydew*, just to name a few.

3. The lip balms come in attractive bright circular pods that stand out from the other oblique-shaped lip balms in the marketplace.

4. "EOS" is as an acronym for "evolution of smooth." The company has achieved meteoric growth through print and online marketing campaigns that link smooth lips and the use of EOS lip balm with beauty, health, celebrity, and success.

5. EOS uses and pays celebrity "brand ambassadors" such as Kim Kardashian, Brittney Spears, Miley Cyrus, Hillary Duff, and others, to post pictures on Instagram and social media, creating a viral marketing frenzy around the product, targeted at consumers. In fact, the EOS website, *evolutionofsmooth.com* has an entire paged called "EOS BUZZ-CELEBRITY FANS" advertising hundreds of celebrity endorsements and sponsored content on social media with hashtags including "#YUMMY" and "EOSOBSESSED" along with posts treating EOS lip balm as a travel companion, a cure for health and hygiene problems, and a product that consumers cannot live without. The message EOS is trying to mislead consumers about is clear: EOS lip balm is a daily necessity requiring constant use regardless of the actual condition of your lips to improve your health, diet, and appearance.

6. The advertisements and marketing by EOS emphasizes that the product is "organic" and "gluten free," aligning the product with popular dietary trends, despite the fact that the lip balm has no consumable value.

7. In reality, behind the smoke-and-mirrors, EOS is anything but smooth.

8. A substantial number of consumers, upon information and belief in the tens of thousands, and potentially in excess of hundreds of thousands, who have purchased and used the product – spanning all gender, ages, and race, have experienced devastating adverse reactions to the product, consisting of mild to severe rashes, dryness, bleeding, blistering, cracking, and loss of pigmentation, lasting from a few days, to a few months, and some consumers with long lasting and perhaps permanent symptoms.

9. EOS is, and has been, on notice of the serious adverse side-effects caused by the use of its product. Consumer complaints have flooded the EOS Facebook page and their email. Consumers, including the Plaintiff in this action have written to EOS to share their complaints and adverse health problems arising from the use of the production.

10. Despite being on notice that its products are physically harming consumers who purchased the lip balm, EOS has:

- a. Failed to provide any warning on the product.
- b. Failed to provide any warning on its website or advertising material.
- c. Failed to recall the product.
- d. Failed to commission a study regarding the adverse effects of its proprietary formula.

Plaintiff and Putative Class Representative Ashundrae Everett used "Sweet Mint"
 EOS lip balm, which she purchased at Walgreens retail stores in or around St. Petersburg,
 Florida.

12. Ms. Everett had observed EOS advertisements on social media prior to purchasing the product.

13. As with all of EOS packaging, the packaging contained no warnings about potential adverse side-effects from the product's use.

14. Ms. Everett began applying the lip balm in October 2015 due to the weather becoming colder. Initially it gave her lips a "minty sort of tingle."

15. About a month later, Ms. Everett's top and bottom lips started burning, tingling, and itching from the mint and got worse day by day. Tiny bumps formed on her top and bottom lips, and they started to swell, became extremely dry like sandpaper, and also started to darken due to the extreme dryness. Ms. Everett also experienced pain when she opened her mouth because the corners and creases were so dry.

16. Ms. Everett stopped using EOS Lip Balm in November 2015 because of the severe reaction she had.

17. Ms. Everett shared the story of her experience with EOS Lip Balm on Facebook and with co-workers, family and friends.

18. Ms. Everett brings this putative class action to compel EOS to be a transparent and responsible corporate citizen by (1) publically addressing and curing the overwhelming health concerns it has received from consumers, (2) warning consumers of the adverse effects caused by the product on its packaging, website, and marketing materials, and (3) making whole the consumers who have been injured by the product.

19. As a result of EOS' defective product, Plaintiff and the Putative Class Members have suffered and continue to suffer extensive damages. This class action seeks damages, punitive damages, injunctive relief, costs, attorneys' fees, and other available relief.

# JURISDICTION AND VENUE

20. This Court has jurisdiction over the subject matter of this action pursuant to 28

U.S.C. § 1332(d)(2) (diversity jurisdiction) and the Class Action Fairness Act, in that (i) there is complete diversity (Plaintiff is citizen of Florida and EOS is incorporated in and otherwise maintain its principal place of business in New York), (ii) the amount in controversy exceeds \$5,000,000.00 (Five Million Dollars) exclusive of interests and costs, and (iii) there are 100 or more members of the proposed Plaintiff Class.

21. Venue is proper in this Court pursuant to 28 U.S.C. § 1391 because many of the acts and transactions giving rise to this action occurred in this District as EOS: (a) is authorized to conduct business in this District and has intentionally availed itself to the laws and markets within this District through the promotion, marketing, distribution and sale of its products in this District: (b) currently does substantial business in this District; and (c) is subject to personal jurisdiction in this District.

#### PARTIES

22. At all times relevant to this matter, Plaintiff Ashundrae Everett was a resident of St. Petersburg, Florida and a citizen of Florida. Plaintiff purchased EOS products from a Walgreens retail store located in or around St. Petersburg, Florida. Plaintiff purchased and used EOS Lip Balm product because she saw and relied on the purported beauty and health benefits described by EOS on social media, advertising, and in the store where she purchased EOS Lip Balm.

23. Plaintiff, on behalf of herself and the putative national class and putative Florida subclass, who purchased EOS lip balm products (the "Putative Class" or "Putative Class Members") during the Class Period, as further defined below, bring this class action against EOS Products, LLC.

24. Plaintiff's allegations are based in part on the investigation of counsel, including

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but not limited to reviews of advertising and marketing material, public filings, articles, journal articles, and other publicly available information, and thus on information and belief, except as to the individual actions of Plaintiff, as to which Plaintiff has personal knowledge.

25. Plaintiff has been damaged in that EOS Lip Balm caused the injuries described above. Plaintiff, and the Putative Class Members, would not have purchased the product if they were warned of the potential dangers of the product or if they knew the product would have caused them injury.

26. Defendant EOS is a New York LLC. EOS provides beauty products. It offers lip balms, hand lotions, body lotions, and shave creams. EOS advertises and sells its lip balm and products through online stores and retailers in the United States and Canada, including the EOS lip balm brands that are the subject of this lawsuit. Specifically, the brands included in this lawsuit include: **Blackberry Nectar, Coconut Milk, Strawberry Sorbet, Blueberry Acai, Pomegranate Raspberry, Summer Fruit, Sweet Mint, Honeysuckle Honeydew, Lemon Drop, and Medicated Tangerine**.

27. Each of the Defendant DOES 1-10 is the agent, servant, partner, joint-venturer, co-venturer, principal, director, officer, manager, employee, or shareholder of one or more of its co-defendant(s) who aided, abetted, controlled, and directed or conspired with and acted in furtherance of said conspiracy with one or more of its co-defendant(s) in said co-defendant(s) performance of the acts and omissions described below. Plaintiff sues each of these DOES by these fictitious names because Plaintiff does not know these DOES' true names and capacities. Despite reasonable efforts, Plaintiff has not been able to ascertain the identity of DOES 1-10.

28. Plaintiff, on behalf of herself and the Putative Class Members, alleges unconscionable, deceptive, and unfair trade practices in violation of the Florida Deceptive and

Unfair Trade Practices Act (FDUTPA), breach of warranties, strict products liability, negligence, negligent design, negligence *per se*, fraudulent concealment, negligent misrepresentation, and unjust enrichment, through EOS' promotions, advertising and labeling.

29. At all times relevant, Plaintiff heard and saw various EOS promotions, commercials and advertisements for EOS's Visibly Soft Lip Balm and lip balm products.

## FACTUAL ALLEGATIONS

30. EOS was founded in 2006 by a former commodity trader, and "start-up guru," named Craig Dubitsky who is no longer affiliated with the company.

31. EOS placed EOS Lip Balm products, including **Blackberry Nectar, Coconut Milk, Strawberry Sorbet, Blueberry Acai, Pomegranate Raspberry, Summer Fruit, Sweet Mint, Honeysuckle Honeydew, Lemon Drop, and Medicated Tangerine**, into the stream of commerce.

32. EOS has promoted the use of its Visibly Soft Lip Balm and lip balm products to consumers as having unque beauty and health benefits.

33. EOS promotes EOS Lip Balms as being enriched with natural conditioning oils, moisturizing shea butter and antioxidant Vitamins C & E which nourish for immediately softer, more beautiful lips.

34. EOS promotes that its product is "healthy" "organic" and "gluten free."

35. EOS pursued an aggressive marketing campaign, utilizing product placement as well as celebrity endorsements in magazines, Twitter, Pinterest, and Instagram. EOS markets heavily through its website "evolutionofsmooth.com."

36. EOS advertises its products on its website and permits users to purchase products on the website. The website promotes the products in the following ways:

- a. NEW! Get noticed with visibly softer lips. Nourish your lips with the delicious flavor of blackberry nectar.
- b. Treat your lips to an all-natural lip balm that's bursting with moisture and the refreshing flavors of strawberry, blueberry and peach.
- c. Delight your lips with the irresistible flavor of fresh honeydew and with moisture that keeps your lips feeling soft and smooth all day long.
- 37. For example, EOS website includes the following sections:







# Smooth Sphere Lip Balm

Honeysuckle Honeydew

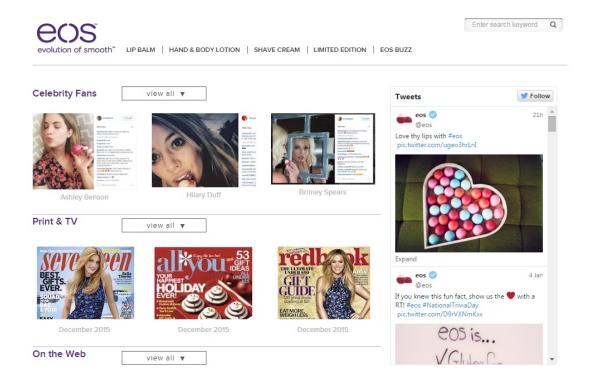
Delight your lips with the irresistible flavor of fresh honeydew and with moisture that keeps your lips feeling soft and smooth all day long.

OTHER FLAVORS





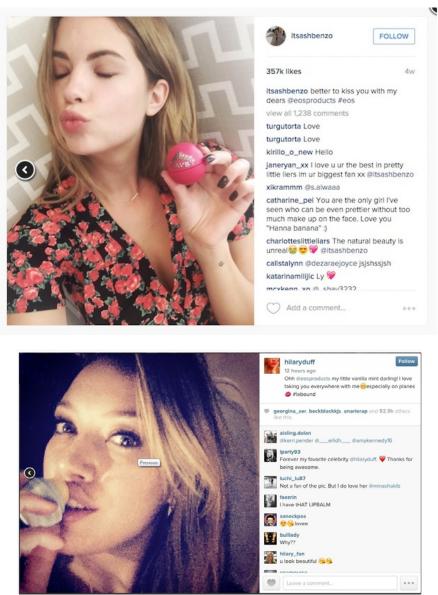
38. There is an entire section on the EOS website called "EOS BUZZ" which displays celebrity endorsements from the biggest names in entertainment today including Kim Kardashian and Britney Spears. The EOS BUZZ section presents as follows:



39. Examples of EOS viral marketing campaigns include the following social media efforts involving celebrities, which promote the product as healthy, as a cure for celebrity problems, and as a travel companion.







40. While boasting celebrity endorsements and magazine advertisements, and while making lofty representations regarding the health and curative effects of their lip balm products, EOS provides no warnings on its product, packaging, labeling, or anywhere on the website regarding health problems which are caused by the mix and use of ingredients used in its products, and the lack of instruction regarding the appropriate amount of use of the product.

41. In reality, EOS lip balm has caused a massive health crisis among purchasers for which EOS has been on notice of for a substantial period of time. EOS has caused consumers

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lips to crack, bleed, itch, burn, flake, and generate severe boiling and blistering on and around the lips.

42. Plaintiff, and putative class representative, Ashundrae Everett, used "Sweet Mint" EOS lip balm, which was purchased at a Walgreens retail store in or around St. Petersburg, Florida in October 2015, and progressively developed substantial health problems by November 2015, and thereafter, including but not limited to swelling, dryness, cracking and bumps on and around her lips and darkening of the color of her lips. Below is a picture of the front / back packaging of the EOS lip balm "Sweet Mint" like the one purchased by Ms. Everett.





43. Below are pictures of Ms. Everett, showing the true results of what can occur after using EOS products and the progression of the adverse reaction Ms. Everett suffered from.



44. Alarmingly, nowhere on the EOS website, packaging, and labeling are there any warnings about potential dangers and health problems caused by EOS Lip Balm. This is despite the fact that EOS has received massive amounts of complaints from consumers related to adverse health effects caused by the use of EOS lip balm and the fact that EOS has established a medical team related to adverse health effects caused by its product.

45. The scope of individuals who have likely been harmed by EOS Lip Balm appears to massive in scope, ranging in thousands to potential hundreds of thousands. Below is a small sample of other pictures of individuals suffering the same or similar reactions to Ms. Everett:



46. The claim by EOS that it uses only the best and most natural ingredients and that nothing in its product is "inherently allergenic" is false. A cursory review of the specific ingredients which are combined and contained in EOS Lip Balm, is cause for serious medical concern.

- 47. Specifically, the lip balms contain the following ingredients:
  - a. Sodium Hyaluronate: Sodium hyaluronate ("SH") is similar to the fluid that surrounds your joints. SH can be used as a "lip puffer," and causes swelling and inflammation of the lips. SH gel can also be used as a topical medication. According to the Dartmouth-Hitchcock Norris Cotton Cancer Center Health Encyclopedia: (1) You should not use sodium hyaluronate if you are allergic to it, (2) It is a FDA pregnancy category C, meaning it is not known whether sodium

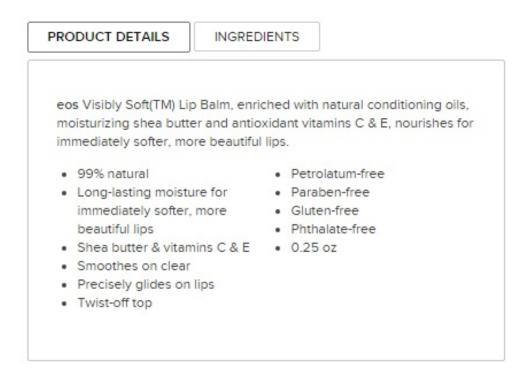
hyaluronate topical will harm an unborn baby, (3) If you use sodium hyaluronate gel or cream on an open skin wound, *dab a thin layer* of the medicine onto the affected area *with as little rubbing* as possible, and (4) Stop using the medication and call your doctor if your symptoms do not improve or if they get worse, or if you develop new symptoms.

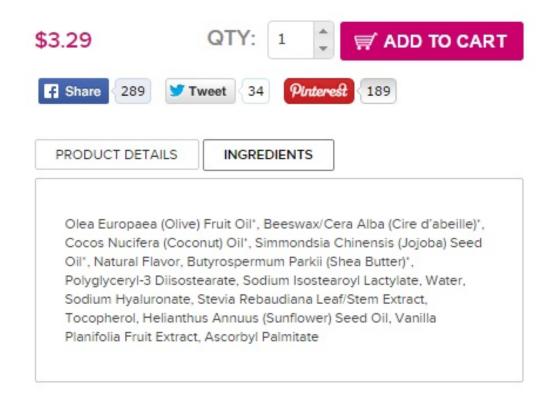
- b. Butyrospermum parkii (shea butter): It is derived from the seeds of the African Shea Tree. Notably, EOS lists the ingredient using the outdated name "Butyrospermum Parkii," when it is actually referred to by the Federal Drug Administration as Vitellaria paradoxa (Sheanut). Under the Food Allergen Labeling and Consumer Protection Act of 2004 (FALCPA), "peanuts" are considered a "major food allergen." For purposes of section 201(qq) of FALCPA, Vitellaria paradoxa (Sheanut) is considered a "nut," and thus a "major allergen." Under section 403(w)(1), a major food allergen must be declared using the name of the food source from which the major food allergen is derived. FALCPA requires that in the case of tree nuts, the specific type of nut must be declared (*e.g.*, almonds, pecans, walnuts, sheanuts). Here, EOS advertises its product to consumers as though it should be consumed with slogans such as "yummy!" and "tasty" but fails to indicate the product is derived from nuts.
- c. Ascorbyl palmitate: Because Ascorbyl palmitate is fat soluble, Vitamin C, and easily penetrates the skin, the Cosmetic Ingredient Review (CIR) Expert Panel recommends that *lower concentrations be used in leave-on formulations*. EOS provides no formal guidance or recommendations for the amount of use for the product. Far from it, the advertising by EOS encourages frequent, constant, and

frenetic use of the product each day.

- d. **Tocopherols (TCP):** Are a class of organic chemical compounds (more precisely, various methylated phenols), many of which have vitamin E activity. The most common serious side effect is bleeding. Side effects occurring as a result of long-term alpha-tocopherol supplementation have not been adequately studied. The most worrisome possibility is that of impaired blood clotting, which may increase the likelihood of bleeding ('hemorrhage') in some individuals.
- e. Stevia Extract: Stevia plant is a small, sweet-leaf herb of South American origin used as a sweetener for food. Stevia plant and its processed products were at one time banned from the European Union countries and by the FDA for suspected mutagenic effects. One study found 16% of infants with nasal allergies to be allergic to stevia, 34% of infants with bronchial asthma to be allergic to stevia and 64% of infants with atopic eczema to be allergic to stevia. *See Anaphylaxis* by stevioside in infants with atopic eczema, ALLERGY 2007: 62: 565–572, H. Kimata.

48. On the bottom of the EOS website, there are two tabs. The tab that is displayed is labeled "Product Details," and the non-displayed tab for which the visitor to the website is required to click to view is labeled "Ingredients." The product details include broad statements such as "Long-lasting moisture for immediately softer, more beautiful lips," "Smoothes on clear, and "Gluten-free." The ingredients section contains the above ingredients. The "Product Details" and "Ingredients" on the website presents as follows:





49. EOS provides no warning regarding the potential dangerous side-effects of the ingredients used in the product, or the cumulative effect of combining these very diverse ingredients into a singular delivery lip balm module.

50. Indeed, not only does EOS fail to provide any warnings regarding the product, EOS provides no disclaimers at all about any aspect of the product, nor does it provide instruction or any information about recommended use. Instead, EOS encourages through its advertisements, the constant and consistent application of the product, causing foreseeable and actual harmful health consequences to consumers.

51. The only "direction" provided by EOS on its packaging is:

## DIRECTIONS: TWIST OFF TOP. PUCKER UP. SMOOTH ON. SMILE.

52. EOS has also failed to disclose to consumers the substantial number of complaints it has received based on adverse health consequences caused by the product, and its formation of a medical health team related to its over-the-counter product.

53. The claims by EOS that its products are healthy and safe, and the omission of any warning or instruction, is unfair, deceptive and/or unconscionable.

54. But for the intentional concealment and/or omission of any warnings, and but for EOS' claims that the product is safe, healthy, and contains no allergens, Plaintiff and the putative class would not have purchased the product and have been injured.

#### CLASS ACTION ALLEGATIONS

55. Plaintiff brings this class action on behalf of herself and all others similarly situated as Class Members pursuant to Rule 23 of the Federal Rules of Civil Procedure.

56. Plaintiff seeks to represent a "National Class" defined as follows:

## All United States residents who purchased EOS Lip Balm, excluding

EOS, EOS's officers, directors, and employees, EOS's subsidiaries, those who purchased the products for the purpose of resale, the Judge to whom this case is assigned and the immediate family of the Judge to whom this case is assigned.

57. Plaintiff seeks to represent a "Florida Subclass" defined as follows: All Florida residents who purchased EOS Lip Balm excluding EOS, EOS's officers, directors, and employees, EOS's subsidiaries, those who purchased the products for the purpose of resale, the Judge to whom this case is assigned and the immediate family of the Judge to whom this case is assigned.

58. Plaintiff is a member of the Class she seeks to represent. Plaintiff is a United States resident who purchased EOS Lip Balm.

59. Plaintiff is a member of the Sub-Class she seeks to represent. Plaintiff is a Florida resident who purchased EOS Lip Balm.

60. The definition of the Class is narrowly tailored so as to include only identifiable Class Members who can be identified through EOS' wholesale sale information. The Class has no time limit because, as discussed below, the statute of limitations has been tolled by the EOS' fraudulent concealment of the true nature of the product purchased by Class Members.

61. *Numerosity:* The proposed Class is so numerous that the individual joinder of all its members, in this or any action, is impracticable. The exact number or identification of the members of the Class is presently unknown to Plaintiff, but it is believed to comprise thousands of Florida residents, and millions of United States residents, thereby making joinder impractical.

62. Commonality: Common questions of fact and law exist as to all Class Members

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and predominate over questions affecting only individual members. These include, but are not limited to, the following:

- a. Whether, in the normal and customary use by consumers, EOS Lip
   Balm works as advertised, marketed, and conveyed to consumers;
- Whether, in the course of business, EOS represented that EOS Lip Balm has characteristics, uses, benefits or qualities that it does not have when used in a customary manner by consumers;
- c. Whether the claims EOS made, and is making regarding EOS Lip Balm are unfair or deceptive, specifically, whether EOS Lip Balm is healthy and safe and contains no known allergens;
- d. Whether EOS breached a duty owed to consumers by failing to warn consumer that EOS Lip Balm can, was, and is known to cause significant adverse health consequences based upon the ingredients, the combination of ingredients, and based upon EOS advertising, pushing users to constantly and consistently apply what is calls it refers to as its "tasty" lip balm product;
- e. Whether EOS is supplying EOS lip balm in accordance with its representations, including whether EOS lip balm provides health and safe moisturizing qualities for the lips;
- f. Whether EOS knew at the time the consumer transactions took place that the consumer would not receive the benefit that EOS was claiming consumers would receive;

- g. Whether EOS knowingly made misleading statements in connection with consumer transactions that the consumer was likely to rely upon to his detriment;
- Whether EOS knew or should have known that the representations and advertisements regarding EOS Lip Balm were unsubstantiated, false and misleading;
- Whether EOS has breached express and implied warranties in the sale and marketing of EOS Lip Balm;
- j. Whether EOS has been unjustly enriched by the sale of EOS Lip Balm to the Plaintiff and the Class;
- k. Whether the Plaintiff and the Class members who purchased EOS Lip Balm suffered monetary, general, consequential, and special damages and, if so, what is the measure of those damages; and
- Whether Plaintiff and the Class Members are entitled to an injunction, damages, restitution, equitable relief and other relief deemed appropriate and the amount and nature of such relief.

63. *Typicality:* Plaintiff's claims are typical of the claims of the Class Members. Plaintiff and all Class Members purchased EOS Lip Balm that was designed, tested, manufactured, marketed, advertised, warranted and/or sold, and placed in the stream of commerce by EOS. Plaintiffs and all other Class Members purchased EOS Lip Balm that could not perform anywhere near advertised. The nature of the misrepresentation is the same for the Plaintiff and all Class Members, even if they purchased different types or flavors of EOS Lip Balm. 64. The factual bases of EOS' misconduct are common to the Class Members and represent a common thread of deceptive advertising and breach of warranty resulting in injury to all Class Members. Plaintiff is asserting the same rights, making the same claims, and seeking the same relief for herself and all other Class Members. The central question of whether EOS's representations are accurate and truthful is common to all Class Members and predominates over all other questions, legal and factual in this litigation.

65. *Adequate Representation:* Plaintiff is an adequate representative of the proposed Class because she is a Class Member and does not have interests that conflict with those of the other Class Members she seeks to represent. Plaintiff is represented by experienced and able counsel, who has litigated numerous class-action lawsuits, and Plaintiff's Counsel intends to prosecute this action vigorously for the benefit of the proposed Class. Plaintiff and her Counsel will fairly and adequately protect the interests of the Class Members.

66. *Predominance and Superiority:* A class action is the superior available method for the efficient adjudication of this litigation because:

- a. The prosecution of separate actions by individual members of the Class would create a foreseeable risk of inconsistent or varying adjudications which would establish incompatible results and standards for EOS;
- b. Adjudications with respect to individual members of the Class would, as a practical matter, be dispositive of the interests of the other members not parties to the individual adjudications or would substantially impair or impede their ability to protect their own separate interests;
- c. Class action treatment avoids the waste and duplication inherent in potentially thousands of individual actions, and conserves the resources of

the courts; and

d. The claims of the individual class members are relatively small compared to the burden and expense that would be required to individually litigate their claims against EOS, so it would be impracticable for the members of the Class to individually seek redress for EOS' wrongful conduct. Even if the Class Members could afford individual litigation, the court system could not. Individualized litigation creates a potential for inconsistent or contradictory judgments, and increases the delay and expense to all parties and the court system. By contrast, the class action device presents far fewer management difficulties, and provides the benefits of single adjudication, economies of scale, and comprehensive supervision by a single court.

67. A class action for injunctive and equitable relief pursuant to Rule 23(b)(2) of the Federal Rules of Civil Procedure is also appropriate. EOS acted or refused to act on grounds generally applicable to the Class thereby making appropriate final injunctive and equitable relief with respect to the Class as a whole. EOS' actions are generally applicable to the Class as a whole, and Plaintiff, on behalf of the Class, seeks damages and injunctive relief described herein. Moreover, EOS' systemic policy and practices make declaratory relief with respect to the Class as a whole appropriate.

#### FRAUDULENT CONCEALMENT

68. EOS was, and remains, under a duty to Plaintiff and the Putative Class Members to disclose the facts as alleged herein. The duty to disclose the true facts arises because, as the manufacturer, EOS is in a superior position to know the true character and quality of its products

and the true facts are not something that Plaintiff and Putative Class Members, in the exercise of reasonable diligence, could have discovered independently prior to purchasing EOS Lip Balm.

69. EOS intentionally concealed and/or failed to disclose the shortcomings and dangers of EOS Lip Balm for the purpose of inducing Plaintiff and Putative Class Members to act thereon.

70. Plaintiff and the Putative Class Members justifiably acted upon, or relied upon to their detriment, the concealed and/or non-disclosed material facts as evidenced by their purchase of EOS Lip Balm. Had they known of the true character and quality of EOS Lip Balm, Plaintiff and Putative Class Members would not have purchased (or would have paid less for) the Product.

71. As a direct and proximate cause of EOS' misconduct, Plaintiff and the Putative Class Members have suffered actual damages. EOS' conduct has been and is malicious, wanton and/or reckless and/or shows a reckless indifference to the interests and rights of others.

# **EQUITABLE TOLLING OF THE APPLICABLE STATUTES OF LIMITATIONS**

72. The running of any statute of limitations has been tolled by reason of EOS' fraudulent concealment. EOS, through failing to disclose known defects to Plaintiff and/or the Putative Class Members, and misrepresenting their product as safe for its intended use, actively concealed from Plaintiff and the Putative Class Members the true risks associated with their EOS Lip Balm.

73. As a result of EOS' actions, Plaintiff and the Putative Class Members could not reasonably know or have learned through reasonable diligence of the defects and that Plaintiff and the Putative Class Members had been exposed to the risks alleged herein and that those risks were a direct and proximate result of EOS' acts and omissions.

74. Furthermore, EOS is estopped from relying on any statute of limitations because

of its fraudulent concealment of the defective nature of its EOS Lip Balm. EOS was under a duty to disclose the true character, quality, and nature of its products because this was non-public information over which EOS had, and continues to have, exclusive control, and because EOS knew that this information was not available to the Plaintiff and the Putative Class Members, medical providers and/or to their facilities. In addition, EOS is estopped from relying on any statute of limitations because of its concealment of these facts.

75. Plaintiff and the Putative Class Members had no knowledge that EOS was engaged in the wrongdoing alleged herein. Because of the fraudulent acts of concealment of wrongdoing by EOS, the Plaintiff and the Putative Class Members could not have reasonably discovered the wrongdoing at any time. Plaintiff, the Putative Class Members and medical professionals could not have possibly conducted studies to determine the nature, extent and identity of related health risks dealing with the defects in EOS' products and were forced to rely only on EOS' representations.

# FIRST CAUSE OF ACTION

# VIOLATION OF THE FLORIDA DECEPTIVE AND UNFAIR TRADE PRACTICES ACT FLORIDA STATUTES §§ 501.201 et seq.

# (On Behalf of the Putative Florida Subclass)

76. Plaintiff, individually, and on behalf of all others similarly situated, adopts and incorporates by reference all allegations contained in the foregoing paragraphs 1 through 76 as though fully set forth herein.

77. This cause of action is brought pursuant to the Florida Deceptive and Unfair Trade Practices Act, Fla. Stat. § 501.201 *et seq.* (FDUTPA). The stated purpose of this Act is to "protect the consuming public . . . from those who engage in unfair methods of competition, or

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unconscionable, deceptive, or unfair acts or practices in the conduct of any trade or commerce." *Id.* §501.202(2).

78. Plaintiff and all Putative Class Members are "consumers" and the transactions at issue in this Complaint constitute "trade or commerce" as defined by FDUTPA. *See id.* § 501.203(7) -(8).

79. FDUTPA declares unlawful "[u]nfair methods of competition, unconscionable acts or practices, and unfair or deceptive acts or practices in the conduct of any trade or commerce." *Id.* § 501.204(1).

80. EOS violated FDUTPA by engaging in the conduct described herein, which constitutes unfair methods of competition, or unconscionable, deceptive, or unfair acts or practices in the conduct of any trade or commerce and in consumer transactions with the Plaintiff and the Class, which were intended to result in, and did result in, the sale of EOS Lip Balm to the Plaintiff and Putative Class.

81. In violation of FDUTPA, EOS employed fraud, deception, false promise, misrepresentation, and the knowing concealment, suppression, or omission of material facts in its sale and advertisement of EOS Lip Balm in the State of Florida.

82. Specifically, EOS misrepresented and omitted material information regarding EOS Lip Balm by failing to disclose known risks associated with this product.

83. EOS' misrepresentations and concealment of material facts constitute unconscionable commercial practices, deception, fraud, false pretenses, misrepresentation, and/or the knowing concealment, suppression, or omission of materials facts with the intent that others rely on such concealment, suppression, or omission in connection with the sale and advertisement of EOS Lip Balm in violation of Florida Statutes, §501.201, *et. seq.* 

84. EOS violated Florida Statutes, §501.201, *et. seq.*, by knowingly and falsely representing that EOS Lip Balm was fit to be used for the purpose for which it was intended, when EOS knew it was deceptive, dangerous, ineffective, and unsafe, and by other acts alleged herein.

85. EOS engaged in the deceptive acts and practices alleged herein in order to sell EOS Lip Balm to the public, including Plaintiff and the Putative Class Members.

86. Said acts and practices on the part of EOS were and are illegal and unlawful pursuant to Florida Statute §501.204.

87. Through the fraud and deceptive acts described above, EOS induced Plaintiff and the Class Members to purchase EOS Lip Balm.

88. Based upon the above representations by EOS concerning the quality of EOS Lip Balm, Plaintiff and the Class Members paid a premium for EOS Lip Balm.

89. As a direct and proximate cause of the FDUTPA violations described above, Plaintiff and the Class members have been injured in that they have purchased the defective EOS Lip Balm, based on the nondisclosure of material facts alleged above. Had Plaintiff and Class Members known the defective nature of EOS Lip Balm, they would not have purchased or would not have paid what they did for EOS Lip Balm.

90. EOS used unfair methods of competition and unfair or deceptive acts or practices in conducting its businesses. EOS continues in this unlawful conduct, with no indication that it will cease.

91. EOS' actions in connection with the manufacture, distribution, marketing, and sale of EOS Lip Balm as set forth herein evidences a lack of good faith, honesty in fact, and observance of fair dealing, so as to constitute unconscionable commercial practices in violation

of FDUTPA.

92. EOS acted willfully, knowingly, intentionally, unconscionably, and with reckless indifference when it committed these acts of consumer fraud.

93. Said acts and practices on the part of EOS were, and are illegal and unlawful pursuant to Florida Statutes § 501.204.

94. As a direct and proximate result of EOS's violations of Florida Statutes, \$501.201, *et. seq.*, and other analogous consumer protection statutes enacted in other states and the District of Columbia, Plaintiff and the Putative Class Members have suffered damages. Plaintiff and the Putative Class Members are entitled to compensatory damages, equitable and declaratory relief, punitive damages, costs and reasonable attorney's fees.

#### SECOND CAUSE OF ACTION

#### **BREACH OF EXPRESS WARRANTY**

## (On Behalf of the National Class or, alternatively, the Putative Florida Subclass)

95. Plaintiff, individually, and on behalf of all others similarly situated, adopts and incorporates by reference all allegations contained in the foregoing paragraphs 1 through 95 as though fully set forth herein.

96. EOS expressly warranted that EOSs' EOS Lip Balm was safe and well accepted by users.

97. EOS Lip Balm does not conform to these express representations because EOS Lip Balm is not safe and is associated with numerous side effects not accurately or adequately warned about by EOS. As a direct and proximate result of the breach of said warranties, Plaintiff and the Putative Class Members suffered, and/or will continue to suffer, and/or are at an increased risk to suffer, severe and permanent personal injuries, harm, and/or economic loss.

98. Plaintiff and the Putative Class Members did rely on the express warranties of the EOS herein.

99. EOS breached the aforesaid express warranties, as EOS Lip Balm was defective.

100. EOS expressly represented to Plaintiff and the Putative Class Members that EOS Lip Balm is safe, efficacious, and fit for use for the purposes intended, that the EOS Lip Balm is of merchantable quality, that EOS Lip Balm did not produce any dangerous side effects, and that EOS Lip Balm was adequately tested.

101. EOS knew or should have known that the aforesaid representations and warranties are false, misleading, and untrue in that EOS Lip Balm is negligently manufactured and/or designed, is not fit for the use intended and, in fact, poses serious injury risks to the users that are not accurately identified and represented by EOS.

102. EOS expressly represented to Plaintiff and the Putative Class Members that EOS Lip Balm is safe, efficacious, and fit for use for the purposes intended, that EOS Lip Balm is of merchantable quality, has no dangerous side effects, and is fit for its intended use.

103. As a result of the foregoing acts and omissions, the Plaintiff and the Putative Class Members require, and/or will require, more health care and services and did incur medical, health, incidental, and related expenses. Plaintiff and the Putative Class Members are informed, and believe, and further allege, that Plaintiff and the Putative Class Members will in the future be required to obtain further medical and/or hospital care, attention, and services.

104. By reason of the foregoing, Plaintiff, on behalf of herself and all others similarly situated, demand judgment against EOS for damages, including compensatory, incidental and consequential damages for herself and each member of the putative classes.

#### THIRD CAUSE OF ACTION

## **BREACH OF IMPLIED WARRANTY**

#### (On Behalf of the National Class or, alternatively, the Putative Florida Subclass)

105. Plaintiff individually, and on behalf of all others similarly situated, adopts and incorporates by reference all allegations contained in the foregoing paragraphs 1 through 105 as though fully set forth herein:

106. At all times herein, EOS manufactured, compounded, portrayed, distributed, recommended, merchandised, advertised, promoted, and sold EOS Lip Balm.

107. At the times EOS marketed, sold, and distributed EOS Lip Balm for use by Plaintiff and the Putative Class Members, EOS knew of the use for which EOS Lip Balm was intended and impliedly warranted the product to be of merchantable quality and fit for such use.

108. Defendant EOS impliedly represented and warranted to Plaintiff and the Putative Class Members that EOS Lip Balm was safe and of merchantable quality and fit for the ordinary use for which said product was to be used.

109. Said representations and warranties aforementioned are false, misleading, and inaccurate in that EOS Lip Balm is unsafe, unreasonably dangerous, improper, not of merchantable quality, and defective and likely to cause injury to its consumers.

110. Plaintiff and the Putative Class Members relied on said implied warranty of merchantability of fitness for a particular use and purpose.

111. Plaintiff and the Putative Class Members reasonably relied upon the skill and judgment of EOS as to whether EOS Lip Balm is of merchantable quality, safe and fit for its intended use.

112. EOS Lip Balm was placed into the stream of commerce by EOS in a defective,

unsafe, and inherently dangerous condition and the product was expected to, and did, reach users, handlers, and persons coming into contact with said product without substantial change in the condition in which it was sold.

113. Defendant EOS herein breached the aforesaid implied warranties, as EOS Lip Balm was not fit for its intended purposes and uses.

114. By reason of the foregoing, Plaintiff and the Putative Class Members experienced, and/or are at risk of experiencing, serious and dangerous side effects, and have incurred financial damage and injury.

115. As a result of the foregoing acts and omissions, the Plaintiff and the Putative Class Members require, and/or will require, additional health care and services and did incur medical, health, incidental, and related expenses. Plaintiff and the Putative Class Members are informed and believe, and further allege, that Plaintiff and the Putative Class Members may in the future be required to obtain further medical and/or hospital care, attention, and services.

116. Plaintiff and the Putative Class Members demand judgment against EOS for compensatory, statutory and punitive damages, together with interest, costs of suit attorneys' fees and all such other relief as the Court deems appropriate pursuant to the common law and statutory law.

# FOURTH CAUSE OF ACTION

#### STRICT PRODUCTS LIABILITY

#### (On Behalf of the National Class or, alternatively, the Putative Florida Subclass)

117. Plaintiff, individually, and on behalf of all others similarly situated, adopts and incorporates by reference all allegations contained in the foregoing paragraphs 1 through 117 as though fully set forth herein.

118. At all times relevant to this Complaint, EOS was engaged in the design, manufacture, and sale of EOS Lip Balm and had a statutory duty of care.

119. At all times herein mentioned, EOS designed, researched, manufactured, tested, advertised, promoted, marketed, sold and/or distributed EOS Lip Balm used by Plaintiff and the Putative Class Members.

120. EOS Lip Balm was expected to, and did, reach the usual consumers, handlers, and persons coming into contact with said product without substantial change in the condition which it was produced, manufactured, sold, distributed, and marketed by EOS.

121. At those times, EOS Lip Balm was in an unsafe, defective, and inherently dangerous condition which was unreasonably dangerous to its users including Plaintiff and the Putative Class Members.

122. EOS Lip Balm was so defective in design or formulation or manufacture that when it left the hands of the manufacturer and/or suppliers, the foreseeable risks exceeded the benefits associated with the design, formulation or manufacture of EOS's EOS Lip Balm.

123. At all times herein mentioned, EOS Lip Balm was in a defective condition and unsafe, and EOS knew, had reason to know, or should have known that said product was defective and unsafe, especially when used in the form and manner as provided by EOS.

124. EOS knew, or should have known, that at all times herein mentioned EOS Lip Balm was/is inherently dangerous and unsafe.

125. At the time of their use of EOS Lip Balm, Plaintiff and the Putative Class Members utilized the EOS Lip Balm for the purposes and manner normally intended.

126. EOS had a duty to create a product that was not unreasonably dangerous for its normal, intended use.

127. EOS Lip Balm was designed, researched, manufactured, tested, advertised, promoted, marketed, sold and distributed in a defective condition by EOS and was unreasonably dangerous to its intended users, including Plaintiff and the Putative Class Members.

128. EOS designed, researched, manufactured, tested, advertised, promoted, marketed, sold, and distributed a defective product which created an unreasonable risk to the health of consumers thereof including Plaintiff and the Putative Class Members. EOS is, therefore, strictly liable for the injuries sustained by the Plaintiff and the Putative Class Members.

129. Neither the Plaintiff nor the Putative Class Members, acting as a reasonably prudent person, could discover that EOS Lip Balm was defective as herein mentioned or perceive its danger.

130. The EOS Lip Balm designed, researched, manufactured, tested, advertised, promoted, marketed, sold, and distributed by EOS was defective due to inadequate warnings or instructions as EOS knew, or should have known, that the defective product created a risk of serious and dangerous side effects. These side effects include, but are not limited to, devastating adverse reactions to the product, consisting of mild to severe rashes, dryness, bleeding, blistering, cracking, and loss of pigmentation, lasting from a few days, to a few months, and with some consumers experiencing long lasting and perhaps permanent symptoms, and other health concerns.

131. EOS Lip Balm as designed, researched, manufactured, tested, advertised, promoted, marketed, sold, and distributed by EOS is defective due to inadequate warnings and/or inadequate testing.

132. EOS Lip Balm as designed, researched, manufactured, tested, advertised, promoted, marketed, sold, and distributed by EOS is defective due to inadequate post-marketing

surveillance and/or warnings because, upon information and belief, sales continued after EOS knew, or should have known, of the product's defective nature and risks of serious side effects including, but not limited to, devastating adverse reactions to the product described above.

133. By reason of the foregoing, EOS is strictly liable in tort to the Plaintiff and the Putative Class Members for the manufacturing, promoting, distribution, and selling of a defective product, EOS Lip Balm.

134. EOS' defective design, and manufacture of, and inadequate warnings of the dangers associated with EOS Lip Balm were acts that amount to willful, wanton, and/or reckless conduct by EOS.

135. Said defects in EOS Lip Balm were a substantial factor in causing Plaintiff's and the Putative Class Members' injuries and/or placed Plaintiff and the Putative Class Members at increased risk of serious injury and/or harm.

136. As a direct and proximate result of the defective condition of EOS Lip Balm as manufactured and sold by EOS, Plaintiff and the Putative Class Members suffered, and will continue to suffer, damages.

137. By reason of the foregoing, Plaintiff and the Putative Class Members experienced, and/or are at risk of experiencing, serious and dangerous side effects, as well as have incurred financial damage and injury.

138. As a result of the foregoing acts and omissions, Plaintiff and the Putative Class Members require, and/or will require, more health care and services and did incur medical, health and incidental and related expenses. Plaintiff and the Putative Class Members are informed and believe, and further allege, that Plaintiff and the Putative Class Members will in the future be required to obtain further medical and/or hospital care, attention, and services.

139. Plaintiff, on behalf of herself and all others similarly situated, demands judgment against EOS for compensatory damages for each Class member and for the establishment of the common fund, plus attorney's fees, interest and costs.

## FIFTH CAUSE OF ACTION

## NEGLIGENCE/NEGLIGENT DESIGN/NEGLIGENCE PER SE

#### (On Behalf of the National Class or, alternatively, the Putative Florida Subclass)

140. Plaintiff, individually, and on behalf of all others similarly situated, adopts and incorporates by reference all allegations contained in the foregoing paragraphs 1 through 140 as though fully set forth herein.

141. At all times material hereto, EOS designed and manufactured EOS Lip Balm.

142. EOS had a duty to exercise reasonable care in designing, manufacturing, assembling, marketing, selling and/or distributing the EOS Lip Balm EOS placed into the stream of commerce, including a duty to assure that the product would perform as intended, marketed, promoted, and/or advertised and/or did not cause users to suffer unreasonable, dangerous side effects.

143. EOS failed to exercise ordinary care in the designing, manufacturing, assembling, inspecting, marketing, selling and/or distributing EOS Lip Balm into the stream of commerce in that EOS knew or should have known that the product was defective, did not function as intended and/or created a high risk of unreasonable, dangerous side effects, including, but not limited to, devastating adverse reactions to the product, consisting of mild to severe rashes, dryness, bleeding, blistering, cracking, and loss of pigmentation, lasting from a few days, to a few months, and some consumers with long lasting and perhaps permanent symptoms.

144. The negligence of EOS, its agents, servants, and/or employees, included, but was

not limited to, the following acts and/or omissions:

- a. designing, manufacturing, assembling, formulating, creating, inspecting, marketing, selling and/or distributing EOS Lip Balm without adequately testing it;
- selling EOS Lip Balm without performing proper and sufficient tests to determine the dangers to its users;
- c. negligently failing to adequately and correctly warn the Plaintiff and the Putative Class Members, the public, and the medical and healthcare profession, of the dangers of EOS Lip Balm; negligently failing to recall or otherwise notify users at the earliest date that it became known that said product was, in fact, dangerous and defective;
- d. negligently advertising and recommending the use of the aforesaid without sufficient knowledge as to its defects and dangerous propensities;
- e. negligently representing that EOS Lip Balm was safe for its intended purpose when, in fact, its safety is questionable;
- f. negligently manufacturing EOS Lip Balm in a manner which was dangerous to its users;
- g. negligently designing EOS Lip Balm in a manner which was dangerous to its users;
- negligently producing EOS Lip Balm in a manner which was dangerous to its users;
- negligently assembling EOS Lip Balm in a manner which was dangerous to its users;
- j. concealing information concerning reports of adverse effects from the Plaintiff

and the Putative Class Members while knowing that EOS Lip Balm was unsafe, dangerous and non-conforming with accepted industry standards; and

k. improperly concealing and/or misrepresenting information from the Plaintiff and the Putative Class Members, healthcare professionals and/or the public, concerning the severity of risks and dangers of EOS Lip Balm and/or the product's defects.

145. EOS under-reported, underestimated, and/or downplayed the serious dangers and the defective nature of EOS Lip Balm.

146. EOS was negligent in designing, researching, supplying, manufacturing, promoting, packaging, distributing, testing, advertising, warning, marketing, and sale of EOS Lip Balm in that EOS:

- a. failed to use due care in designing and manufacturing EOS Lip Balm so as to avoid the aforementioned risks when EOS Lip Balm was used for its intended purpose;
- b. failed to accompany their product with proper warnings regarding all possible adverse side effects concerning the failure and/or defective nature of EOS Lip Balm;
- c. failed to accompany their product with accurate warnings regarding all possible adverse side effects associated with the use of EOS Lip Balm given its defective nature;
- d. failed to warn Plaintiff and the Putative Class Members of the severity and duration of such adverse side effects;
- e. failing to conduct testing, including clinical testing and post-marketing

surveillance to determine the safety of EOS Lip Balm; and

f. failing to warn Plaintiff and the Putative Class Members, prior to actively encouraging the sale of EOS Lip Balm either directly or indirectly, orally or in writing, about the defective nature of the product; and were otherwise negligent.

147. Upon information and belief, despite the fact that EOS knew or should have known that EOS Lip Balm caused unreasonably dangerous side effects due to its defects, EOS continued to market, manufacture, distribute and/or sell EOS Lip Balm to consumers, including the Plaintiff and the Putative Class Members.

148. EOS knew or should have known that consumers such as Plaintiff and the Putative Class Members would foreseeably suffer injury, both physical and economic, and/or be at an increased risk of suffering injury as a result of EOS' failure to exercise ordinary care, as well as EOS's negligent manufacturing process, as set forth above.

149. EOS' actions and/or inactions, as set forth herein, by virtue of violating statutes, ordinances and/or rules and/or regulations, constitutes negligence *per se*.

150. EOS' negligence was the proximate cause of Plaintiff's and the Putative Class Members' injuries, harm and economic loss which they suffered and will continue to suffer.

151. By reason of the foregoing, Plaintiff and the Putative Class Members experienced and/or are at risk of experiencing serious and dangerous side effects, as well as have incurred financial damage and injury.

152. As a result of the foregoing acts and omissions, the Plaintiff and the Putative Class Members require and/or will require additional health care and services and did incur medical, health, incidental, and related expenses. Plaintiff and Putative Class Members are informed and believe and further alleges that Plaintiff and Putative Class Members will in the

future be required to obtain further medical and/or hospital care, attention, and services.

## SIXTH CAUSE OF ACTION

#### **NEGLIGENT MISREPRESENTATION**

#### (On Behalf of the National Class or, alternatively, the Putative Florida Subclass)

153. Plaintiff, individually, and on behalf of all others similarly situated, adopts and incorporates by reference all allegations contained in the foregoing paragraphs 1 through 153 as though fully set forth herein.

154. EOS knew or was aware or should have been aware that EOS Lip Balm had not been sufficiently tested, and was unsafe, defective in design and manufacture, unreasonably dangerous and/or that it lacked adequate and/or sufficient warnings.

155. EOS knew or should have known that EOS Lip Balm had a potential to, could, and would cause devastating adverse reactions to the product, consisting of mild to severe rashes, dryness, bleeding, blistering, cracking, and loss of pigmentation, lasting from a few days, to a few months, and some consumers with long lasting and perhaps permanent symptoms., and that it was inherently dangerous in a manner that exceeded any purported, inaccurate, and/or down-played warnings.

156. EOS knew or should have known the safety profile was misleading to prescribing consumers, including Plaintiff and the Putative Class Members, as the label contained misrepresentations.

157. Plaintiff and the Putative Class Members reasonably relied upon EOS' representations that EOS Lip Balm was safe for its intended use and that EOS' labeling, advertisements and promotions fully described all known risks of the product.

158. As a direct and proximate result of EOS' fraudulent and/or negligent actions and omissions, Plaintiff and the Putative Class Members used EOS Lip Balm and sustained injuries as described herein. As a result, Plaintiff and the Putative Class Members suffered harm, economic loss, non-economic loss, and damages for aggravating circumstances and other losses in an amount to be proven at trial.

## SEVENTH CAUSE OF ACTION

## FRAUDULENT MISREPRESENTATION

#### (On Behalf of the National Class or, alternatively, the Putative Florida Subclass)

159. Plaintiff, individually, and on behalf of all others similarly situated, adopts and incorporates by reference all allegations contained in the foregoing paragraphs 1 through 160 as though fully set forth herein.

160. EOS falsely and fraudulent represented to the Plaintiff and/or the Putative Class Members and/or the public in general that said product, EOS Lip Balm, had been tested and was found to be safe and/or effective for use.

161. That representation made by EOS was, in fact, false.

162. When said representations were made by EOS, upon information and belief, they knew those representations to be false and it willfully, wantonly, and recklessly disregarded whether the representations were true.

163. These representations were made by EOS with the intent of defrauding and deceiving the Plaintiff and the Putative Class Members, all of which evinced reckless, willful, indifference to the health, safety and welfare of the Plaintiff and the Putative Class Members herein.

164. At the time the aforesaid representations were made by the EOS and, at the time

the Plaintiff and the Putative Class Members, EOS Lip Balm, the Plaintiff and the Putative Class Members were unaware of the falsity of said representations and reasonably believed them to be true.

165. In reliance upon said representations, the Plaintiff and the Putative Class Members were induced to, and did, purchase EOS Lip Balm thereby sustaining damage and injury and/or being at an increased risk of sustaining severe and permanent personal injuries in the future.

166. EOS knew, and was aware, or should have been aware, that EOS Lip Balm had not been sufficiently tested, was defectively manufactured and/or lacked adequate and/or sufficient warnings.

167. EOS knew, or should have known, that EOS Lip Balm had a potential to, could, and would cause severe injury to the users of said product.

168. EOS brought EOS Lip Balm to the market and acted fraudulently, wantonly, and maliciously to the detriment of the Plaintiff and the Putative Class Members.

169. By reason of the foregoing, Plaintiff and the Putative Class Members experienced, and/or are at risk of experiencing, serious and potentially dangerous and disfiguring side effects, as well as have incurred financial damage and injury.

170. As a result of the foregoing acts and omissions, the Plaintiff and the Putative Class Members require, and/or will require, more health care and services and did incur medical, health, incidental, and related expenses. Plaintiff and the Putative Class Members are informed and believe, and further allege, that Plaintiff and the Putative Class Members will in the future be required to obtain further medical and/or hospital care, attention, and services.

#### EIGHTH CAUSE OF ACTION

## FRAUDULENT CONCEALMENT

#### (On Behalf of the National Class or, alternatively, the Putative Florida Subclass)

171. Plaintiff, individually, and on behalf of all others similarly situated, adopts and incorporates by reference all allegations contained in the foregoing paragraphs 1 through 172 as though fully set forth herein.

172. At all times during the course of dealing between EOS and Plaintiff, and/or the Putative Class Members, EOS misrepresented the safety of EOS Lip Balm.

173. EOS knew, or was reckless in not knowing, that its representations were false.

174. EOS fraudulently concealed, and/or intentionally omitted, the fact that EOS Lip Balm was devastating adverse reactions to the product, consisting of mild to severe rashes, dryness, bleeding, blistering, cracking, and loss of pigmentation, lasting from a few days, to a few months, and some consumers with long lasting and perhaps permanent symptoms, and other health concerns and was negligently manufactured in this regard.

175. EOS fraudulently concealed, and/or intentionally omitted, the fact that the risk of adverse events with the negligently manufactured EOS Lip Balm was not adequately tested for and/or known by EOS.

176. EOS fraudulently concealed, and/or intentionally omitted, the fact that EOS was aware of complaints regarding adverse side effects and did nothing.

177. EOS fraudulently concealed and/or intentionally omitted the fact that EOS Lip Balm was negligently manufactured.

178. EOS was under a duty to disclose to Plaintiff and the Putative Class Members, the aforementioned as it pertains to EOS Lip Balm.

179. EOS' concealment and omissions of material facts concerning, *inter alia*, the negligent design and manufacture of EOS Lip Balm was made purposefully, willfully, wantonly, and/or recklessly to mislead Plaintiff and the Putative Class Members into reliance and continued purchase and use of EOS Lip Balm.

180. EOS' concealment and omissions of material facts concerning, *inter alia*, the negligent manufacture of EOS Lip Balm was made purposefully, willfully, wantonly, and/or recklessly to mislead Plaintiff and the Putative Class Members into reliance, continued use of EOS Lip Balm and actions thereon, and to cause them to purchase and/or use EOS Lip Balm solely for EOS' financial gain and without regard for the safety of their customers, the Plaintiff herein and the Putative Class Members.

181. EOS knew that Plaintiff the Putative Class Members had no way to determine the truth behind EOS' concealment and omissions and that these included material omissions of facts surrounding EOS Lip Balm as alleged herein.

182. Plaintiff and the Putative Class Members reasonably relied on facts revealed which negligently, fraudulently and/or purposefully did not include facts that were concealed and/or omitted by EOS.

183. By reason of the foregoing, Plaintiff and the Putative Class Members experienced, and/or are at the risk of experiencing, serious and dangerous side effects, as well as have incurred financial damage and injury.

184. As a result of the foregoing acts and omissions, the Plaintiff and the Putative Class Members require, and/or will require, more health care and services and did incur medical, health, incidental, and related expenses. Plaintiff and Putative Class Members are informed and believe, and further allege, that Plaintiff and Putative Class Members will in the future be

required to obtain further medical and/or hospital care, attention, and services.

## **NINTH CAUSE OF ACTION**

#### **UNJUST ENRICHMENT**

## (On Behalf of the National Putative Class or, alternatively, the Florida Subclass)

185. Plaintiff, individually, and on behalf of all others similarly situated, adopts and incorporates by reference all allegations contained in the foregoing paragraphs 1 through 186 as though fully set forth herein.

186. Plaintiff conferred a tangible economic benefit upon EOS by purchasing EOS Lip Balm. Plaintiff and members of the Class would have expected remuneration from EOS at the time this benefit was conferred had they known that the Product did not perform as promised and had the product warned of its potential adverse effects.

187. As a result of EOS' deceptive, fraudulent, and misleading packaging, advertising, marketing and sales of its EOS Lip Balm, EOS was enriched, at the expense of the Plaintiff and each member of the putative class, through the payment of the purchase price for EOS Lip Balm products.

188. Under the circumstances, it would be against equity and good conscious to permit EOS to retain the ill-gotten benefits that it received from Plaintiff and members of the Putative Class in light of the fact that the EOS Lip Balm purchased by Plaintiff and members of the putative class were not as EOS purports them to be, as set forth more fully above.

189. It would thus be unjust and inequitable for EOS to retain the benefit without restitution or disgorgement of monies paid to EOS for EOS Lip Balm products, or such other appropriate equitable remedy as appropriate, to the Plaintiff and other members of the Putative Class.

#### **TENTH CAUSE OF ACTION**

### **INJUNCTIVE RELIEF**

#### (On Behalf of the National Class or, alternatively, the Florida Putative Subclass)

190. Plaintiff, individually, and on behalf of all others similarly situated, adopts and incorporates by reference all allegations contained in the foregoing paragraphs 1 through 191 as though fully set forth herein.

191. EOS has refused to act on grounds generally applicable to the Injunctive Relief sought by Plaintiff and other members of the putative class and subclass, thereby making final injunctive relief appropriate.

192. EOS' conduct, as more fully set forth herein, both in the past and through the present day, has demonstrated a willful disregard for the health and safety of consumers and a willful disregard for educating consumers on the potential dangers associated with the product.

193. EOS persists in its deceptive and unfair marketing and sales practices concerning the Product to the detriment of consumers across the country, including the class and putative class.

194. If EOS is allowed to continue with these practices, consumers, including the Plaintiff and the putative class and subclass will be irreparably harmed in that they do not have a plain, adequate, speedy, or complete remedy at law to address all of the wrongs alleged in this Complaint, unless injunctive relief is granted to stop EOS' improper conduct concerning its marketing and sale of EOS Lip Balm.

195. Plaintiff and the Putative Class and Subclass, are therefore, entitled to an injunction requiring EOS its unfair and deceptive practices relating the marketing sale of EOS Lip Balm, as alleged herein, including the effects thereof.

196. Plaintiff and the Putative Class and Subclass seek a Court Order requiring EOS to do the following:

a. discontinue advertising, marketing, packaging and otherwise representing its products are safe and healthy without providing appropriate warnings, disclosures and instructions of use regarding EOS Lip Balm.

b. undertake an immediate public information campaign to inform Plaintiff and putative class and subclass, of the truth about EOS' products and EOS' prior practices relating thereto; and

c. correct any erroneous impression derived concerning the nature, characteristics, or qualities of EOS Lip Balm, including without limitation, the placement of corrective advertising and providing written notice to the general public.

#### PRAYER FOR RELIEF

WHEREFORE, the representative Plaintiff, on behalf of herself and the Members of the Class defined herein, prays for judgment against the EOS as follows:

- A. For an order certifying this action and/or common issues raised herein as a "Class Action under the appropriate provision of Federal Rule of Civil Procedure 23(a), 23(b) and 23(c); designating Class Representatives; and appointing the undersigned to serve as class counsel.
- B. For notice of class certification and of any relief to be disseminated to all Class Members and for such other further notices as this Court deems appropriated under Fed. R. Civ. P. 23(d)(2);
- C. For an order requiring complete and immediate disclosure of all studies, reports, analyses, data, compilations, and other similar information within

the possession, custody, or control of EOS concerning, relating to, or involving the health and safety of EOS Lip Balm products;

- For an order barring EOS from destroying or removing any computer or similar records which record evidence related to the purported health and safety of EOS products;
- E. For an order barring EOS from attempting, on its own or through its agents, to induce any putative Class Members to sign any documents which in any way releases any of the claims of any Putative Class Members;
- F. For an award of compensatory damages in the amount to be determined for all injuries and damages described herein;
- G. For an award of punitive damages to the extent allowable by law, in an amount to be proven at trial;
- H. Awarding restitution and disgorgement of EOS' revenues to the Plaintiff and the proposed Class Members;
- I. Awarding declaratory and injunctive relief as permitted by law or equity, including: enjoining EOS from continuing the unlawful practices as set forth herein, and directing EOS to identify, with Court supervision, victims of its conduct and pay them restitution and disgorgement of all monies acquired by EOS by means of any act or practice declared by the Court to be wrongful;
- J. Ordering EOS to engage in a corrective advertising campaign;
- K. Awarding attorney fees and costs; and

L. Providing such other relief as may be just and proper.

Dated: January 19, 2016

Respectfully submitted,

## PARKER WAICHMAN LLP

By: <u>/s/ Daniel C. Calvert</u>

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Attorneys for Plaintiff Ashundrae Everett On Behalf of Herself and All Others Similarly Situated

## **DEMAND FOR JURY TRIAL**

Plaintiff hereby demands a trial by jury.

Dated: January 19, 2016

## PARKER WAICHMAN LLP

By: /s/ Daniel C. Calvert

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Attorneys for Plaintiff Ashundrae Everett On Behalf of Herself and All Others Similarly Situated

# JS 44 (Rev. 12/12) Case 8:16-cv-00140-JSM-TGW Decument 1 SFIEL 01/20/16 Page 1 of 2 PageID 50

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.)* 

	1			,			
I. (a) PLAINTIFFS ASHUNDRAE EVERETT Situated	, On Behalf of Herself	and All Others Sim	ilarly	DEFENDANTS EOS PRODUCTS,	LLC		
(b) County of Residence of First Listed Plaintiff <u>Pinellas Co., FL</u> (EXCEPT IN U.S. PLAINTIFF CASES)				County of Residence of First Listed Defendant <u>New York Co., NY</u> (IN U.S. PLAINTIFF CASES ONLY) NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE TRACT OF LAND INVOLVED.			
(c) Attorneys (Firm Name, PARKER WAICHMAN LI Bonita Springs, Florida 3	P, 27300 Riverview C	enter Blvd, Suite 10	03	Attorneys (If Known)			
II. BASIS OF JURISD	<b>ICTION</b> (Place an "X" in O	ne Box Only)	III. CI	TIZENSHIP OF P	RINCIPAL PARTIES	(Place an "X" in One Box for Plaintiff	
□ 1 U.S. Government Plaintiff	<b>`</b>			(For Diversity Cases Only) P1 en of This State			
2 U.S. Government Defendant			Citize	Citizen of Another State 🗆 2 🗖 2 Incorporated <i>and</i> Principal Place 🗖 5 🕱 5 of Business In Another State			
				en or Subject of a reign Country	3 🗖 3 Foreign Nation		
IV. NATURE OF SUIT					D A NUCLIDITION	OTHER OF A THEE	
CONTRACT ☐ 110 Insurance	PERSONAL INJURY	PERSONAL INJURY		5 Drug Related Seizure	BANKRUPTCY           □ 422 Appeal 28 USC 158	OTHER STATUTES       Image: Display state of the state of	
<ul> <li>110 Insurance</li> <li>120 Marine</li> <li>130 Miller Act</li> <li>140 Negotiable Instrument</li> <li>150 Recovery of Overpayment &amp; Enforcement of Judgment</li> <li>151 Medicare Act</li> <li>152 Recovery of Defaulted</li> </ul>	<ul> <li>310 Airplane</li> <li>315 Airplane Product Liability</li> <li>320 Assault, Libel &amp;</li> </ul>	<ul> <li>365 Personal Injury - Product Liability</li> <li>367 Health Care/ Pharmaceutical Personal Injury Product Liability</li> <li>368 Asbestos Personal</li> </ul>		of Property 21 USC 881 0 Other		<ul> <li>400 State Reapportionment</li> <li>410 Antitrust</li> <li>430 Banks and Banking</li> </ul>	
Student Loans	□ 340 Marine	Injury Product				480 Consumer Credit	
<ul> <li>(Excludes Veterans)</li> <li>153 Recovery of Overpayment of Veteran's Benefits</li> <li>160 Stockholders' Suits</li> <li>190 Other Contract</li> <li>195 Contract Product Liability</li> <li>196 Franchise</li> </ul>	<ul> <li>345 Marine Product Liability</li> <li>350 Motor Vehicle</li> <li>355 Motor Vehicle Product Liability</li> <li>360 Other Personal Injury</li> <li>362 Personal Injury -</li> </ul>	Liability <b>PERSONAL PROPERT</b> <b>370</b> Other Fraud <b>371</b> Truth in Lending <b>380</b> Other Personal Property Damage <b>385</b> Property Damage Product Liability	□ 72 □ 74 □ 75	LABOR         □       710 Fair Labor Standards         Act       Act         □       720 Labor/Management         Relations       740 Railway Labor Act         □       751 Family and Medical         Leave Act       200 Chere Leber Litization	SOCIAL SECURITY         490 Cable/Sat TV           861 HIA (1395ff)         850 Securities/Commoditie           862 Black Lung (923)         Exchange           863 DIWC/DIWW (405(g))         890 Other Statutory Action           864 SSID Title XVI         893 Environmental Matter	<ul> <li>850 Securities/Commodities/ Exchange</li> <li>890 Other Statutory Actions</li> <li>891 Agricultural Acts</li> <li>893 Environmental Matters</li> <li>895 Freedom of Information Act</li> </ul>	
REAL PROPERTY	Medical Malpractice CIVIL RIGHTS	PRISONER PETITION		0 Other Labor Litigation 1 Employee Retirement	FEDERAL TAX SUITS	<ul> <li>896 Arbitration</li> <li>899 Administrative Procedure</li> </ul>	
<ul> <li>210 Land Condemnation</li> <li>220 Foreclosure</li> <li>230 Rent Lease &amp; Ejectment</li> <li>240 Torts to Land</li> <li>245 Tort Product Liability</li> </ul>	<ul> <li>440 Other Civil Rights</li> <li>441 Voting</li> <li>442 Employment</li> <li>443 Housing/ Accommodations</li> </ul>	Habeas Corpus:         □       463 Alien Detainee         □       510 Motions to Vacate Sentence         □       530 General		Income Security Act	<ul> <li>R70 Taxes (U.S. Plaintiff or Defendant)</li> <li>R71 IRS—Third Party 26 USC 7609</li> </ul>	Act/Review or Appeal of Agency Decision 950 Constitutionality of State Statutes	
290 All Other Real Property	□ 445 Amer. w/Disabilities - □ 535 Death Penalty Employment Other:		□ 46	IMMIGRATION 2 Naturalization Application	4		
	<ul> <li>446 Amer. w/Disabilities - Other</li> <li>448 Education</li> </ul>	<ul> <li>540 Mandamus &amp; Othe</li> <li>550 Civil Rights</li> <li>555 Prison Condition</li> <li>560 Civil Detainee - Conditions of Confinement</li> </ul>		5 Other Immigration Actions			
V. ORIGIN (Place an "X" i	n One Box Only)						
		Remanded from Appellate Court	J 4 Rein Reop		r District Litigation		
VI. CAUSE OF ACTION	ON 28 U.S.C. § 1332 Brief description of ca	(d)(2) and the Class	s Action		utes unless diversity): products liability, neglig	gence, et al.]	
VII. REQUESTED IN COMPLAINT:	CHECK IF THIS UNDER RULE 2	IS A CLASS ACTION 3, F.R.Cv.P. In exce	ss of \$	EMAND \$ 5,000,000.00	CHECK YES only JURY DEMAND	y if demanded in complaint: <b>2:</b> X Yes  No	
VIII. RELATED CASI IF ANY	E(S) (See instructions):	JUDGE			DOCKET NUMBER		
DATE 01/19/2016		SIGNATURE OF ATT Daniel C. Calve					
FOR OFFICE USE ONLY RECEIPT # A!	MOUNT	APPLYING IFP		JUDGE	MAG. JU	JDGE	

#### **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.