

Complaints against Plexus filed with FTC

I purchased their products Plexus Slim and Accelerator and also signed up to be an 'Ambassador' to sell the products ONLY so I could get them for myself at a reduced cost. I took Plexus Slim for 12 days and Accelerator for 5 days; I became violently ill and itched all over. Naturally, I stopped taking them. I wanted to be sure so I tried one more time and the same results ensued. On the packaging it CLEARLY states '60 Day Money Back Guarantee.' I called before the 60 day window closed and was told that I was unable to return the product because I was an 'Ambassador' and that return policy is 5 days. In the signup process, I was NEVER told about a 5 day return policy only for Ambassadors. I was told by my upline sponsor to go to a website and order a kit and it would automatically sign me up. I don't care whether I'm an Ambassador or not, I'm STILL a customer and demand my money be refunded. This is completely dishonest, the rules for returns should be the same regardless of what your status is. --- Additional Comments: I want a full refund of the amount of \$146.94 I spent to get into this mess. I will return the unused portion of the products, the sales kit and 2 decision packs. I am also due commission for the 3 items I did manage to talk someone else into, I expect to be paid that as well. '

The company has a 60 day guarantee. I tried the product for over a month and it was not working. I was gaining weight and the excellerator was making me jittery. I had received two shipments of the product because it was on autoship. I finished one and decided it was time to return it. When I tried to contact them by both phone and email, it took them over a week to contact me. After a week and 1/2 I got the return address. They do not tell you how to make a return on their website. Then when I finally received my refund it's for only part of the money I spent. I paid for 2 orders of plexus slim @ \$79 and 1 excellerator @ \$29. I only got a refund for \$79 & \$29. This was a horrible experience and will never recommend them to anyone. I do have a ticket number where I contacted them #(b)(6) --- Additional Comments: I would like to get refunded the additional \$79 that I paid.',

I purchased the ambassador package of Plexus Slim. I wanted to try it and try to make money with it as well. I had a friend that had lost 35 pounds using it. I have actually gained weight while using the 'pink drink' and the accelerator caused my heart to race for about 18 hours. I called the company to return the product because they boast a '60 day money back guarantee.' However, the customer service representative that I spoke to stated that because I was an ambassador I could not return my product unless it was within the first 5 days after receiving it and it must be unopened. This is very deceitful advertising and a company that does not stand behind their product. --- Additional Comments: I would like a refund. Not only is their product falsely advertised with the 60 day money back guarantee, but the accelerator also made me sick. It is not supposed to have any stimulants in it which it obviously does since my heart raced for 18 hours! I also plan to call my credit card company to see if I can dispute the charge through them.',

I purchased a months supply of the Plexus product. The representative said I should sign up to sell the product and I would save money on the supplies whether I decided to sell the product or not. Her name is(b)(6). I offered her cash to pay for my order and she said she could only accept a credit card , per company rules. She also assured me that I could cancel my membership at anytime or order the product 'as needed'. After my initial order I received an additional order that I was not expecting and was charged for. I returned the order along with a message that their product did not work for me. To cancel my membership, credit my credit card for the returned product, and make NO further charges to my credit card, and send no more products to me. That has not happened! I received an additional months supply and charge to my credit card. Again I marked Return to Sender membership canceled.....and do not make further shipments..or charges.I gave it to my postal carrier and explained my problem. Then again I went on their website and repeated my request that they STOP charging my credit card and sending me their product. I also explained that if they ignored my request that I would make a report to BBB and the Attorney Generals office. They have ignored my request and made TWO additional charges to my credit card and shipped their product, which I again marked RETURN TO SENDER...CANCEL SHIPMENTS! I am left to believe that this is little more that a pyramid SCAM!!! I hope that you can help me resolve this matter. Tomorrow I will contact my credit card company and write a letter to the Attorney Generals Office in hopes to spare others having my save problem. Thank you in advance for any help you can give me.SincerelyRobert Johnson --- Additional Comments: Remove ALL charges that have been made to my credit card. I was willing to pay for the first month but as I have been forced to spend all this time to correct their billing and shipments to me I am returning everything they shipped me and want a full refund. I had purchased a trial pkg from their representative and knew before the first shipment arrived that I did not like their product... Their initial Shipment is being returned unopened so that I can now receive a full credit to my card.

Weight. Purchase Plexus Slim. With 60 day money back guarantee printed clearly on outside packaging. Product did not work for me. Called and asked for refund. Was told nothing could be done for me. --- Additional Comments: Original purchase price of \$250.00

debited my account for products I did not order! and then would not give me a full refund --- Additional Comments: I want a full refund of the total amount including the shipping amount

Recently there has been a surge in the promotion and sale of a product called Plexus Slim in the Northwest Tennessee area. My main concern with this product are some of the claims being made by the people that are selling these products. I know that supplements are not FDA regulated like medications are ,but some of these claims are outrageous and could cause harm to people. Here is one claim that is being posted on FB about these products: "Plexus weight loss and optimal health products no matter what your issue is message me and see if I can help!! Our product helps so many things it will shock you what all natural products can do for you!! Diabetic? Fibro? arthritis? Hyper children? Pain? over weight? No energy? We can help! www.time2slim.myplexusproducts.com if we cant help you we cant hurt you 100 money back guarantee !!!" That is the initial posting on FB. She is then asked about the products affecting high blood pressure and her response is: "most everyone that has BP issues tell me that it lowers theirs...The accelerator is not recommended for hbp but the slim is wonderful. However the reason for that is because of the caffeine. it is natural caffeine but its still caffeine to me. So you can use your judgment or ask your dr. I do have lots that have come off their meds with these products" I am not against using supplements, but this concerns me as a misrepresentation as being a replacement for medications. I don't fully know how supplements and their claims are regulated, but making medicinal replacement claims to me doesn't seem quite right, and FB is flooded with ads and claims like this on a daily basis.. PS9000: Nutritional Supplement Company Other-Other Update

I want you to know that I am returning the plexus products and canceling my account. I HAVE A HAD A VERY, VERY, VERY, BAD, BAD, BAD REACTION TO USING THE PRODUCT!!! My first day was Sunday May 27, 2013 and shortly after taking half a bottle of the Plexus slim and one of the accelerator pills, my heart started racing, i was lightheaded, struggling to breathe, shaking and the only thing that made it go away was to throw up the product and force myself to eat again after I threw up my breakfast. It took 3 hours to feel about 60% normal. I am NOT KIDDING--THIS IS SERIOUS. I thought maybe I did something wrong I tried it again on Thursday, May 30, 2013 and only drank 1/3 of a bottle of the Plexus slim and again, BOOM, THE SAME REACTION!! I took it at 10:15 that morning and four hours later was still not feeling well and went to the hospital (St. Luke's Hospital, Barry Rd., KCMO). The product gave me the same reaction, same result, throw it all up and eat again to try and counteract the effect. I felt like I had taken some some kind of drug. Both times I felt like I was dying--literally losing my life, dieing, heart racing, shaking, short of breath, head spinning, sweating. I cannot believe I'm the only person that has had this reaction and I THANK GOD I DID NOT LET MY DAUGHTERS CONSUME THIS PRODUCT!! Someone is going to get seriously hurt or killed using plexus. I can only imagine what would have happened to me had I consumed the entire bottle. I've notified the company that I am returning it and they said they would cancel my account and refund my money. Here are my issues. I lost a day off work when I had to leave on Thursday, May 30, 2013 at approximately 10:30 in the morning. I have incurred a hospital bill from my visit to the emergency room on May 30, 2013. The attending physicial there said what he observed were symptoms the same as an overdose of caffeine. The product says it does not have caffeine, but that is what caused my symptoms and the only 'cure' was to hook me up to an IV bag of fluids. For several days I logged the same feelings of being light headed, heart racing, feeling dizzy about every 3 to 5 minutes, lasting about 5 to 10 seconds each. These episodes occurred every day throughout the day until Tuesday, June 4, 2013. I did receive a call from Reisha Ragosta, Compliance Supervisor of Plexus Worldwide on June 13, 2013. I gave her this information, she did credit my account back for the purchase of the products and she sent me a return label to return the product. She informed me that she would have a person by the name of Doc Harris, Medica Director to gather additional information from me and to pay my medical bills that were a result from ingesting this product. As of today, June 26, 2013 I have not received any additional contact. I want this matter resolved. This product came with no warning that these were possible side effects and still to this day I have moment of anx ---
Additional Comments: Pay medical expenses and reimburse for time lost off work and any

I purchased an ambassador level membership to sell this product based on deceptive information given to me. After using the product for two months, I lost ZERO. It was only then that I did an internet research on this deceptive company and learned the truth. I requested a full refund, which the company denied. I request a full investigation onto Plexus Slim trade practices and the product itself, which they are marketing as "loss weight effortlessly." At 60 years of age, I was conned and request an investigation on this company. The government agencies need to do a thorough research on the ingredients in this product. They DO not aid in weight loss. Do a google search. The ambassadors are making false claims as to cures, "Diabetics, diseases, pain and a host of other false claims. I request an investigation in this company.

I canceled my distributorship back in 2012. At that time, I informed the company I wanted to cancel my distributorship and of course my credit card which had been automatically charged each month for various products and services. I recently received an e-mail informing me that my credit card had been charged \$34.95 for a renewal of my distributorship Did not authorize this charge. ---
Additional Comments: Refund of \$34.95 to be credited to my credit card.

Product states there is a 90-day money back guarantee. I spoke to Noemi in Customer Service and was given instructions as to how to obtain a refund. I mailed back the empty package and a note saying why I did not like the product. The product did not produce the results that it claimed it would. In fact, it did not produce any results. I was told they have a 2 week turnaround for refunds. I mailed my envelope, via US Mail, on August 1st, 2013. Today, August 28th, 2013 they claim they 'have not recieved' my product return. Unfortunately, I did not obtain a tracking number because I did not feel it would be necessary, as it was a 6x8 manilla envelope. Desmond, the 'supervisor' told me there was nothing he could do until he recieved my empty package. I feel this is absolutely ridiculous. They have record of my purchase. I obviously have not recieved my refund. I feel that I should recieve my money back regardless of if they 'have not recieved' the piece of plastic wrapper or if it somehow got lost in the mail. --- Additional Comments: I feel I should receive a prompt, full refund for the purchase price of \$84.95.

I ordered the plexus product for myself, husband , and daughter. We tried the product for 7 days to determine if we could stand to take it, we then ordered the 30 day supply each. It is a weight loss product, and we were very sad to learn we were gaining weight with it. I called the company because they offer a 60 day money back guarantee. We were told to send the empty packages back and we would receive a refund. The packages were mailed on Aug. 28, for both orders - (order #(b)(6) for \$89.85, and order # (b)(6) for \$344.85), I have been through several emails, and several calls, and always get a different story. One I am told it is processing, the next says she has no record of me, I am told I will be called with a transaction number for my refund , the last one says I need proof I mailed it, she has to have a tracking number. I feel the fact remains they sold the product, they offer the refund if not satisfied, I called them, I sent the package, I should be able to receive the refund without a constant hassle . No one can ever tell me anything. I do have an email stating the refund was being processed. The last girl says there is no such email. I am at my wits end. I need someone to help me have this company live up to their promises.

I purchased this product approx 7 weeks ago the package reads 60 day money back guarantee. I contact the ambassador (sales) regarding the guarantee and they will not honour it. I purchased additional so called weight loss products from her as well a total of \$270 paid out in cash to this ambassador (sales) plexus calls them ambassadors. I contacted the ambassador to arrange meeting to get my guarantee and is now avoiding any contact with me her name is (b)(6) Saskatoon Sk email (b)(6) --- Additional Comments: Would like a full refund of product that merely doesn't work what so ever they guarantee it well give my money back

I asked for a refund, and was denied. I became one of their Ambassadors to purchase for myself and wife at wholesale prices. They say I cannot get a refund if I cannot return items ready for resale, unopened packages. How can I try the product without opening it? Also, the 60 day guarantee refund only applies to 'customers'. Since I became one of their Ambassadors, that does not make ME a customer. I always thought that if you purchases something from a company, then you were a 'customer'. This policy makes no rational sense. I am asking for a product refund as WELL as a refund on my Ambassadorship since this company has become so difficult to deal with. I am asking the BBB to place this company on a list of questionable reputation for future users. --- Additional Comments: I would like a total refund for ALL the money I sent them for products as well as my Ambassador cost due to their difficulty in dealing with them.

I purchased a ONE TIME product of Plexus Slim Packets. August I received a package of the same product again and was charged without my consent. Per emails with customer service rep- I requested a refund. Per email on Aug 4th, rep stated if I sent the package back, they would issue a refund. Aug 23rd they then told me they had not received my package and will not issue a refund because I need to track down the package. I did step for step instructions I had been given by them. I also told them I have a son who is suffering from bone marrow failure and I am not able to take care of this matter in depth as I had done what was already asked of me, and charged over \$80. I sent back the product Aug 7, 2013. --- Additional Comments: I would like a refund of \$84 from a non authorized charge on 08/05/13. I had also asked if this cannot be done to send me a different product I had wanted to order anyways.

My husband and I joined Plexus with the understanding that our membership would be easy to cancel at any time and the automatic payments could be stopped also. Several months after we went through the confusing process of cancelling our membership Plexus charged our bank accounts again. Now we must submit a form to complete the cancelation. We were not told about this before when we went through the process. They lied and made their cancellation process very difficult. I want our accounts cancelled. I want their processes to be more transparent. --- Additional Comments: Cancel our membership and refund all funds that were taken.

Business was authorized to take money out of my account once a month for product. They took it out twice causing me to have NSF. Plexus told me to return said product and they would put my money back in my account. That it would take up to 5 business days from the day of receiving. It has been almost 2 weeks and the money has not been put back into my account. When I contacted customer service they told me to allow them a month. I told them this was unacceptable and I expected them to honor their word and put it back into my account. It has still not been put back. My aggravation stems from the fact they have caused me to be delinquent in my account due to their negligence and the fact they seem to care less about rectifying the matter. --- Additional Comments: I would like them to be contacted and made aware that a complaint has been filed so they do not do this to others in the future.

When I signed up as an ambassador of Plexus I was told that if my PVC was over 100 I would receive a 10% commission on the 15th of each month. This commission was supposed to be directly deposited into my checking account. My first commission for August (45.48) should have gone into my bank on September 15. It is now October 3 and it still has not been deposited. I have called and emailed Plexus multiple times. At first I was told that the first one can take up to 2 weeks to go through. Then they said it went into my bank on September 16. I checked with my bank and found that not only had Plexus not put it into my checking account, they hadn't even tried to put it in. I contacted Plexus again with the information I got from my bank and told them all I wanted was the money due to me and they could cancel everything after that. As of October 1 I had enough PV for an additional \$26 something (for September commission). When I checked by back office on October 2 the PV had been zeroed out. I'm not asking for money back on the unwanted products I have. I just want what I was told I would be given, but never got. My ambassador number is (b)(6). -- Additional Comments: I want the \$71.50 due me in commissions (August & September). Also I would like the websites that have my name, email address, and phone number to be taken off the web and to not have any money to come out of my checking account for a 'yearly web hosting fee'. An apology for being lied to would hurt.

I was not aware that the company would bill my account monthly. I was under the impression that I could order at my own discretion. My account was debited on 9/25/2013. I contacted them to inquire about the charge and that's when I was informed of the automatic debit process and that once I received the shipment and returned it I would be refunded the debit of \$146.55. I was told by two agents when I returned the package that the charges would be refunded within days. The first agent stated that I only needed to write return to sender and cross out my address. The second agent told me if I returned with a tracking number and informed them of the tracking number that they would process my payment immediately before receiving the package back at the service center. Within a few days I went to FedEx and returned the package and called Plexus on Friday October 11, 2013 and gave them the tracking number; the agent said that the refund was being processed. After a week I realized that the refund had not posted to my account. I called Plexus on 10/18/2013 and requested why I hadn't received the refund. This was the first and only time I was told about their refund policy. The agent stated that they have a high return rate and are limited to the number of refunds they can process per day. They were backed up to 9/27/2013 for processing returns and my date is for 10/10/2013 and did not have a estimated date for the return to be processed. The agents misinformation about their refund policy was misleading. If I was aware of the back up at the time I wouldn't have expedited the shipping therefore costing me additional money which was unnecessary. --- Additional Comments: That my account is credited at the same rate of speed as it was debited in the first place. They could at least give me an estimated date that I could expect the refund. I would like the refund for \$146.55 + shipping cost in the amount of \$8.76

Per Plexus Worldwide, Inc. instructions, I returned the unused portions of the first 30 days of their product and additionally returned a new 30 day supply I received in the mail. I was well within the 60 day money back guarantee window, which they do not dispute. However, I have contacted them via email several times to ascertain an expected refund date, simply to be put off by vague answers and procedural red tape. Their product was returned in good faith on 09/24/13 with a receipted delivery of 09/27/13. I have the tracking number and receipt of the original mailing, as well as the email exchanges from Plexus Worldwide, Inc. Their only semblance of an answer came two weeks ago, when they stated that their 'refund department was processing' claims from 'the 20th.' --- Additional Comments: I would like my \$213ish refunded either directly to my credit card or sent via check and be given a date that I will receive my refund.

NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: I placed an ad on Craigslist to sell a couch, I received an email saying that someone was interested. The person told me to remove the ad, as they were interested in it. They said they would send a cashiers check for the cost of the couch (\$200.00), plus some money I was to wire to some movers. (I was supposed to send \$1430.00 to (b)(6) Hyattsville, MD (b)(6)). I when I received the cashiers check (for 1630.00) in the mail I took it to my credit union, who informed me that it was a scam.

Please forgive me for needing to make this request for your assistance. However, thank you for being available to show concern for the consumers in this era. One would have to be pretty blind sighted not to recognize "the quality of life is diminishing before our eyes"! This is a very sad reality! It is as though we have "no right to expect" 100%, and be glad to get 10%! In my opinion, people in business making assessment, reporting, investigating, and building prisons are in the best position for financial gain more so than the ones providing the services. How unfortunate, afterall we collectively have children to train and perfect. Oh well, here is another doosie! Another diet company taking advantage of 95% of our population, those of us desperate to lose weight. I fell for the pitch of a friend who called me all excited about this new company selling product in this area. I think they are relatively new to the area. However, they present themselves as being the ANSWER, FOR WEIGHT LOSS, MAKING MONEY, AND A NEW LIFE FOR ALL! I was encouraged to order the whole starter package to save money on the product. I had made it clear that I did not want to sell anything to anybody. So, I was immediately equipped with a New Member kit, product to share, and my intro pak to try for their 60-day guarantee. I received the welcome pak and was shortly referred to as "Ambassador" in the intro info. I told the agent (b)(6), that I was having a problem digesting the products early on and was told I had to be on the product for 60-day to make a proper accessment and to honor the 60-day guarantee. I continued to take it and using heart-burn relief to soothe the discomfort. I then notified the company of my inability to continue on the product and requested a refund. By then they had misused my credit card and sent me (2) two additional shipments. It's been almost four months and they have not refunded my money even though I have had to pay additional money for postage to send the product back. Thus far, I am out of \$428.85! I am a senior citizen on a fixed income and cannot afford allowing these people to use my money for their personal gain. Today, I found that the reason they assign me the title of Ambassador because they only get 5%of their returns and must cxi within 5-days. PRODUCTS MUST BE REUSEABLE, How insane, I did not know what an Ambassador was, had not even tasted the product, have not earned any money from this company. They need help desparately. I hate seeing people taken advantage of for the public just to make a buck! How sad is that. They have already replaced the product causing the heartburn, but you still have to use an outside product to save you. Thank you in advance for your kind assistance and protecting consumers.(b)(6)

I ordered their product in order to lose weight. I signed up as a preferred customer to save money which guarantees a monthly shipment. I used the product for the first month not losing any weight and decided to keep going and see what it did during the second month. I never received my second months shipment so I went to my ambassador. She was able to supply me with a month of plexus that a bought from her while she tried to straighten out the problem with my preferred status. She cam back to tell me something in their system went wrong and they changed my status. The second month I did not lose any weight either. They had already shipped for the next month when I called to cancel and the 60 day money back guarantee. I made the call in late November two days before thanksgiving. I was refunded \$106.00 for the second shipment they had already sent me. The representative on the phone told me to return the package as soon as I received it in the mail and it would be refunded immediately. I did as I was told and sent the package back. The package got stuck in Reno and took longer then it should. Not my fault. No one ever told me that when the package was received that I would have to call and resubmit my request. I was told by the representative that the RMA number I put on the outside of the package would allow them to immediately refund my money. I checked my account everyday for the money and after 3 or 4 days decided to call them and see where my money was. I called on Tuesday December the 17th and that representative said my money should be in my account no later than Thursday December 19th or Friday December 20th. I waited until Friday to call and see what was the problem. Everytime I called and talked to a different representative and everytime got a different story. I was told Friday morning that I was not able to talk to the supervisor but that the representative would walk the request to the supervisor and explain the situation and that I would be called back. Two hours later no call from them so I called the company again. They said the supervisor had been in a meeting the whole time and still did not solve my situation. I called back three hours after the second phone call and was able to speak to the supervisor who did not care to hear my story nor did she care about the fact I have had to go through so much trouble for something that should have already been taking care of several times before now. She said because there was a glitch in their system and they did not send me the second shipment on time that my second refund of my very first payment in September would have to wait 7 to 10 business days. --- Additional Comments: I want my immeadiat refund of \$132.15 like I was promised.

MAIL: Consumer's letter was forwarded by the Wisconsin Department of Agriculture, Trade, and Consumer Protection. Consumer received a letter from the Region National Services Inc. stating he had won \$150K. He was instructed to pay \$1,475 from a check he received totalling \$3,550. The check was from Plexus Worldwide, Inc.

In the agreement I signed, it just states we need to keep a receipt for proof of purchase for each item sold to customers. After I placed my final order on 12/16/2013 the compliance office contacted me requiring receipts with every customers name, and contact information, for every sale I previously had. Since requiring the customers email or phone was not in the agreement I signed, I did not gather this information, (I only had their names, and products sold) so I put my phone number on the receipts so it at least had something for the contact information they requested. I also stated that now that I was aware of their additional requirements, I would gather the requested information for each transaction there after. Since I supplied the sales receipts, compliance has stopped responding to my emails. I have sent numerous requests for them to send me order #(b)(6), which was 3 lucky 7's, a total dollar amount of \$1688.25, or to just issue a refund. They will not respond, will not send my order, or will not send the refund. Since they have stopped responding to my emails, I need help getting them to acknowledge they need to supply the product, or give me my money back. --- Additional Comments: I would like a refund, or the products that I ordered. Either one would be fine.

I purchased Plexus Slim and accelerator a few months ago, and when I received it, I did not like the flavor of the drink at all. I looked at the money back guarantee on the bag and called customer service at 480-998-3490 on 8/28/13 at 11:04am. I told the rep that I purchased from Amazon, and she told me that did fall under their money back guarantee and to print my order receipt to include in the return. She gave me the return mailing address and told me it could take up to 2 months to receive my refund. She also took my information for the system. I shipped the Plexus drink packets and the pills back to Arizona via Ups Ground on 9/3/13, and paid \$10.64 for the shipping, knowing I was paying that myself but would receive a refund back for the product I had purchased. On 11/20/13, I called to find out why I haven't received a refund. The rep, and supposedly he spoke to his supervisor but wouldn't allow me to speak to them, told me that I received incorrect information and would not receive a refund. This is not acceptable. The product guarantees refund if you are not happy with the product. The product guarantees a 60 day refund time line. I returned the product well within the timeline. I emailed their customer service complaints department and was given a case number Ticket ID:(b)(6). I have called multiple times and emailed multiple times, but I have not received a response from the ticket or from the business at all. --- Additional Comments: I am entitled to a refund of \$145.00, per the money back guarantee on their product.

I was notified on December 7th, 2013 that my refund of \$114.91 was credited to my debit card and all future orders canceled. To date, I have not seen any refund and have contacted Plexus several times via email and phone with no resolution. --- Additional Comments: I would like a check in the amount of \$114.91 sent to my home address.

Good Afternoon, I placed order #(b)(6) for the amount of \$1126.15 on 12/17/2013, and Plexus is refusing to ship it. They requested I supply receipts for the previous order I had received before they would ship order #(b)(6). I emailed the receipts on 12/26/2013 with the names, and contact info for my customers and they are still refusing to ship the order I paid for. I have called them a few times and always get their voicemail. I am fully aware of what is required of me, and what I need to provide to plexus for each of my sales. I would either like this order of 2 lucky 7's shipped to me, or a refund. Thank you! --- Additional Comments: I would either like my order #(b)(6) of 2 lucky 7's, or a full refund in the amount of \$1126.15.

The 'Plexus International' Website from which I placed this ordersaid take two pink drink packets per day.I ordered a 30 day supply and only received 30 packets: enough for 15 days.When I called your representative 'Marie' said order a 60 day to haveenough for 30 days. This is a classic bait and switch. --- Additional Comments: For the Website to Clearly State that they are NOT selling a 30 days' supply - but 30 servings which will last 15 days if used as directed.

ON NOVEMBER 13TH, PLEXUS WORLDWIDE SUBMITTED A DEBIT PAYMENT TO MY CHECKING ACCOUNT IN THE AMOUNT OF \$104.50. THIS AMOUNT WAS NOT AUTHORIZED TO BE SUBMITTED UNTIL THE 14TH OF EACH MONTH. SUBMITTING THIS A DAY EARLY, CAUSED MY CHECKING ACCOUNT TO BEGIN OVERDRAFTING. THE FINAL COST OF THE OVERDRAFTS WERE \$95.00. I HAVE CONTACTED PLEXUS WORLDWIDE ON MULTIPLE OCASSIONS IN WHICH THEY FINAL ACKNOWLEDGED THEIR EROR AND NEEDED PROPER DOCUMENTS FROM MY BANKING INSTITUTION IN WHICH TO REFUND THESE FEES. I THEN SUBMITTED THESE DOCUMENTS TO PLEXUS NUMEROUS TIMES AND THEY REFUSE TO REFUND MY MONEY. THIS IS BORDERLINE THEFT IN MY OPINION. I TRUSTED PLEXUS WITH MY PERSONAL ACCOUNT INFORMATION WITH THE UNDERSTANDING THAT THEY WOULD ONLY SUBMIT TRANSACTIONS FOR AN AUTO SHIPMENT ON THE CORRECT DATE. THEIR CUSTOMER SERVICE DEPARTMENT IS VERY DECEITFUL AND HAVE NO INTENTIONS AS OF NOW TO HONOR THEIR ERROR AND REFUND MY MONEY IN ADDITION I NEVER RECEIVED MY ORDER AND WAS PROMISED A NEW SHIPMENT AND/ OR REFUND -- Additional Comments: I AM ASKING THAT THEY REFUND THE FEES I WAS CHARGED DUE TO THE ERROR THEY HAVE CAUSED ON MY ACCOUNT AS WELL AS A REFUND FOR THE PRODUCTS I DID NOT RECEIVE IN THE AMOUNT OF \$199.50

see attached or go to case link --- Additional Comments: see attached or go to case link

I contacted this company to cancel my auto ship. They had already shipped me January. I was advised when I receive January to return it and December and a refund would be processed 3-5 business days following my return receipt. They are now refusing to refund me \$200 (two months of product) because they claim now I need to provide a tracking number to process the refund. I cannot find the receipt from the USPS that has the tracking number on it. I asked them why I was not informed at the time of my call to cancel that I HAD to provide that number in order to receive a refund - I would have provided it the minute I received it at the post office. --- Additional Comments: This company is like all the others - take peoples money and run - they will be gone in a year just like Xango, It Work's Wraps, etc. It is criminal for these companies to prey on people who are truly wanting to get healthy and improve their quality of life. SHAME ON YOU PLEXUS your stories are a sham!

Canceled all future orders. Company processed the order contrary to request charging our credit card. Attempted to contact customer service by both email and phone. No email response in regards to the requested cancellation. When a phone call was placed, had to wait 20+ minutes and then was hung up on. --- Additional Comments: Cancel all future orders and refund \$103.97 to credit card.

NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: The attempted fraud was from (b)(6) who contacted me via email about 4 grave plots I advertised on a web site called Grave Solutions. He offered to buy the 4 lots for \$16,500 and something did not seem right about the whole transaction. He said he would pay my price and I told him to send me a cashiers check for the price. He ultimately sent a check on Plexus Worldwide, Inc. in Scottsdale AZ. I was already confident that this was some scam, but took the check to my bank and asked them to call to verify and they informed us that this was not a good check or a valid account and that they had had other issues in this regard. I simply dropped the matter, since I had not actually transferred and property and forgot about it for a few weeks and then he contacted me again saying he wanted to buy the lots. (all contact was via email though I had asked him to call and provided him with my telephone number). I responded to his last email telling him to send me a valid cashiers check of go ply his scheme somewhere else. My desire is to get him and his kind out of circulation so they cannot prey on other less discerning suspects. That is the last contact.

once called plexus wireless, then plexus pink, then plexus worldwide or plexus holdings.exporting products to canada and other countries that are illegal, no permits included or business documents.operating in Canada, USA, the UK, New Zealand, Australia and elsewhere.go to my site to see more info (b)(6) here are some more links;
<http://starpas.azcc.gov/scripts/cgiip.exe/WService=wsbroker1/names-detail.p?name-id=11939993&type=C> ORPORATIONfake foundation
<http://www.scribd.com/search?query=plexus+slim> falsely saying this person has developed products;
<http://patents.justia.com/inventor/boyd-j-wathen> I believe products come from overseas and are relabelled.no income discloses Arizona Bank in Scottsdale Arizona picture here:
http://1.bp.blogspot.com/-TebyzMLKxhM/UhQDrCAhyAI/AAAAAAAAHW4/Twj-3_VHkw/s1600/1stcheck.jpg They want \$34.95 per year in order to buy at wholesale, allow people in NFR countries to benefit from this, they do not remove these new storefronts and benefit from promotions by those that can only order for personal use.personal use should be ordered direct from company, not individual Feel free to call me; (b)(6) This company is a scam.

On 12/22/2013 i ordered plexus slim product, i talked with my 'ambassador' and she assured there was a 60 day money back guarantee. so i signed up for the preferred program that ships the products every 30 days. On 2/3/2014 i told my ambassador that i was not satisfied with the products and that i would like to return them. She informed me that i needed to contact the company, since then i have made several attempts to contact them, with no answers. i have called and been more that 15 people in line before me. and emailing several times and noone has responded. Since then i have been charged for another shipment, now i have 3, and i have no way to cancel my order unless i talk to someone on the phone, which has been impossible. --- Additional Comments: I would like my order cancelled, and i would like a refund for the 3 shipments i have received. 3 shipments for \$106.00 each for a total of \$318.00.

My first issue with this company started when I first ordered their product. I ordered it online, paid for it, and then noticed that I used to wrong debit card to do so. I simply called customer service, switched the card information, and I thought the issue was resolved. Later, I received an e-mail stating that my order had been shipped (I had already received one order and did not order for a second one.) I contacted customer service again and they gave me instructions on how to send the product back to them (that I didn't even order!) once I received it. I waited and waited and waited for the product to arrive so I could promptly send it back to Plexus so my card wouldn't be charged again. The product never came and I never heard from customer service on the issue. Very poor customer service. I ordered from Plexus Slim hoping for the best outcome, never having intentions of sending the product back. After using the product for a few weeks, I didn't notice any of the changes in which they advertised. Their website, as well as the products themselves, stated that if you are unhappy, please send any unused product back to Plexus for a refund under their '60 Day Money Back Guarantee.' I have tried to contact Plexus on 3 separate occasions inquiring about the process so I can send back my unused products and get a refund. I have not received any sort of e-mail, phone call, etc. regarding the issue. When my first e-mail was sent, I was still in my 60 days and I even mentioned that in the email that I would like for them to help me as soon as possible because the 60 days was almost up. My 60 days has now passed and I am afraid they are going to use that against me in this process. --- Additional Comments: Overall, I would like for them to credit my account back. If they have to contact me, I wish they do so by e-mail. An apology or some long drawn out story is not necessary at this point.

(b)(3);(21)(f)

After sitting through a few sessions of hype and a phone conversation with an "Ambassador" I enrolled into the Plexus Slim program. I acted in good faith since I never tried any of their products. It was my understanding that I had nothing to lose financially since the product clearly states that it comes with a 60 day money back guarantee. My husband and I both only had about 10 lbs. to lose, and so for 30 days (eating a healthy LC diet) we consumed their product without any weight loss or shrinkage. On Mar. 17.2014 I called the Company to requested the promised money back. It was shocking to find out that they have no intentions of honoring their claim. It appears that since I signed up as an Ambassador I somehow for fitted my Consumer rights for the money back guarantee?!?!?CS rep transferred me to the Supervisor Amanda. I explained that I am not looking to get a refund for the money I paid to become an Ambassador for a year, or the shipping. I am only looking to get refunded for the products. I am asking them to stand by their product claim and honor my Consumer rights. On the package of the product is clearly says "60 day money back guarantee" no other written or implied disqualification is posted, yet the Company refuses to honor that statement. My Consumer rights have been violated.

They sent checks to my bank and credit card for a total of \$8400 that once they were deposited and I took the money out they got a refund for all of it. --- Additional Comments: The money that was sent is apparently fraud and I would like to get the \$8400 back. With no refund at a later date

Refused to cancel an order before it shipped. Then has not honored its return policy in a timely manner. Also, product ineffective. --- Additional Comments: I want all money, plus return shipping credited back to my card.

Ordered the product Plexus Slim and Accelerator from the website after hearing about it from a friend. Made sure of how warranty worked. Tried the product for 25 days-5 packets remain-and it was unsuccessful for myself. As per the website I sent an email to customer service and waited a week to hear from them. No response other than an automated email. Sent a response which updated the ticket. Again no response, and I waited a few more days. I filed another case for a refund with the, and wait three more days. I am now sending a complaint to the bbb. They state on the package and on the website there is a 60 day refund policy. I am within that timeframe to get a refund. However it seems they are running a scam and avoiding me as long as possible to avoid refunding me. I have asked what I needed to send in-some info I read states that you need a return number in order to send back the product-to complete this. All in all this company refuses to cooperate with me it seems. I am willing to send back the small remainder of the product I tried though had I finished the regiment it would have been an empty packet so I think that Plexus needs to pay for the return shipping as well. --- Additional Comments: I would like the cost of the product refunded to my card as the money back guarantee states it will. I ask that to include all taxes and all shipping because I have had to contact the bbb over this issue instead of the company simply responding to me in a timely manner.

I purchased the Plexus Slim & Accelerator combo for my wife and myself to try on Jan 27. Both the packaging of the product and the website state that Plexus offers a 60 day money back guarantee. The products did not perform as advertised for either of us. On February 26 I requested a Return Authorization Number on the Plexus worldwide support center in order to get our money back as guaranteed. -Ticket number (b)(6) Not only have we not been given a return authorization number, we have not been responded to in any manner. The ticket has been seen by Plexus and marked closed by Plexus --- Additional Comments: For Plexus to stand behind their guarantee and refund me the 199.70 purchase price

To whom it may concern:I purchased your PLEXUS SLIM 30 Day Supply of Slim and Accelerator with a 60 Day Money Back Guarantee. I have used your product and didn't see any results. I am requesting my money back guarantee. I have contacted your company via e-mail. Only to receive a auto reply telling me I will get a return phone call. After doing several contacts, and NO return call; I contact your company. I have spoke to Michele, Amanda and then Crystal. Only to be told since I purchased from a dealer on ebay-I will not get my Money Back Guarantee. NO WHERE DOES IT STATE ON YOUR PACKAGE OR ADVERTISEMENT THAT PURCHASE WILL NOT BE HONORED IF BOUGHT ON EBAY!!!!I explained to Crystal that the ebay seller gave her/his money to your company then they sold on ebay So therefore, you have the money for the product. She gave me her bosses name Melissa, but would not let me talk to her.I am just wanting the company to honor their agreement. I have stated I can show proof that I did buy the product. I am not trying to scam anyone, just honor the agreement. Thank-you, (b)(6) --- Additional Comments: To honor your advertised product. I paid \$100.00 for PLEXUS SLIM 30 Day Supply of Slim and Accelerator.

I have contacted Plexus twice to cancel the reoccurring order and debit from my bank account. I also wanted my money refunded per their 60 money back guarantee. I have heard NOTHING from them. I have no confirmation that the reoccurring order has been cancelled. --- Additional Comments: I want my order cancelled and my money refunded.

Plexus claims to have a money back guarantee but refused to refund money to me stating that it had been past the '5' day cut off. I wasn't aware about the cut off, and was foolish enough o believe the recruiter that this product showed results. --- Additional Comments: I wish to receive a refund of \$247.00 and cancel membership

In December I got invited to attend a Plexus showing in Sparta. After listening to the speech about the products and how there was a 60 day money back guarantee no questions asked, I decided to become an ambassador to get the products at a discount and order the stuff for my husband and son. I mentioned that I was ordering the welcome pack for them to try. No one told me they wouldn't get the guarantee. When I contacted Plexus in February (I believe her name was Melissa) to let them know that it didn't do what it was supposed to for my husband so he'd be returning some products. I was told I couldn't get a refund because ambassadors only had 5 days to return items unopened. When I explained to her that the products were originally for my son, who stopped taking 4 days after starting (so I used the rest of his) and husband, she told me to send the stuff my husband used back with a note stating his phone number and that someone would be contacting him to verify this. And that he would get refunded. I paid 12.95 to send the stuff back priority mail (that's box it came in). Almost 2 weeks went by and he hadn't heard anything from them. So I again called (which is a hassle have to wait at least 20 minutes) this time I was told they received the products back but that they would not be issuing any refund only that they would be sending the one unopened package back. It's been 2 weeks since then and haven't heard or received anything from them. No one ever told me when I ordered the stuff that my husband wouldn't be able to get the guarantee or I wouldn't have ordered the welcome pack which has 3 orders in it. I have also sent emails to them. --- Additional Comments: I would like them to refund my husband for the stuff that was ordered for him. Which was the fast relief combo (49.95), one bio-cleanse (19.95), 2 accelerators (49.90) and 3 slims (1 was unopened) (209.85) for a total of 329.65

I signed up to be an ambassador for Plexus Worldwide because I was told it would be cheaper to purchase the products. I was also told there was a 60 day money back guarantee if I was unhappy with the product. I was NOT told that the 60 day money back guarantee did not apply if you became an ambassador. I feel that I was misled so that I would sign on as an ambassador so that the ambassadors above me would make more money. I have not been happy with the products. I lost some weight, but mainly because I stopped drinking soda, not because of their products. They push their ambassadors to sign up more ambassadors without a full picture of what they must do (including a minimum purchase of \$100 a month). --- Additional Comments: I would like a refund of the 60 days worth of products I purchased because I was unhappy with the product and the customer service.

Plexus is a multilevel marketing company that is using social media (specifically Facebook) to share testimonies about its products. The "ambassadors" who sell the product make some pretty outlandish claims as to the benefits of the products. Specifically about Crohn's disease which is incurable as well as Chiari Malformation which the main treatment is brain surgery. The "ambassadors" go into support groups for these diseases and then give testimonials about the products taking away the symptoms. The most erroneous one, however, was a seller in the Chiari Kids support group who said her Neurosurgeon recommended the products and now her 2.5 year old baby is free of symptoms from Chiari.

Company has blocked access to paying account. No notice and no opportunity to have access to personal account information. Company has issued account to another party. Company will not give access to account to obtain records, or supply copy of records from account. --- Additional Comments: I need access to my account to obtain financial records, for tax time. I expect access to my account by the end of the week. # (b)(6) feel free to email me a password. Hello (b)(6), Access to your account will not be granted but if you let us know what you need we can email it to you. Thank you, Serena Molangil wrote: I need every single transaction, customer record, financial statements, breakdown of products bought. From start of 2012. Thanks Reply: Let me check with our lawyers and see what we can give you.

Company has blocked access to paying account.No notice and no opportunity to has access to personal account information.Company has issued account to another party.Company will not give access to account to obtain records, or supply copy of records from account. --- Additional Comments: I need access to my account to obtain financial records, for tax time.I expect access to my account by the end of the week.# (b)(6)feel free to email me a password.Hello (b)(6),Access to your account will not be granted but if you let us know what you need we can email it to you.Thank you,Serena Molangil wrote: I need every single transaction, customer record, financial statements, breakdown of products bought.From start of 2012.ThanksReply: Let me check with our lawyers and see what we can give you.

Company is advertising results that people claim to have achieved with their products that do not apply to the products that they currently sell. Company has changed several of their products and the ingredients are different.This is verified by the facts stated in the testimonials... such as.. 'when I started on Nov. 5, 2011' and labelled: 'All of this weight loss came by just simply drinking the Slim' stating.. 'I started drinking Plexus Slim and taking the Accelerator the end of June/first of July 2011' and the one labelled 'My clothes were looser and I felt better all over!'Every single one is not a correct reflection of what they are selling. In addition, the statements made provide only some dates. Unless someone has been involved with the company for several years and has knowledge as to how long this information has been on the thousands of websites, it would appear that this information is accurate, relevantly posted close to the date one is looking at these sites. There is no possible way that the claims on their site are accurate and apply to current products.As a shopper I would imagine and assume that these testimonials pertain to the current products sold.. They do not. --- Additional Comments: Correct the necessary changes and take the webpages down until they are corrected. Submit a correction notice and state why the changes are being made.

The business Testimonies posted are from people that have been with the company and selling/marketing products that the company no longer sells.In addition, the people have been profiting from enrolling people in the company in an mlm fashion and people from countries, such as Canada, that is apparently a not for resale country, although the operated as such until late 2013. --- Additional Comments: remove the pages, update the information to reflect correct reality of what is going on.

I signed up to be an ambassador with this company and sale their products, I live in Arkansas and the people I signed up under live in Oklahoma so they signed me up over the telephone. I was told about the 60 day money back guarantee and the products would assist in weight loss and more energy. I purchased a welcome pack and then also purchased a large shipment so I could try the product for several months. I began to gain weight rapidly and asked about it and why I was gaining instead of losing, I was informed to stay off the scales because I was actually losing inches. If I were losing inches then my clothes would become bigger and not smaller. I have gained several pounds thanks to Plexus and I have sent them two separate emails requesting a full refund and they will not respond. I was recently informed on a Facebook page that they will not refund the ambassadors money, this is false advertisement and I never signed anything with this company or agreed to any of this. I am a single mother of two and cannot afford a product that does not work, or a company that has poor customer service and falsely advertises! --- Additional Comments: I want a full refund of my money back, I was informed there was a 60 day money back guarantee and I never signed anything stating otherwise. I signed up over the phone hundreds of miles away from the ambassador that signed me up. I gave the ambassador my information and she typed it into her computer on the Plexus website and I never saw any of it.

After sitting through a few sessions of hype and a phone conversation with an 'Ambassador' I enrolled into the Plexus Slim program. I acted in good faith since I never tried any of their products before. It was my understanding that I had nothing to lose financially since the product clearly states that it comes with a 60 day money back guarantee. This is clearly printed on their product and website. My husband and I both only had about 10 lbs. to lose, and so for 30 days (eating a healthy Low Carb diet) we consumed their product without any weight loss or shrinkage. On Mar. 17, 2014 I called the Company to request the promised money back. It was shocking to find out that they have no intentions of honoring their claim. It appears that since I signed up as an Ambassador I somehow forfeited my Consumer rights for the money back guarantee!?!?! CS rep transferred me to the Supervisor Amanda. I explained that I am not looking to get a refund for the money I paid to become an Ambassador for a year, or the shipping. I am only looking to get refunded for the products. I am asking them to stand by their product claim and honor my Consumer rights. On the package of the product it clearly states that the product has a 60 day money back guarantee. No other written or implied disqualification are posted, yet the Company refuses to honor that statement and their product guarantee. --- Additional Comments: I am not looking to be re-imbursed for the 1 yr. membership/Ambassador nor for the S&H. I am looking for the Company to honor their product warranty and treat me as a Consumer. I am asking for the same rights as a Consumer is entitled to. Their product did not work for us. Refund us the guaranteed amount.

IE Plexus is a real scam artist they were supposed to do my advertising for my website and get me customers for my web site Best Home Design Here.com. But there was no results or customers for my web site. I found out on line that they have changed their name several times. They used to be Internet Advancement

Company has blocked access to paying account. No notice and no opportunity to have access to personal account information. Company has issued account to another party. Company will not give access to account to obtain records, or supply copy of records from account. --- Additional Comments: I need access to my account to obtain financial records, for tax time. I expect access to my account by the end of the week. (b)(6) feel free to email me a password. Hello (b)(6), Access to your account will not be granted but if you let us know what you need we can email it to you. Thank you, Serena Molangil wrote: I need every single transaction, customer record, financial statements, breakdown of products bought. From start of 2012. Thanks Reply: Let me check with our lawyers and see what we can give you.

I purchased Plexus Slim from an ambassador on Feb 26, 2014. I started taking it and started having headaches. I consulted a Plexus ambassador who told me to stop taking accelerator. I did and headaches continued. After weeks of a constant headache, I quit taking the Plexus and within a couple of days headaches stopped. I contacted the Ambassador I purchased Plexus from and she said she does not know how to do a refund and that I needed to contact the company. I have e-mailed the company twice with no response except an automated one saying they would get back to me. I simply want my money refunded. I am still within the 60 day warranty but my time is running out quickly. I have original packaging also. --- Additional Comments: I would like the 110.00 I paid refunded to me.

Plexus offered a 60 day satisfaction guarantee. I told Plexus within the 60 days that the product is not working, and was told everything would be taken care of. Not only did they continue to send product and bill my CC, but today I received an email that it is now outside the 60 day period and there is nothing that can be done. This is fraudulent. I have all communications in my email, and will forward to local AG, if it is not taken care of --- Additional Comments: I want the refund for my original 2 orders of the 60 days as per your guarantee

the company took a payment out of my account that i was unaware of . i called to tell them i was unaware that the amount would come out of my account. and they told me that they could not give me a refund until i received the shipment from then, which is a shipment i have not ordered. and once i get the shipment i can send it back for refund. but would have to wait five days to received shipment then wait who knows how long after i send it back to them to get my refund. when they just took payment today and could reverse the payment. --- Additional Comments: i would like to get the refund to my accouunt the same day it was taken out.

I bought in as an Ambassador to Plexus based upon a sales presentation that I could receive wholesale prices of the product if I bought in this way. Then if I really loved it, I could also sell the product. I was told by another Ambassador that there is no risk as there is a 60 day money back guarantee. However, they failed to tell me that in the agreement I was asked to sign that there is no refund for Ambassadors unless they return unopened product within 5 days. I got the Ambassador package that came with a 90 day supply of the Plexus Slim and Accelerator. I sold half of it to my friend for her to try and I took the other half. We both had absolutely no results. I contact the person directly above me and they told me to contact customer service. I put in an email request twice explaining the problem and both times got a pre-generated rejection email for the refund. I am not asking for the refund of my Ambassador fees, just the product. I called customer service and they told me there is nothing I can do, unless it had only been 5 days and the product was unopened. I was told there were no supervisors or managers there at headquarters that could help me. I even asked for the owner and was told by the representative that she did not know who it was. I asked how I was suppose to supply my client with a refund and I was told I could give her the money back and then submit a claim to replenish the supply. I told the lady I did not need more worthless supply. I asked her if I sold to 50 clients and each one had no results and requested their money back, I would be stuck giving all the money back and 50 sets of replenished, worthless supply. I told her that this is not a good business concept. I could go into deep debt if I kept trying to promote the product. --- Additional Comments: I All I want is the refund of my \$200 that was the price for the 90 day supply. I am not asking for my full \$272 back that included the Ambassador fees and shipping. This is a crazy business format and I cannot legitimately sell a product that doesn't work for me and that will continue to put me in debt if it doesn't work for my clients. I will be happy to return all unused product that I still have at this time.

I got authorization from Plexus including an RMA # (b)(6) to return an item. I received the item on 4-3-14 and mailed it back to them on 4-4-14. My tracking # showed that Plexus received my return package. I have sent them at least 10 emails and have called them at least 5 times regarding my refund and they have not given me my refund. I am now out \$165.16 for the purchase of the product and I don't even have the product as it was mailed back to them. --- Additional Comments: I expect a refund of \$165.16

This company and it's ambassadors are promoting their products basically as "miracle" cures for all kinds of diseases and illnesses, say their products can help people from neuropathies caused by Lyme diseases, diebetes, fibromyalgia, chronic pain and that people will be able to get off thier doctor prescribed medications, etc. A particular ambassador in Minnesota is plastering facebook with "testimonials" of people recovering from all sorts of maladies. Her name is (b)(6) from Nisswa, MN. I was under the impression that it is against FDA and FTC regualtions to be making such claims at meetings and when selling theses dietary supplements. Also have seen that some of their products have been labeled as unsafe and/or banned in Canada and Australia.

I have been trying repeatedly by email and phone to contact this business since 4/12/2014 to cancel an auto ship and return a shipment sent 4/12/2014. I had to reject the charge on AMEX so that I didn't have to pay for the 4/12 shipment since I didn't get any contact from this company to return it on their terms as stated on their forms. I was charged again on 5/10/2014 and they were able to do this through AMEX by changing the company name from Plexus to Propay and using a different address. Otherwise AMEX would have rejected the May attempt to charge me, because I had already notified AMEX not to let them charge again. They changed the name and address after I left messages saying that I had contacted AMEX not to let them charge again. I have cancelled my AMEX to get another number issued so that I will never be able to be charged from this company again, but it's a scam in my opinion. I will reject again the charge date 5/10/2014 with AMEX billed under 'Propay', and I will not return this shipment unless I'm sent a prepaid label to get the merchandise shipped back to them. It's up to them, but either way I will not be charged on this latest shipment and I will never be able to be charged again with my new credit card number. The product did not work at all which is a whole other subject with this company. --- Additional Comments: Take me off auto-ship, refund me for the order dated 5/10/2014. I will not be shipping the merchandise back to them unless they provide me with a prepaid shipping label since I gave them plenty of notice to not ship me ever again.

3/17/14 ? called in to customer service and received an e-mail with the cancellation form to complete 3/18/14 ? completed the cancellation form and faxed it in (ticket # (b)(6)). At the end of the e-mail it shows that the issues is open 3/24/14 ? I emailed customer service stating that I was not sure why my account was charged since I faxed in my paper before the renewal time and asked for a refund. 3/24/14 ? my credit card was charged \$34.95 for the renewal (order # (b)(6)) 03/24/2014 03/26/2014 Sale PHI*PLEXUSWORLDWIDE \$34.95 Print 480-998-3490, AZ 852600000 USOnline, Mail, or Telephone transaction 3/24/14 - email to customer service was told it was strange that I received another charge because they see on my account that my auto ship had been turned off a few days before, they would work on getting my refund issued (Plexus # (b)(6)). At the end of the e-mail it shows ticket ID # (b)(6) status closed. 3/28/14 ? I e-mailed customer service asking the status on my credit to my credit card. 3/28/14 ? customer service verified that the charge was for annual web hosting fee renewal (Plexus # (b)(6)) 3/28/14 ? I emailed customer service back stating that I had faxed in my paperwork on Tuesday 3/18/14 before the charge hit my account 3/31/14 ? I emailed customer service again asking for status on my credit 3/31/14 ? customer service emailed stating that when the account is cancelled I will be refunded for the annual fee (Plexus # (b)(6)) 3/31/14 ? customer service email stating that it may take multiple weeks for the cancellation to be processed; they receive hundreds on a daily basis. When the account is cancelled I will receive notification via e-mail/ phone call. 4/23/14 ? I emailed customer service again asking for the credit to be issued because it had been over a month since I sent in the cancellation 4/23/14 ? e-mail stating that the account is still active, apologizing for the delay. 5/14/13 ? I e-mailed customer service and stated that it had been 8 weeks ago that I sent in my paperwork to cancel my account and to get the unauthorized charged removed from my account and that they had more than ample time to get this resolved. I gave them until 5/16/14 to get the credit issued or I was going to contact my credit card company and the Attorney general's office as my patience has ran out. As of today 5/27/14, they have never responded or issued the credit. I have copies of all the e-mails. --- Additional Comments: to get my refund issued to my credit card and for Plexus to get some better refund policies in place so others do not have to go thru what I am to get a refund for something that I should never have been charged for.

I have ordered Plexus to loose weight and prior to this order, never tried Plexus. So I've been told by another Ambassador that I should sign up as Ambassador to get better deals on the product and that product has a money back guarantee for 60 days, which says on the packaging. So I have ordered the packet and because of the address change, haven't received the packet for 3 weeks, after finally receiving the kit, I didn't have the ability to try it right away. But when I did, it lowered my sugar level so low that I couldn't sustain my daily activities, I took only for 3 days to know it was doing that harm to me. So I have called customer service representative named Jason Conner and he explained to me that because I have signed up as an Ambassador, I can't get my money back... But I have explained to him my story and that I didn't know that it's only 5 days return policy for Ambassador and it has to be unopened. He then said, that go ahead and send us the package back and that he will cancel my membership for auto-shipment as well. So as soon as I have received a cancellation form from him in the email, I signed and mailed it back with the products, and emailed a tracking # how I was advised by Jason for a speedy refund. But next day, when I called customer service, to find out what is the status for my refund of \$247.00 I have been told that I will not get a refund and that I had to know better. That's just didn't make any sense to me, so I tried to explain this to the female representative - but she didn't want to listen to me!!! I asked her, why then Jason told me send the product back? - and she didn't know the answer to that question. But told me I had to wait 3-5 business days and maybe the receiving department would still issue the refund. So I waited, and all they sent to me through the email, is that the will not issue a refund! AT THE END I'M LEFT WITHOUT MONEY AND PRODUCT!!! PLEXUS STOLE FROM ME!!!

Please help me to know on what business practices Plexus Worldwide operate? on stealing form people like me? If they put on the packaging '60 Day Money Back Guarantee', they should not put in very small letters on the Ambassador Agreement that it's only 5 days and unopened. How can I try the product without opening?!? Plexus should honor '60 Day Money Back Guarantee' to anyone who tries their product for the first time - no questions asked!!! That would be fair! They should not except new Ambassadors if they haven't tried the product first (that would be fair agreement for people like me) I wasn't aware of this scam and I believe this must be changed, so that ALL parties are happy at the End! I really need your help in resolving this matter, because Plexus doesn't do to be in the list of BETTER BUSINESSES, unless they issue me a refund and change their policy, so there would be no more confused people like me! NOW I know I'm not the only one that misunderstood -- - Additional Comments: I would like to get the refund in the amount of \$247.00 in the form of a

I ordered 3 months of the drink and Accelerator products on Jan. 28th, 2014, for \$273.04. I ordered as an Ambassador in order to get the cheapest price. Then on Feb. 16th I ordered X-Factor for \$39.21. They have a 60 day guarantee. I contacted them on March 20th to say I was returning all 3 products as they did not work for me. I was told by email, 'When we receive the product back we will refund you.' I waited for an assigned number to send it back, but didn't receive one. Then I noticed the email had this number already on it, Ticket ID: (b)(6). I sent all the product back that I hadn't used, and waited to hear from them. I didn't. Therefore, I called them on April 30th to see where my refund was. They told me they hadn't received the package. I tracked it, and it was delivered to them on April 14th. They also told me that as an Ambassador, I only had a 5 day guarantee. How would anyone know in 5 days if a product worked for them? Then they said the packages returned had to be unopened. How ridiculous to think they have a 60 day money-back guarantee for defective products, but you can't open them to know they're defective. I'm angry for them lying about receiving my package as it had the ID# they gave me along with my name and address when I know through tracking that it was delivered. --- Additional Comments: I ask only to receive the money back that I spent and need very badly. This would be a total of \$312.25.

1. when giving presentations ambassadors are telling customers they have a 60 day money back guaranteed. it's not true, it's a half truth. only customers have 60 days paying full price but ambassadors don't, so people are coming in with the assumption they have 60 days. so you lose all your money. 2. recently they willingly and maliciously sold old literature knowing new papers are coming up. now you lost your money because you have to buy the new ones. 3. they're making false claims that you can lose all the weight soon, and because of the return policy -which no one tells you- you cannot get your money back. no return policy on receipts, what? they expect us to read a very long policy?. the package itself never clarifies about the return policy, ever! not even return money on membership after 5 days, but no one tells you about it! 4. during check out process when becoming customer there's no warning about holding funds for 7 days. 5. there are packages for new ambassadors up to \$500+ and since no one tells you or any indication during check out about return policy then by the time you receive your products 5 days are gone. "sorry, no money back" . it's a very unfair and malicious business practice taking advantage of people.

When I signed up to be an Ambassador I was told about the 60 day money back guarantee so I ordered my product so I could start taking it which was \$270.15 I've been taking it a month now and I haven't seen any results. So I called customer service about a refund and the guy told me for ambassadors you have to return the product within 5 days unopened in order to get a refund. I was never told that by the Plexus representative that signed me up. I asked the guy in customer service how was I suppose to find out if the product was gonna work for me and he really didn't care he just told me I couldn't get a refund ! --- Additional Comments: All I want is a refund !!

Company is advertising product results for products that they no longer sell. In addition they are advertising that those in this mlm have achieved their rank by selling products currently sold. There is no mention that these people achieved their rank based on past products. This company sells products that are harmful. They are making false claims.

I paid to go to the Plexus annual convention but circumstances changed. I requested a refund in March. I told the customer service department that the bank account (debit card) used to book the reservation was closed and to please issue a check. They said that they still had to send the refund to the bank and when it was rejected they would cut me a check. That never happened. Apparently they did try to send the money to the bank. I called and emailed many times and finally came to realize that they never got the information from the bank regarding the account closure. Plexus, the bank, and myself did a 3-way call at which time Plexus told me to send proof that the account was closed. I did. They admitted that they received the documentation. Now, Plexus is saying that the bank needs to cut me a check. 2 problems with this, 1st the account was a business account. The business has been dissolved so any such check from the bank would be non-negotiable and 2nd the refund agreement was with Plexus which is in my personal name and not the bank. --- Additional Comments: I would like my refund check of \$159.98 issued to me ...

(b)(6)

After realizing I received a bad supply of Plexus slim, I spoke with customer service. They emailed me a shipping label to print out so that I could send the product back. Once they received the product back, I was supposed to be sent a replacement. Since I am an ambassador for the company I was informed of a compliance issue but I was not told what the issue was. I waited on hold for an hour to take care of that issue. I was then told that I would receive a call back, which I did not. About a month went by without me receiving my replacement. I made another call in and was explained to that I had been sent emails regarding my compliance issue, which was the name of a Facebook page name. I was once again told that I would be contacted and I was not. I was unaware of the emails as I do not check them often. I went through and found them. I changed the name of the Facebook page and emailed the compliance department that the issue had been fixed. That was on 5/20/14. I waited a week and made another call to fix the problem on 5/28/14 after still not receiving my replacement. I left a voicemail to be called back. I still have not been contacted. So after getting a bad product and requesting a replacement, my product was then held because of my compliance issue. I have waited over a month for my product, fixed my compliance issue, made attempts to speak with someone about it and still have not been contacted or received my product. I recently purchased other products for a customer and those were sent out right away. They have blocked my account as an ambassador and I can no longer access my website through the company. --- Additional Comments: I have fixed my end and I want them to fix their end. I want my product that I am owed immediately or my money back. If they send my product to me, I want my account as an ambassador un blocked or I will leave the company and never purchase from them again.

I reluctantly purchased Plexus Slim for one of their Ambassador reps. I was interested in the weight loss and other Heath benefits advertised. It was way to expensive for me, but the rep assured me of the 60 day money back guarantee, for any reason. She then encouraged me to sign up as an ambassador to get the product cheaper..it was still not what I could afford, but after reassuring me many times of the 60 day return policy, I agreed to sign up and try it..It wasn't working for me..no weight loss..even gained 8#!After one and a half months of diligently taking it, I decided to stop and get my refund.I called the company and. spoke to a customer service rep. And also supervisor. They both told me I was not eligible for a refund because when you sign up as an ambassador in order to get a refund, you must send the product back within five days on opened! I was never told this, I was never advised that the refund policy was different for an ambassador. I was told over and over again that I had 60 days to receive a refund if I wasn't satisfied for any reason! I wasn't sure this product would work, why on earth would I sign up for to be an ambassador, when I wouldn't be able to even try the product to get a refund! Once again I was assured over and over that the 60 day refund policy was mine to use.I believe they scammed me and I'm sure they make great profits off of people who they mislead, like me. I have spoken to reps, supervisors and they have all said I cannot be refunded.I feel I was ripped off and scammed out of money I could barely afford.This company advertises their great 60 day return policy in bold letters on their packaging and printed info. I believe this company preys on sick people and people desperate to lose weight.

Plexus Worldwide employees have actively slandered my name, refused a contractual arbitration, have refused requests for information and are actively engaged in bullying tactics in an effort to

on 3/25/14 I ordered the 30 day plexus slim powered packets, when they didn't arrive on 4/3/14 I placed a call to customer service and they said they would re-ship me another order . well i did received that order and all the packets were dried up and when placed into water all they did was float to the top. I notified my team leader (b)(6) and she said she would send them a email letting them know so that we can get this straightened out well today is 5/27/14 and I have not heard anything from anyone . I contacted (b)(6) last night and she is now telling me that sine its a big company they overlook the little people. I am what they call an ambassador and my id # is (b)(6)

After hearing numerous testimonials and being reassured of a no-risk money back guarantee process, I signed up to try Plexus Slim. I was told that the best discounts and a new product were only available if I signed up as ambassador but that did not impact money back guarantee and I did not have to sell anything. After using product a couple weeks with no results, I was advised to add a new product. Ordered that. Still no results so I contacted Plexus Slim to cancel agreement and return products for the refund. I was told no. That ambassadors did not get same return process. Only 5 days. Totally different than how this was presented. I discussed with company that I feel I was mislead and it should be obvious by my history that i was not acting as an ambassador, had never even tried the product and relied in good faith on their overwhelming advertising and word of their agent regarding risk free refund process. --- Additional Comments: I simply want to cancel agreement, return unused product and receive a refund as described in their guarantee.

(b)(3);(21)(f)

Auto-shipment was said to have been turned off and then they charged me for the 2nd month in a row for products that were not authorized by myself. I even sent an email wanting to change the date to see whether or not the account was still active earlier this week. Their email stated that the account had been deactivated, but then my bank account was charged and I received an email stating that the auto-shipment would go out today. --- Additional Comments: I want an explanation of why my account was reactivated without my authorization. I feel as though this makes them a very dishonest company. I am very disappointed.

~~I am writing regarding this company going against stated rules with compensation plan. A status~~
was removed from an "ambassador" in May and I have tried since that time to get an answer as to why. What I received on May 30, 2014, 2 weeks after initial inquiry, was this: "Thank you for contacting Plexus Worldwide. We are happy to assist you. When there is a dispute in regard to rank advancement, the compensation plan is not specific. We are in the process of rewording the compensation plan but not sure when that will be released. An Ambassador must maintain the their rank until commissions have been finalized to advance to the next rank. If you have any further questions please contact us at 480.998.3490 or cs@plexusworldwide.com" The ONLY thing I asked was documentation WITHIN THE PLEXUS WORLDWIDE COMPENSATION PLAN as it was written on April 30, 2014, that "points and rank can be affected after month end" or end of pay period, and "an ambassador must maintain their rank until commissions have been finalized" as well as the date of commission finalization. It seems no one within the Plexus Worldwide Corporation can identify this within the Plexus Worldwide Compensation Plan. April 30 through May 14, Ambassador #XXXXXX was listed as a "Gold" Ambassador, which entitled her to a \$250 bonus. On May 15 her rank was removed and she was listed as "Silver", her previous rank and no bonus was paid. According to my report, the "End Of Pay Period (EOP) Cycle" was on April 30, 2014 and there is nothing within the compensation plan that indicates a month is 45 days rather than 30. The only reference within the compensation plan regarding status loss is on page 12: "Losing Achievement Status If for some reason in a given month, an Ambassador fails to qualify for their level of Achievement, they will still retain their highest Achieved title, but will only be paid at their currently Achieved Level." Please note that it states "in a given month" which I understand to be thirty days. Qualifications for "Gold Ambassador" according to page 4 of the PLEXUS COMPENSATION PLAN as written on April 30, 2014: Gold Ambassador – "You personally sponsor and maintain 3 Qualified Ambassadors and have a minimum of 100 points in your organization, with 15 of those points coming outside of your primary leg. You will also receive a one-time Achievement Bonus of \$250. As a Gold Ambassador, you are paid on Levels 1 – 5." All requirements were met (which I have documented). HERE IS THE DISCREPANCY: According to an email received by Ambassador XXXXXX from Plexus commissions department (with no point of contact or reference person) on May 29, 2014, almost 2 weeks after initial inquiry) the reason status was revoked was due to the return of an order from Ambassador #XXXXXX on May 12, 2014 resulting in a loss of 5 points for APRIL production. On April 30, 2014 in the original report

Auto-shipment was said to have been turned off and then they charged me for the 2nd month in a row for products that were not authorized by myself. I even sent an email wanting to change the date to see whether or not the account was still active earlier this week. Their email stated that the account had been deactivated, but then my bank account was charged and I received an email stating that the auto-shipment would go out today. --- Additional Comments: I want an explanation of why my account was reactivated without my authorization. I feel as though this makes them a very dishonest company. I am very disappointed.

Plexus with no notification has locked me out of my online account and refused to let me order anymore their products until I can produce every customer that I've sold. I have never been notified of this process also I have customers who prefer to remain anonymous and plexus refused to

Consumer states she signed up with a company Plexus Worldwide, a health product, is stating

I am writing regarding this company's ambassadors making false medical claims and/or misbranding their products with regards to CANCER and testimonials involving CHILDREN when the products advertised are not listed as "safe" for children. See my links below. CANCER CLAIMS: <http://thinkpinkgirl.wordpress.com/2014/06/24/plexus-slim-and-cancer-2> <http://www.facebook.com/photo.phpfbid=10202619151784260&set=a.1037158573491.2006664.1361289445&type=1&theater> <http://www.facebook.com/jeglass1/posts/10202619166544629:0> <http://youtu.be/KW8wQooVE70?t=2m4s> <http://thinkpinkgirl.wordpress.com/tag/cancer-and-plexus-slim> <http://www.plexusntexas.com/my-journey-with-cancer-plexus> <http://plexusplusbeauty.jimdo.com/x-factor-vitamin-mineral> FB GROUP - Winning the Cancer Battle with Plexus - <http://www.facebook.com/groups/194730860703346> <http://toslimhealth.wordpress.com/21-facts-about-plexus-products> <http://www.extrememakeovers.com/ingredients-in-plexus-x-factor-multi-vitamin-and-how-they-work-x-factor-and-cancer> http://www.facebook.com/permalink.php?id=188611227989830&story_fbid=267712913412994 <http://plexusforenergy.com/my-plexus-slim-journey> "A healthy gut flora balance helps prevent cancer by nourishing enzymes that inhibit tumor production throughout the body. Sufficient probiotic intestinal flora prevents radiation damage from X-rays and CT scans to the large and small intestines." CHILDREN: <http://www.pinterest.com/pin/263882859391395034> <http://www.pinterest.com/pin/211528513723660637> <http://www.pinterest.com/pin/15051881252125>

I purchased this product due to glowing reviews and testimonials. It didn't do a thing for me, furthermore I was advised by my doctor that it could cause damage to my thyroid gland. I stopped the product. I must say that they changed their formula just before I made my purchase.....it was the prior formulation that was providing all the good results. I was able to obtain a full refund. TOPIC: IRS-Referrals Other-Other Update

NOTE: In addition to the consumer's comments immediately below, the Canadian Competition Bureau provided additional information in fields whose header titles are quoted and follow the comments. ---

<http://www.fda.gov/iceci/enforcementactions/warningletters/2014/ucm411287.htm><http://www.azcentral.com/story/news/arizona/politics/2014/09/04/scottsdale-health-product-firm-cited-misbranding/15056229/> Sharing with you.(b)(6)forgot to add this:

From:(b)(6)To: compbureau@cb-

bc.gc.caSubject: File: (b)(6) Plexus - Different Ingredients, but Same product as approved?Date: Thu, 4 Sep 2014 08:39:38 -0700I ran across this information for the product 'Plexus Slim' and 'Xfactor With Aloe' First of Three:The label was issued to 'Plexus Worldwide Inc.' That seems to be NO longer a company.They have changed their name a few times.Found here:
<http://starpas.azcc.gov/scripts/cgiip.exe/WService=wsbroker1/connect.p?app=oldnames-report.p>Old Corporation Names ListFile Number Old Corporation Name11939993 PLEXUS WIRELESS, INC11939993 PLEXUS WORLDWIDE, INC.1) Plexus Wireless, Inc.found here:
<http://starpas.azcc.gov/scripts/cgiip.exe/WService=wsbroker1/corp-detail.p?name-id=11939993>Corporate InquiryFile Number: -1193999-3 DELINQUENT ANNUAL REPORT 07/11/2014 [Check Corporate Status]Corp. Name: PLEXUS HOLDINGS, INC.Domestic Address15649 N GREENWAY-HAYDEN LPSCOTTSDALE, AZ 85260Officer InformationALFRED PETTERSENCHIEF EXECUTIVE OFFICER922-6880 WALLACE DR.BRENTWOOD BAY,BC V8M1N-8Date of Taking Office: 04/28/2008Last Updated: 04/23/2013 STEPHEN HOWARDOTHER OFFICER4241 E CALLE REDONDAPHOENIX,AZ 85018Date of Taking Office: 12/16/2012Last Updated: 04/23/2013TARL ROBINSONOTHER OFFICER3714 N 50TH STPHOENIX,AZ 85018Date of Taking Office: 04/28/2008Last Updated: 04/23/2013 Director InformationTARL ROBINSONDIRECTOR3714 N 50TH STPHOENIX,AZ 85018Date of Taking Office: 04/28/2008Last Updated: 04/23/2013 _____2) Plexus Worldwide, Inc.Found here: <http://starpas.azcc.gov/scripts/cgiip.exe/WService=wsbroker1/corp-detail.p?name-id=11939993>Corporate InquiryFile Number: -1193999-3 DELINQUENT ANNUAL REPORT 07/11/2014 [Check Corporate Status]Corp. Name: PLEXUS HOLDINGS, INC.Domestic Address15649 N GREENWAY-HAYDEN LPSCOTTSDALE, AZ 85260Officer InformationALFRED PETTERSENCHIEF EXECUTIVE OFFICER922-6880 WALLACE DR.BRENTWOOD BAY,BC V8M1N-8Date of Taking Office: 04/28/2008Last Updated: 04/23/2013 STEPHEN HOWARDOTHER OFFICER4241 E CALLE REDONDAPHOENIX,AZ 85018Date of Taking Office:

Auto shipped products, package says 60 days money back guarantee. My doctor wanted me to stop he feels it was raising my blood pressure.I have 2 months supply have not even opened the mailing package. Called yesterday 9/3 /14 to see what I need to do so I can send back.I was told because I paid extra to become an ambassador I only had 5 days.I received over Labor day weekend. Was told the no on both orders. Also was charged an extra \$34.95 and have no clue what the charge is for. --- Additional Comments: I want to be able to send the last two months worth of Plexus back and a refund for the extra charge. totally \$ 317.81.as I said I have not even opened the container they were shipped in.

I have been an active member with Plexus for over 3 years and I have asked to pay my monthly membership with cash. The reply that I received from the manager on Aug 4th 2014 was we can not except cash on a monthly basis but I could use cash if I wanted to pay one lump sum for one year which would be 588 dollars. I wanted to know if this is a legal practice it just seems to me that cash should be acceptable for my monthly membership. --- Additional Comments: I want to know if Plexus can deny cash on a monthly membership. If this practice of collecting membership fees is illegal I want Plexus to be aware of their wrongdoing and let me pay cash on a monthly basis. I feel that not everyone has a credit/debit card and not everyone can afford to pay one years membership of 582 dollars.

I applied to a Data Entry Specialist job position advertised on ziprecruiter.com to work for Plexus, Ltd. They sent me an online job interview invitation on Saturday which I missed and another today which I was able to followup on. They sent me instructions on how to create a Yahoo ID and said I was to send a message to interviewteam400@yahoo.com. The host introduced themselves as Rebecca Nolan the HR Assistant at Plexus Ltd as shown below: 11:58:43 AM, interviewteam400: I am Rebecca Nolan one of The HR Assistant of Plexus Ltd. and I am here to brief and interview you more about the opening position, Please introduce yourself for record purpose Full Name, Sex, Age, indicating your location. The email I received originally was from a Sam Sellar at boxmate300@outlook.com. The positions available were Payroll Officer / HR Manager / Data Entry Specialist / Admin Asst / Customer Service / Payroll Clerk. They asked me what job matches my skill and I replied Data Entry Specialist. They asked me standard interview questions such as tell me about yourself, what was your last job?, etc. They said it was strictly an online, and a work from home job, and I can work from anywhere of my choice or anytime. They told me about the company which looked like it came directly from the plexus.com website and they are currently working on setting up some branch in across the States and that's why they are employing online, but when the new office near me is ready I will be assigned to them if the work online can contribute to their office setting. They asked me to provide two Professional References, two phone Contacts and names. I provided one and said that I would like to contact the person first before providing the second reference. Then the following: interviewteam400: How would you like to be paid if been offered this position; Via Direct Deposit or Check 12:32:27 PM. (b)(6): Direct Deposit is best. 12:32:55 PM interviewteam400: What means of payment would you prefer Weekly or Bi-weekly? 12:33:27 PM. (b)(6): Bi-weekly. 12:33:44 PM interviewteam400: Which Bank do you operate with 12:33:53 PM (b)(6): Citibank. 12:34:25 PM. They gave me a list of job duties which were a match list of what was advertised on Ziprecruiter. They felt this was something I can do and said that due to my communication skills they would like to hire me for the job. Then the following: interviewteam400: You will Earn \$37.95 per hour, You will receive your pay via Check Weekly 12:36:06 PM. They asked for my name, phone, address which I provided. They gave me a list of software programs I would be working with and said that I will be receiving a free Pre Programmed Laptop with a fast Internet connection, Paperworks, working materials and funds with which to purchase the software from a local vendor. The check for the materials would come at the end of the week and I was to report via messenger everyday at 8 am. I asked what the required hours are for the role to which they replied, 8-3pm. After all the items are shipped to me I will be meeting with

I ordered plexus slim since I heard many good things about it, since I am not happy with their product I tried to go on their website and find out how i can return the product I had purchased since they have a 60 day money back guarantee. When I hit the link for it on their website it does not give any information on how to send it back or anything, there is nothing under the contact information in order for me to get in contact with corporate. --- Additional Comments: I would like to send my unused product back in exchange for a refund.

My problems began on November 29th 2013. I was not receiving emails from the company. A supervisor said she fix the issue that day. This did not work so I spoke to a female in the 'back office' who couldn't figure it out, so I then spoke to Andre who said he didn't know but he would contact IT and get back to me before December 2nd. Because of this issue I was not made aware of the Black Friday offer. My ambassador failed to mention this as well. Had I been informed I would have placed an order. I did call in and receive a small discount, but I could have gotten a bigger one and done this myself if I had received the email. I have not received my commission check from my order placed on July 25th 2014. I never signed up for this to be an auto ship or qualification yet since I had not place \$100 in personal volume the company took it upon themselves to replace to identical order I had placed on August 25th 2014. By the time I received the order, and since I am a blind and a paraplegic, I could not get it returned back in the mail in time to get a refund because of their extremely strict policies. Since them they have been repeatedly trying to bill my card for another year's subscription. --- Additional Comments: I feel that I should receive the Black Friday discount that I would have purchased on Friday November 29th instead of Sunday November 24th for several hundreds of dollars of products. I also feel I should receive a refund for the products sent to me which I did not order, which they refuse to accept back. This is also what they have done in the past, even if it is still sealed and unopened.

I joined Plexus as an ambassador in 2011. They company since then changed the formula of their product and I felt the product is no longer effective and I would not stand behind a product I don't believe in and charge money for it. I sent an email to them on Nov 4, 2014 and issued my intent to resign my ambassadorship. I was emailed a form to fill out to either fax, email or send through the USPS back to them. My husband faxed the form on Nov 5, 2014, I did not hear from them. On Nov 10, 2014, I emailed the form to them and I still didn't hear from them. I also asked in an email if I needed to send the form through the mail, too, and still no response other than an automated response telling me they received my email, give me a ticket number and that a representative would get back to me as soon as possible. As of today, Nov 14, 2014, I still have not received a PERSONAL response and my website is still active. --- Additional Comments: I want them to deactivate my personnel Plexus web site and remove my information from their system and send me an email from a PERSON informing me that they removed my website and my personnel information from that site and their records as soon as possible.

I joined Plexus Slim in November 2013. At the beginning of November 2014, I received an email notice that my auto renewal would be processing soon, and I needed to cancel if I didn't want to be charged. I never signed up for an auto renewal; the information must have been 'hidden' in the fine print. I asked the person that sent the renewal notice to tell me how to cancel, and she advised me to contact customer service, so on Nov. 10, 2014, I sent an email to customer service asking for information on how to cancel. I never received a response. On Nov. 19, I called customer service and was told that I needed to fill out a form and sign it and send it back (id 8701). She also told me that the cancellation may not process by my renewal date (Nov. 21) and I still might be charged. I filled out the form, signed it and sent it back via fax that evening, with the note that I expected not to be charged for the membership renewal, since it was customer service that failed to respond to my email request (I know they received it because the CS representative I spoke with responded to it while I was on the phone with her - 9 days after I sent it). This morning, I received an email notice saying they had renewed my membership, and I would be charged \$34.95 for the renewal. I have called the CS line 8 times this morning to discuss it and keep getting put 'on hold' where there is no hold music and no one picks up, or I get an error message and the phone hangs up on me. This has made it impossible for me to rectify the company's mistake. --- Additional Comments: I want a refund in the amount of \$34.95 for the auto renewal I never knew I signed up for and have tried multiple times to cancel. I also want my membership canceled so I don't have this issue in the future.

Company has a 60 day money back guarantee. Within first 30 days on 11/14/14 I requested refund and offered to send product back. They declined return of product and told me I would have my refund in 3-5 days. I called to check on my refund on 11/18/14 and was told request was never placed by customer service but they would do it that day. I called back because of the earlier error on 11/19/14 and was told request was place but they were behind and were working on 11/14/14 requests. I was never told this previously. I called on 11/20/14 to check status because I had been given the run around and was told my request was placed on 11/14/14 and I would get my refund when I get it. They said they process in order received and will get to it in the future. I asked for a status update and the rep said that is all he was going to tell me. I still have not received my request. I know it is early but with the run around that I have received and after investigating have found others to get I am filing a complaint against business practices. --- Additional Comments: I want a full refund as promised of the 2 orders I placed.

I contacted the company and told them I wanted to cancel my ambassador and I was told to email a cancelation. But my computer did not work. So I faxed them the cancellation notice. I was told the money would be returned to my acct as soon as they had my notice. Also I e mailed them before they took the money out of my acct that I was canceling the authorization to take my from acct. I just want my 34.95 put back. I also have the paper from the fax company showing that it was sent and date. --- Additional Comments: Refund of 34.95 back to my acct

I don't think its right that Plexus representatives continue to make medical claims regarding their product. My husband and I tried it twice and gained weight and did not experience any of the benefits they claim. On 12/15/14, Vanessa Compton, model and actress posted a video on her Facebook page trying to promote/sell Plexus by making medical claims and urging people with medical conditions to contact her. People with medical conditions should see a doctor, not an actress! Here is the link to her page. The video is 2 minutes 55 seconds long, posted around 1:20 p.m. on 12/15/14, and starts out with her standing in front of a Christmas tree singing. <https://www.facebook.com/vcedotal>

When I placed my order initially, I accidentally put the wrong shipping address by putting an 8 instead of a 7. I contacted their customer service department and it took 2 weeks for someone to get back to me. Luckily my post office knew better and I gave them a heads up. However, On November 15, 2014 I requested that Plexus cancel my autoshipment of two of their products. I contacted them through the email cs@plexusworldwide.com I was assigned a ticket and never heard from anyone. I logged in to check the status of my ticket and it has not been addressed and in their system, I'm scheduled for ANOTHER shipment on 11/28. I contacted them again on November 18 asking to CANCEL AND REFUND as they promise on their website and I was assigned ANOTHER ticket and NO ONE has contacted me or addressed the ticket. I've submitted a THIRD request and I'm still showing as of today an autoship scheduled for 11/28 and NO ONE has addressed ANY of my tickets asking to cancel and refund. This place is a scam. Not to mention their products are terrible and do not live up to the hype whatsoever. They are ripping people off and then not following through on their money back guarantee. --- Additional Comments: I want a refund and if I am charged for another shipment after all of my requests to cancel, I will hire an attorney.

I contacted Plexus Worldwide to request refund for product, as per written guarantee. I was informed that although there is a guarantee, I am required to provide empty packets and unopened packets contained in the main package. I was not provided that information and guarantee does not stipulate that is required for the refund. So, I continued taking the product with the hopes that I could obtain results of weight loss, as many who take the product have obtained. I was unable to lose weight. On May 21, I sent Plexus Worldwide a letter, addressing it to Melissa Elkins, Customer Service Manager, as per BBB website. The letter was included with the package of Plexus Products- some unopened, as well as opened packages. I did not receive a reply from Plexus regarding the request, so I contacted Plexus via the only phone number that is provided 480-998-3490. The girl I spoke with told me that Melissa was no longer employed at Plexus. I explained the letter I sent in May, as well as the packages (opened and unopened) and a request for a refund. She told me she would check into that for me. Since May 21, I have not received a follow-up call from Plexus, the unopened product I sent with the refund request, or a refund. I attempted to contact Plexus numerous times today, December 1, 2014, yet I am switched over to a recorded message that tells me that I had exceeded the time limit. --- Additional Comments: I have not received a response from Plexus regarding my refund request and product return. I would like to be refunded for the unused portion of the product as well as the used product, as I have paid for both and Plexus backs their product with a guarantee. Additionally, I would like to request that Plexus Worldwide provide me with exemplary customer service, as I am but one of their many customers. I am requesting that, along with a refund, that I might receive a follow-up call by email and then by phone. Thanks,(b)(6)

I joined Plexus a year ago and after two months stopped all sales and use due to health issues that started after use. Having thought that I had done my required part including telling the Ambassador that recruited me, I thought my dealings were finished with this company. On 10/21/14, I received an email saying my order had shipped from Plexus. Not understanding this, I immediately contacted the company. I have done everything requested and I am getting the runaround and have not received a refund for a 'yearly' fee charged to maintain use of their products and website. The company sends messages for charges but does not send any message to say that your subscription is up and we are going to charge you for another year--it seems that would allow people to say no again that I do not want to be a part of this. I want my fee returned to me.

I cancelled the product three months ago due to the fact it makes me ill. I got a confirmation and faced the info they needed to cancel it. I returned the product and they said they would reimburse me when they received it back. The next two months they have taken more money and never reimbursed for the product. They will not return calls or emails any longer and now owe me \$360.00I am going to be forced to close out my bank account in order to stop them..I have had to also pay overdraft fees to cover when they take my money. --- Additional Comments: I want them to refund my money and stop debiting my accountI want them to take me out of their system peminantly!

On 11/25/2014 I emailed Plexus requesting that they cancel my auto qualification order and to issue an immediate refund for the \$154 that they deducted from my account. I have since emailed them every single day since then and have received no response from them other than an automated email saying thank you and we will contact you shortly. I am now sending emails twice a day and even stayed on hold for over 20 minutes tuesday and still no answer! I hung up the phone due to being on hold for that length of time. I was once an ambassador and happy to sell their product but now, they have overdrafted my checking account, and ignoring all correspondence with me. I refused the package that I received from them, unopened and still have received no response from them! I want full monetary reimbursement for my time and my debit card being charged when I in fact asked for them to refund and cancel the shipment. I went into the back office to cancel any future shipments, and removed my credit card info from the site. I am no longer an ambassador for this company! If they can't take care of their ambassadors, how do they treat their customers? --- Additional Comments: My desired outcome is a full refund of the amount charged to my card, the refund of bank charges I am now incurring AND now due to their total lack of communication, I want my Ambassador ID canceled and my \$34.95 fee refunded as well!

I canceled with this business over a year ago. On 11/3 they charged my card \$34.95. I contacted them same day and received cancellation email. I still have not received credit of \$34.95. Further I was doing business with them as a business and they are asking for my SSN. I will not provide them with my SSN and want this credit immediately to my account.

On December 15th, Plexus charged my credit card \$34.95 for a one year renewal fee. I observed the charge on my credit card on 12-17-14 and called them immediately. I informed them I did not wish to renew my membership and that I had not authorized the charge and to please submit a refund to my credit card in a timely fashion. The rep indicated she would email me a form to complete, which she did. I completed the form and scanned and emailed it back to them on 12-17-14. They informed me by email on 12-18-14 that part of the form was cut off and that I would need to resubmit it. I resubmitted the entire form on 12-18-14. They confirmed receipt of this form on that same date. I waited until 12-23-14 to email them inquiring why I had not received a refund on my credit card and their reply was that they had removed all payment information from their computers. They never mentioned my refund. On 12-24-14, I received an email saying they had

This company is making false and potentially lethal medical claims that using their product can cure and or treat serious medical conditions. Most recently, I read an advertisement or "user testimony" that after using Plexus, her Lupus among various other conditions had subsided and ultimately allowed her to stop taking doctor prescribed medications. As Lupus is an

I originally ordered the product on like 11/28/14 and then returned the product. After having second thoughts, I had PLEXUS reship the product and tried it. I bought the Plexus Slim and the Boost and it came with 2- 3 day trial packs of the Slim and Boost. I took all of this except 1 packet of Slim and about 1/2 the bottle of Boost. I did not see any results with the product and they have a 60 day Guarantee that they brag about. I sent an email to the company on 2/1/15 after taking the product for 35 - 36 days with NO results. They did not respond to my email. I sent a second email on 2/8/15 again requesting information on how to return the product and get my refund since I saw NO RESULTS. It is now 2/16/15 and I have yet to receive a response from this company. I am, therefore, filing a complaint with you, FTC, to alert you to the potential fraudulent claims that are being presented by this company, mainly the promise of a 60 day Guarantee. Please investigate.

I have autoship on Plexus products and my computer was down and I couldn't get in to cancel it. I also had a lot of other things going on I started a new job and my hours I can only call plexus when I get off of work at 5:30 pm and they close at 6 pm but I had to call on my lunch break when I could. SO I called the day my order was to ship long distance call as they do not have a toll free number plus wait times I have waited for at least 25 minutes at a time. Anyway they told me that they are going to have to go ahead and ship the order I just have to refuse it and they will return my money after that. Since then I have called about 4 or so times to check on it each time I have been told something different as to why my money was out of my account on 12-03-14 and here it is 12-04-15 no return. I did not ask who I talked with each time as I figured they were recorded and when they talked with me they made noted on my account. This last time I called was on Friday I was off work that day and it was 10 am I asked to talk with a manager and I did not speak with one as the guy told me that he was authorized to take care of it. And they would process it today. My payment to plexus went through on the 3rd of Dec. I just check my call log. And I called Dec. 1st the order went through on the 3rd of Dec. and that tells me that they could have stopped it and did not. I returned the product the same day I received it took it to the post office and had them check it in and that when they received it and that it was not opened or damaged. per plexus return policy. I also called on Dec. 12, 16, 23, and was told that time Dec. 23rd it would be in my account on Dec. 30th and today is 1-4-15 the money was not deposited as of yet. Long distance wait time on hold for 25 min and longer for 5 phone calls about the same issue. I did all that I was supposed to do for a full refund and I feel I was treated unjust and unfair as an ambassador of Plexus. --- Additional Comments: I would like refund of \$230.39 and negotiate with Plexus a fair compensation of the way I was treated. I did all that was asked of me and they were totally dishonest with me and lead me on the each time I called. I even sent an e-mail and they responded on the first of Dec. Ticket number(b)(6) and Plexus has removed me and with the log in e-mail they sent me to check on the status of this blocked me.

see Attached document --- Additional Comments: see Attached document

Plexus made an unauthorized charge to my credit card of \$34.95 on 12-28-14. I contacted them, asked for an immediate refund and they stated I had to complete a cancellation form and return to them. I cannot remember my ID number as I never used it but they can easily look it up in their system. I completed their cancellation form as they requested and returned it by email on 1-5-15. They failed to send an email to confirm receipt of the form. As of today, 1-9-15, I have not received any further communication from them regarding my refund. I want my credit card refunded. They are very slow to respond when they have your money. --- Additional Comments: I want the unauthorized charge to my credit card refunded immediately.

Plexus has what they call a "pink drink" really called Plexus Slim. This drink is sold as a natural weight loss supplement. If people want to believe it is safe and will help you lose weight fine. What I saw was a Facebook post saying it promotes breast milk production. That is absurd. Would I do believe there are herbs and teas that can help production none is included in there ingredients. When I questioned the safety because some of the ingredients, maltodextrin, have come under questioning of safety. That and how can you market a weight loss product as a breastfeeding supplement? It just concerns me and numerous members of Plexus jumped into the conversation defending the benefits of Plexus Slim for breastmilk production.

I was a a ambassador and plexus required automated orders and charged my account. I received a package that I did not want. I did not open the package. Plexus said in many emails that it would issue a full refund when I return the package to sender, which I did on 12/21. Due to the poor customer service and plexus not issuing my refund, I have terminated my relationship with plexus. Here is the information on the unopened returned order: Dist#: (b)(6) Name: (b)(6) Billing Address: (b)(6) Dallas, TX (b)(6) Shipping Address: (b)(6) Dallas, TX (b)(6) Phone: (b)(6) Email: (b)(6) Site: [http://www.plexusslim.com/\(b\)\(6\)Order#](http://www.plexusslim.com/(b)(6)Order#): (b)(6) --- Additional Comments: Refund

I was an ambassador for this company they have taken money out of my account without my permission!!! I have told them this and they have replaced part of the funds once, but not the second time. It is hard to cancel your ambassador status! I've been trying for months now without success and they feel that gives them the right to pull money from my account. But no longer I am pressuring fraud charges with my bank! --- Additional Comments: I want them to have more clear business practices! And you should be able to terminate your status by phone and email. Not everyone has access to a printer!

Was an Ambassador until October 2014 . Never got paid for the month of September , my husband was not either. Contacted company, no reply. --- Additional Comments: Pay my husband and I for the month of September.

My customer ordered the 30 day month program on a recurring basis, after 3 months she was not satisfied with the results (she did NOT experience any weight loss) she called and asked for a refund, which the company offers a 60 day money back, the Plexus rep issued a 1 month refund but not issue the 2 month refund as they should of. Being brand new to this business and as her coach I didn't find this information out until later that she was due back a 2 month refund. My customer did call within the correct time frame to cancel when she first called, it was the customer service responsibility to inform my customer she was entitled to a 2 month refund but he did not. So when my customer called back Plexus told her she was 2 days out of the 60 day window, but she explained she called the first time within the 60 day window and the Plexus rep told her she could not get her second part of the refund. We felt this was wrong considering she called and canceled within the 60 day window, the rep was irresponsible in doing his duties but Plexus would not take that into consideration so we filed a dispute thru the credit card company (PNC) and they agreed and removed the charge and did a credit to the credit card. All contact with Plexus over the issue was done 12/8/14. After the bank declared in our favor I come to find out Plexus charged the same amount to the credit card on 1/29/15 which was unauthorized. All products were shipped back 11/14 and the account was canceled but they still took it upon themselves to charge the same amount of \$104.50 to the credit card 2 months later, which like I said was unauthorized --- Additional Comments: This is a huge company who is not following their own protocol towards their customers with their 60 day money back then to recharge a credit card unauthorized because they are upset they lost the dispute is unprofessional

I originally ordered the product on like 11/28/14 and then returned the product. After having second thoughts, I had PLEXUS reship the product and tried it. I bought the Plexus Slim and the Boost and it came with 2- 3 day trial packs of the Slim and Boost. I took all of this except 1 packet of Slim and about 1/2 the bottle of Boost. I did not see any results with the product and they have a 60 day Guarantee that they brag about. I sent an email to the company on 2/1/15 after taking the product for 35 - 36 days with NO results. They did not respond to my email. I sent a second email on 2/8/15 again requesting information on how to return the product and get my refund since I saw NO RESULTS. It is now 2/16/15 and I have yet to receive a response from this company. I am, therefore, filing a complaint with you, FTC, to alert you to the potential fraudulent claims that are being presented by this company, mainly the promise of a 60 day Guarantee. Please investigate. -- - Additional Comments: I want a refund.

I WAS TOLD I WOULD GET A REFUND AFTER I FILLED OUT THE FORM, I STILL HAVEN'T GOT MY REFUND. I HAVE CONTACTED THEM SEVERAL TIMES, THIS HAS BEEN GOING ON FOR SEVERAL WEEKS NOW. I WAS AN AMBASSADOR THIS COMPANY AND NO LONGER WAS DOING IT, ON JAN 10,2015 THEY CHARGED ME A FEE TO RENEW MY AMBASSADOR, I CONTACTED THEM ABOUT IT FILLED OUT THE FORM THEY WANTED ME TO FILL OUT AND IM STILL WAITING FOR MY REFUND AND THAT WAS 3 WEEKS AGO. --- Additional Comments: WOULD LIKE MY MONEY REFUNDED

Plexus did not give me a notification that I was about to be charged for a website renewal. When I called to get a refund because I did not want it renewed, they refused to give me one because I have to respond in 5 days. Since they did not give me a notification, I did not know about the charge until my bank statement came a couple of days ago. They were not understanding or sympathetic at all and just flat out refused to work with me. --- Additional Comments: I want to get a full refund of \$34.95.

We cancelled our membership A YEAR AGO. I just received an email that they just processed a new order for us, they have our credit card on file. When calling them, we waited over an hour on hold. Then they proceeded to tell us that they never received our cancellation last year, (funny we never received any more products). Then they called this morning and said they haven't received the fax my husband sent last week and going ahead with the order even after we have both been screaming CANCEL CANCEL CANCEL!!! --- Additional Comments: AND CANCEL THE MEMBERSHIP!!!

I was willing to try the product as the representative i was speaking with had sold me on the money back guarantee, no risk to try their products, and even better is for only \$34.95 more to sign up to sell the products, as there is essentially no risk with a solid 60 day money back guarantee on the product. After 30 days, I have decided I cannot sell the product as I just don't believe in it after using it myself. I phoned customer service to ask how to start the process for the money back guarantee, only to be told that they only honor the guarantee for customers. Unfortunately paying the \$34.95 to have the ability to sell the product, I am no longer a customer, although it is required to sign up for a reoccurring order. The company will not honor the 60 day money back guarantee to me, who paid for and consumed their products for 30 days as I am not considered a customer. I would have never tried a product, nor signed up to sell a product that a company will not guarantee. I had been misinformed by another sales person and the company has said they do not back up conversations they were not a part of. Bottom line I purchased and consumed products but am being told I am not considered a customer guarantee does not apply. --- Additional Comments: Desired outcome would be the refund of the purchase price of the products consumed

I enrolled as a Plexus Ambassador and decided that I wanted to cancel my membership, which included an annual fee. I emailed their customer service dept. on January 29th 2015. They replied and asked that I fill out a cancelation form, sign it, and send it back. I complied by doing what they requested but my account was never cancelled. I followed up with multiple emails and opened multiple tickets via their customer service websites. The new tickets were opened on Feb. 10th and Feb. 25th. I also tried asking about the status of my request directly on their ticket server. I have been unsuccessful at getting a response from them. Today I was sent an email from Plexus because now that have tried to charge my account to renew my membership, the one I've been trying to cancel for 2 months. --- Additional Comments: Cancel my account!!!! I don't agree with your business practices and I don't want to be associated with it.

I ordered Plexus in February, 2015 because a friend had recommended it. I decided it was too expensive for the minimal results I got, and decided not to order again. I was surprised the next month on March 8, 2015 to find that Plexus had charged my card again in the amount of \$168 and change. I had been placed on Autoship without my knowledge or authorization. I immediately called Plexus, waited on hold for half an hour, and was told since the order already shipped, I would need to wait to receive the product and then return it did a refund. I also emailed them, so I would have a record of my refund request. I received the product in the mail, marked it 'return to sender' with the RMA number I was told to write on the package, then called Plexus again, waited another half hour on hold, and told them the package was on its way. I was told it would take '3-5 business days' for my refund to process. A week went by, no refund. I called my bank, USAA, to find out if they had any record of the refund. They didn't. I called Plexus, waited on hold again for another half hour, and was told 'refunds are processed in the order received,' and that it would take 5-7 business days! So, I waited. On the 7th day, I called AGAIN, waited on hold AGAIN, and spoke to a 'supervisor' in the 'Refund Department' who said they put my refund to the front of the queue and that it would take yet ANOTHER '3-5 business days to process!' I called my bank every day to try and track the refund, and nothing ever showed up in my account. I called Plexus every day, spent an INTERMINABLE amount of time on hold, spoke to numerous CSRs and 'supervisors' who claimed the refunds department was 'behind' and that was what took so long processing my refund, but that they HAD processed it, and I just needed to wait. Meanwhile, my bank still shows NO attempt to remit any charges to my account. I kept calling Plexus, kept getting transferred all over the place to people who wouldn't do anything but repeat the same canned responses of 'we assure you we've done all we can do to work this out, and it will take 3 -5 business days to process.' 3-5 business days has taken nearly a MONTH, and I still have not gotten my money back! I have filed a dispute of these charges with my bank. If this does not get resolved, my next step will be legal action. --- Additional Comments: I would like a FULL REFUND, including shipping costs, since I DID NOT ORDER THE PRODUCT IN THE FIRST PLACE, and I would like to be compensated for all the time, aggravation, and mental anguish this has caused.

On January 21, 2015, I submitted a Resignation form via email to no longer be an employee/ambassador of this company. Six days later, I was still charged an ambassador annual fee of \$34.95, despite submitting the form in a timely manner and also asking that my account not be charged. After waiting over 9 weeks, my resignation still has NOT been processed, nor have I received a refund for the ambassador fee. I have tried contacting this company multiple times via phone and email. Their customer service (both assistance and knowledge) via phone is extremely lacking, and that is after an unnecessary amount of wait time. In my history of employment experience, it has never taken this long to resign from a company. Plexus Worldwide is swift to sign up ambassadors and take their money, but isn't as compliant when ambassadors want to resign. I appreciate your help in getting this matter resolved promptly. --- Additional Comments: Resignation processed and refund issued ASAP

This product is supposed to help people lose weight; not make them deathly ill. It landed me in the hospital with heart issues and I also had diarrhea/vomiting for a month. --- Additional Comments: I would like this company to be shut down for not listing all of their ingredients on their bottles. They say that they don't have to list all their ingredients because they are not approved by the FDA. This is unacceptable!!

I tried Plexus' products for less than sixty days. The product did nothing but endanger my health and a physician advised that I stop using the Slim, Bio Cleanse, etc. I called Plexus and received an address and RH number to mail the products and any empty containers back for them to honor their guarantee or they would refund the purchase amount. I have called and written them several times with no solution or refund as promised in their add. Plus the CS rep I spoke with was very rude when I inquired about my refund. Plexus owes me \$176.95 for the January 19th order and \$176.95 for the February 19th order. After reading all the complaints here, I regret ever trying the product. --- Additional Comments: A refund of the money spent and apology for being so rude on the phone when I inquired about a refund.

I signed up with this company over a year ago. After signing up, I realized that they were going to charge my debit card a recurring charge every year until I canceled my membership. After I found out about that, I canceled right away. The same day I signed up, so that I wouldn't get charged again. A year later, on March 29th, 2015, they debited my account for another years membership even though I had canceled it. I emailed them requesting a refund and they emailed me back with a form to fill out and send back before they could issue a refund. I filled the form out and sent it back electronically that same day, which was March 30th. Since then I had not heard a word from this company and all emails sent to them since have been ignored. Interestingly enough, after not hearing anything from this company for a year, in any shape or form until now, I just got another email from them today that is sent out to their members. So it appears that even though I sent a form back canceling my membership once again, they still have not canceled it. They have refused to give me a refund in the amount of \$34.95 and cancel my membership, so today I had to drive 45 minutes down the mountain into town just to sign a paper with the bank disputing the charge. Since this has happened, I have talked to three other people who said that this business has done the same thing to them. --- Additional Comments: Refund and cancelation of membership.

I was an ambassador. I tried the products as an ambassador. I did not get the result I thought I would, plus my doctor was not supportive. They would not give me refund back because I was an ambassador and not a customer. Customer Service was hateful to me. I ask they cancel my card information on the acct they could not do that unless I sent in written notice. --- Additional Comments: I would like a full refund! I deserve full refund because I did not get the results and because my blood pressure was at stroke level by the time I got off the phone with customer service due to their rudeness!

Advertise 60 money back guarantee which is false I declined my order twice it was still shipped. I can't get money back after 5 days. Product makes me irritable jittery and give diarehea. I would

I was an ambassador. I tried the products as an ambassador. I did not get the result I thought I would. The longer I was on it the sicker I got. I had to stay out of work several days due to it . 2 days after coming off Plexus I started getting better and have not gotten sick again since then.

WARNING!!!! WARNING!!!!!! For those of you thinking about about trying plexus. Be careful they advertise you have a 60 day money back guarantee even if the bottle is empty. After talking to a rep and her upper management about the plexus products I decided to order the basics at first with the help of the rep walking me through how to order online. I received one packet 5 days after I purchased it then received the same products in another shipment the week after the first shipment. I took the products from the first shipment for approx a week and decided it was not worth what I spent which was \$325. I contacted plexus for a refund. They told me that I was signed up for an ambassador and I only had a 5 day return policy for UNOPENED PRODUCTS!! I explained that I did not intend to sell the products and that it was a mistake by the rep who had

For two years now, this company has charged my card for membership without my permission. I have deleted my card twice but they keep adding it back. They keep finding one reason after another to not refund my money to me. I have not used their services and did not approve the charge on my card. I submitted the form back to them and was told that my digital signature (which

I signed up to be an ambassador and made an initial purchase on March 3, 2015. Prior to receiving my first order, my physician advised that I do not take the supplements. I called the company and asked about cancelling and was told that I would have to (a) return the products and (b) complete the form to cancel the ambassadorship. On the day I received the shipment in the mail, I drove to the post office and had the shipment marked 'Refused/Return to Sender'. I never

I signed up last March under a friend in another county to sell Plexis. I asked if I would be automatically billed when my year was up. I was told no, and that I did not need to do anything if I wanted to quick selling. I have not sold or even been on the website in over 8 months. My debit card was auto billed March 10, 2015 and went through on March 12, 2015. I have disputed the charge with Plexis since March multiple times with no response. When I emailed the form they said I had to send in, I got an auto response with a ticket number saying someone would be in contact

On 3/24/15, my debit card was charged for a second month supply of Plexus (Boost and Block). I had previously told my Ambassador that I didn't want to have the monthly plan and I was told it would be taken care of and I wouldn't be charged. When I originally ordered it, the website refused to allow me to take that option off. Well, on 3/24/15, I was once again charged for a second month of product that I didn't want. I immediately called customer service on 3/25/15, however was told there was nothing I could do because it was already shipped, but that I could return the product for a full refund. I received the product on 3/26/15, and on 3/27/15, mailed it back. On 4/10/15, I still hadn't received my refund and was told they didn't have the product, which is ridiculous because I had sent it back 2 weeks prior. I called again on 4/16/15, and was told they received the product on 4/10/15, and would be returning my money, however they still have yet to honor this. --- Additional Comments: Refund my debit card in the amount of \$150.72

when i contacted plexus i was informed of a 60 day 100% money back guarantee while talking to them they convinced me to become an ambassador just to get the benefits of a discounted price there was never any mention of a difference in guarantee for ambassadors it was not until i went to cancel my membership that i was told about the difference. but after seeing absolutely no results as well as it spiking my blood sugar and also with disagreeing with their sales practices i had

The company makes claims that their product assists with weight loss, hypertension, diabetes, improves the skin, and improves multiple other ailments. When I began taking the products, my blood pressure and heart rate were perfect. My only complaint was my weight. After taking Plexus, I developed borderline hypertension and tachycardia, chest pain, palpitations, weakness, dehydration, body aches, headaches, weakness and severe acne. I had not previously had any of these symptoms. I am a pre-med student and have worked as a clinic nurse, as well as many other jobs. Plexus debited my checking account. I contacted them and told them I wanted the money returned to my account. They emailed me a form to fill out. I completed the form and emailed it back to them.

On March 13, 2015, they debited \$34.95 from my checking account to renew my Ambassador status with their company. I decided that I did not wish to renew as an Ambassador with their company. I contacted the company and they told me that I had to send in a cancellation form to cancel and they would refund the \$34.95. On March 23, 2015, I submitted the cancellation form by email. I called to confirm that they had received my cancellation form and was informed that they were extremely short staffed and that it could be 2-3 weeks before I would receive my refund. I called again on April 6, 2015, and again was told that they were short staffed and that they were working through the paperwork as quickly as possible. This time, I was not given any estimate as to when I could expect the refund. --- Additional Comments: I want the prompt refund of \$34.95 plus a reasonable additional amount as and for interest for the time that they have held my money.

Canceled auto ship on 4/14/2015. Apparently there was a 'server error' according to Plexus customer service & they charged my card another \$89.04 on 4/16/2015. I contacted the company immediately & asked to cancel that order & refund my card. They refused to do so. This unwanted & now illegal charge has left my family without funds to buy groceries for the week. The company refuses to expedite this refund. I'm told the refund request was sent in on 4/21 & that it will be at least 3 weeks before they process it to refund the funds. and that they are just now processing refunds from 4/8. This is ridiculous! The worst kind of shady business practices! We are a single income military family, we can't wait that long to get this money back. --- Additional Comments: I want a FULL refund, including shipping charges, IMMEDIATELY!!!

I have been trying to get my refund from Plexus since January 21, 2015 and all I get is the run around. I have made 7 attempts to get my money for the returned product by email and phone calls. My last 2 phone calls last week 3/3/15 and today 3/9/15 and every time I call I get the same response 7 to 10 days! Absolutely no replies from their customer service emails only a automatic response. I have even offered to send back another unopened product to speed up the return of my funds but no response. --- CA Source: Web Form --- CA Status: Waiting for Response

Representatives claim that plexus slim products will cause weight loss, regulate blood sugars, increase breast milk, cure traumatic brain injury and more.

This ambassador for the company ((b)(6)) entices people to join with her income claims of earning over 5 figures a month and over \$100,000 a year. She stated "if I can do it, you can too" she also makes lifestyle change claims publicly via facebook

I canceled my auto delivery with Plexus by 2 letters sent in January and February. After I canceled I received another shipment of product. I did not even open the package. I sent it back to sender. This was around March 15. I still as of yet received a refund. I contacted the company 3 times by e-mail and got a response back saying they received the product back on the 20th and a refund would be issued on my credit card in 5-7 days. I have e-mailed again twice asking about the refund that I still have not received and it has been way past 5-7 days but no one will respond back to me. Thank you --- Additional Comments: I want my credit card reimbursed. They did not have permission to withdraw from my account.

I requested that Plexus cancel my account, with no transactions for 12 months, there should have been no issue. I called the 800 customer service line and waited on hold for 40 minutes to get a real person. They emailed me a form and instructed me to fax it back to them. I did this same day (4/27/15) AND received an email saying that my issue had been resolved, today, May 11th, 2015, I sent an email inquiring about my refund. They told me that I needed to fill out a form and send it back to them in order to get with a refund, which I've already done and received confirmation that my issue has been resolved, so I feel that they are giving me the run around in regards to giving me my refund. --- Additional Comments: Refund of \$34.95 that was debited from my checking account.

I didn't realize that being an 'ambassador' to their company allows them to take their 'membership' fees out of my bank account every year.. when i discovered this i immediately told them that i wanted to cancel my membership and get my fees back. (I had only been with the company 1 year, and was not happy with their product or customer service) They told me I had to fill out a form explaining why I no longer wanted to be a member, which I did and sent back to them right away. They have the form and it has now been 6 weeks and I still have not gotten my monies credited back in to my account, and they cannot give me a time frame as to when I will receive it. They just keep telling me that it will be processed in the order it was received? I find it hard to believe that there are that many requests to go thru. 6 weeks is way too long to be holding on to my money. I have stated to them that I need the money credited back in to my account because I am needing to close that account soon, for I have opened a new account with a different bank. (all due to not having a branch in my area-the bank closed their branch so I went with a new bank) Plexus is still giving me the run around, and still won't tell me when I might expect this credit. It may not be a lot of money \$34.95, but it's the principle of taking the money and then not giving it back at a reasonable time. I email them once a week, and they tell me the same thing. --- Additional Comments: I want my money back. I did what they asked, filled out the form and have waited 6 weeks. I need to close the account that the monies was taken from, I would like them to send me a check within the next 30 days. I should not have to wait any longer for my credit. 6 weeks is way over due.

I have cancelled a membership with this company, they have failed to credit my card with the \$34.95 they charged me on 3/9/2015. --- Additional Comments: Refund of my money.

After repeatedly calling (at least 4 calls), faxing (2 faxes), and emailing (2 emails) our cancellation of our yearly membership, they still keep billing me \$35 on my Discover card for a yearly membership. We told them the last couple times that the BBB would be contacted if they did not resolve this, but still completely ignored us and told Discover there was no record of our cancellation and re-placed the \$35 cahрге on our card again. --- Additional Comments: We would like for them to quit charging us for a yearly membership that we do not want . We want our \$35 credited back on our card. We would like them to not charge us for anything in the future. We have not used their products in a very long time and jst cannot seem to get them to cancel our membership. We have spent a LOT of time with this matter with them and Discover card. All we want is our money back and them to no longer bill us.

may of 2014 i had signed up for a yearly membership .. may 2015 i recieved an email stating that my account was up for renewal and had contact plexus worldwide and had told them i wanted to cancel my membership .. The guy that I had spoken to sent me an email stating that I needed to fill out this paper and send it back and the account would be cancel ... I thought everything was taking care of until May 9th i recieved an email thanking me for my 34.95 payment that I did not authorize them to take out especially since I was canceling it he first place ... I had called on May 9th to find out what had happened with the letter for my cancelation they preceeded to tell me it was my fault because 1. I sent the paper through the mail and did not have it certify in which the guy had never told me I had to do .. Now I have been trying to get my money back for the last week and the half and they keep telling me it is first come first serve in the refund department .. now they are telling me it takes a complete billing cycle.. I just want my money back it should be this much aggravation from a company especially when you did everything the first time to cancel... --- Additional Comments: they need to change the refund policy and also need to ask permission for billing your card a year later even if it is the contract

I became an ambassador with Plexus Worldwide October 15, 2013 and based the majority of that decision on the testimonials I saw and heard as well as (b)(6), diamond ambassador assuring me 90% of the business could be done online. (I have this recorded) I asked if a specific meal plan should be followed and she said, "oh no, you don't have to change a thing". At that time, (Oct 2013) all I was was drink pink and shrink, no exercise, no diet. But it did not work for me or the 39 people (customers) who tried it. When I asked both (b)(6) & Plexus Corp why, I was met with indecisive avoidance. The language about the product began to change from "drink pink and shrink" to "pink for health". It became all about "health" and weight loss was a possible bonus. That's NOT how it was presented to me. I was gravely mislead. The product had CHANGED! The testimonials on the corp website at that time was reflecting results from an old formulation! Isn't this deception and false advertising? The leaders were well aware of the change and that it wasn't working. (I have emails to prove this) They wrote their concerns to the CEO because of the decline in sales and team growth. The diamond leaders knew the truth but worked very hard to cover it up and continued to lie that it did work. The problem? Nobody told ME about the product change even when I asked directly! I joined Plexus Worldwide October 15, 2013 and the change went into effect November 2013. Therefore I was not representing the product I thought I was and it could cost me something much more valuable than money... my credibility and integrity. There was a widely publicized video at the time I signed up (although I made some edits to prove a point). <http://youtube.com/watch?v=lyOzaS1-yc8> What is emphasized most in this video, health or weight loss? Plexus Worldwide proudly boasts of how quickly their company has grown as well as being a debt free company. Considering there are numerous reports of Plexus Worldwide charging the annual \$34.95 fee to unsuspecting past ambassadors (those who resigned), as well as active ambassadors creating bogus ambassador accounts to rise in rank, it's a fabulous appearance of growth. I call it lies, deception and unethical business practices. And let's not forget the adverse side effects experienced by many reported by some by such as stroke, heart and liver damage. This stuff can be DANGEROUS! Yet they say it's just "healthy greens". I had a team member achieve a rank and then it was removed due to someone returning an order after month end. I simply questioned, for FIVE MONTHS, where it was in the compensation plan that stated month end date or that the month was extended till the 15th of the next month. It was not there. The only notice I got was a termination due to disparaging remarks, however I was never told what they were or given the opportunity to defend them. I never received a call or termination letter till I contacted them. NEVER in my 35 year career have I experienced a company as ignorant,

Plexus Worldwide says they have a 60 day money back guarantee but they refuse to give me my money back. I ordered in April 2015, received the product 4/22/2015 and called 05/22/2015 to get my money back due to not getting the results plexus claims to have. --- Additional Comments: I would like my money back as the company claims to do.

<https://www.facebook.com/photo.php?fbid=10206180668583154&set=gm.904407726291718&type=1&theater> Plexus reps are always touting medical benefits to their supplements and scamming people on facebook, something needs to be done about them

I DEMAND that you return the \$4,000.00 dollars that you conned me out of. Consider this letter my formal request for a refund of my money. If I do not receive payment in full within ten days, I reserve the right to take further action to recover the amount without further notice to you, up to and including legal remedies. The product you sold me failed to deliver, was inadequate, and was not the products and services that you told me I would receive. This was clearly an issue of product not as described and warrants a full refund. In addition, today, March 9, 2015, is exactly six months from when I signed a contract with your company on September 9, 2014. In accordance with that contract, I am within my rights to receive a FULL REFUND of my \$4,000.00 for products not received as described. I will not hesitate to contact every applicable State and Federal Agency at my disposal. Please note I will reach out to any and all applicable agencies within 10 days after your receipt of this demand letter: Your immediate attention to this matter is appreciated. TOPIC: Referrals Other-Other Update

In April of 2014, IE PLEXUS contacted me. You called multiple times trying to persuade me to purchase services for a new online business venture and guaranteed I would make a profit. Over a period of ten months, I paid a total of \$11,769.67 to your company and their affiliates. Some of these charges were placed on my First Bank Visa card in a total amount of \$3,229.95. Over this period of time, I never received the services or profits that were promised to me. This is when I realized I had been scammed. I have attempted to contact the company multiple times, but they never answer and will not return my phone calls. I also contacted First Bank Visa to dispute these charges on my account. They refused to let me dispute them because they were too old. I am filing this complaint now because I have been a victim of fraud and would like you to help me get all of my money back asap. Please open an investigation so this situation can be remedied right away. TOPIC: Referrals Other-Other Update

Note: C is for consumer and R is for merchant. --- I keep getting billed for a colonoscopy done on 6-25-14 for the anesthesia. I have tried over and over to contact these people only to never get someone to answer. My insurance co. did the same and no one answered. I am not suppose to pay this charge as I had no polops (so says my insurance co.). I finally got someone named Karen on 4-22-15 who said she would look into this and get back to me which she did not. I was told the code was wrong but no matter who I get in touch with I can't fix this problem. Now I get a letter saying they will turn this over to a collection agency. I have never been late on any payment and have a credit score of 780. Please help. invoice # (b)(6) *END* 5/11/15- forwarding to LCP for possible mediation-sent LCP referral letter to C. TD 6/3/15 Header 5/21/15 HL --- Complaint Status: Open

CFPB Issue Type: Billing disputes | --- What Happened: In April of 2014, I was contacted by a telemarketer stating he was from a company called IE Plexus. He called multiple times trying to persuade me to purchase services for a new online business venture and guaranteed I would make a profit. Over a period of ten months, I paid a total of \$11,769.67 to this company and their affiliates. One of these charges was placed on my American Express card for the amount of \$2,400.00. Over this period of time, I never received the services and products that were promised to me. In addition to this, I was contacted by Impact Rankings, who claimed to be affiliates with IE Plexus. I paid them a separate charge of \$2,400.00 on my American Express card. Just like with the other company, I never got the services that I paid for. This is when I realized I had been cheated. I attempted to contact both companies multiple times, but they never answered and will not return my phone calls. I also contacted American Express to try to dispute these charges on my account that totaled \$4,800.00. They refused to let me dispute the charges because they were too old. I have not received the services promised. I have realized it is time for me to take further action. The Merchant calls people and makes false promises; and after squeezing every possible penny from your victims, you become unresponsive. I was repeatedly promised that you would provide me with a website which would be profitable without any further time, effort or expense; I trusted and paid them only to be left empty handed. The prime reason why I bought this product was the guarantee that their company offered in order to entice me into purchasing. --- Have contacted: CC Issuer --- Fair Resolution: I want my money back.

CFPB Issue Type: Billing disputes | --- What Happened: On May 22 2013 I was contacted by a representative of the company. The first web developer of grandmasmagictoybox, my retail website had following the gaining of my approval for the site they built changed the site in a material way at the time I had just engaged a company known as advanced web systems to re work the site and assist with its marketing. The representative from IE PLEXUS stated that AWS was an inferior company but that IE PLEXUS was in an excellent position to assist me in marketing the retail site because they had employees who had previously worked for Google and knew a formula to get these sites ranked on the first page of Google. They represented that the fact they had achieved first listing for their own company in the Google ranking of similar business showed that they knew how to do it. I paid the \$3000 and I really need help obtaining my funds back. Please speak to them and help me get out of this horrible situation. This was all a scam and did not get what was promised. The funds were taken under false pretenses. --- Have contacted: CC Issuer --- Fair Resolution: I want my money back

I ordered a 30-day supply of Plexus Slim. after using all the product received I determined that it was not working and I wanted to take advantage of the 60-day money back guarantee. I submitted the request on 5/3/15 and several days later received a message that it had been approved. Nearly a month later and I still have not been issued a refund. When I contact customer service they at first responded that 'refunds are issued in the order received.' What ever that is supposed to mean. I took them moments to remove money from my account and nearly a month to refund it? My last email inquiry received not even a reply. --- Additional Comments: Refund as promised in a timely manner (which is now immediately).

I signed on to be a Plexus Ambassador 2 weeks ago. Very unhappy with the products! I called customer service to find out how to send my products back in for a refund and was told Ambassadors only have a 5 DAY period in which to send their products back in UNOPENED! What happened to the 60 day money back guarantee they offer and is printed on their products?? How is an ambassador supposed to 'try' to products and see if they work within 5 days....if you can't even open them? This is the most ridiculous company I have ever seen and the customer service is horrible. I am requesting a refund on my products AND ambassador fee or I will let everyone I know on social media about the poor customer service of Plexus Worldwide! The total I paid was \$158.99. --- Additional Comments: Refund of my products and ambassador fee! I paid a total of \$158.99.

I purchased a months worth of Plexus in June of 2013. I tried their product for a month and decided it was not for me. I was told I had a extended amount of time to cancel the membership. I canceled with in a month of trying this product. I was refunded some 90 something dollars in product fees. They never sent me anymore product because I had cancelled. However, I was charged. I was refunded the 90 and I thought I was done with plexus. Then in June 2014 I was charged again. I called and spoke with a rep who told me he was going to send me the cancellation form and I had to print it out, sign it and fax it back to him. I did all of which he asked me to do. I even called the man back the very next day ,after emailing back and forth, to verify that it was in fact cancelled. I never received a refund for the charge in 2014 (mind you i had already thought i had been cancelled for a year). Today (6-22-15) I checked my bank account and low and behold, I have a charge from Plexus worldwide. I immediately get on the phone with them. The first rep told me that he did not see my account anywhere. I even gave him the debit card number that they charged. He told me he couldnt find my account. Which, they just charged my debit card CLEARLY they have my information somewhere. I eventually was able to find my information using my social security number. I have moved since 2013 so my address and email are no longer valid. Once he found the account, he said he was sending someone a message to get this resolved and cancelled (for the THIRD TIME) i waited patiently on hold and was then hung up on. I called back again and got a man named Shawn, who proceeded to tell me the entire process of sending the form and me printing it out and faxing it to them to get my money back. Once I explained my story AGAIN, I told him I already did that and I refuse to do it again. I told him I will get my attorney involved because this was supposed to be cancelled and they did not have my authorization to debit my card again. I also know all of their calls are recorded and the man i spoke to last year told me on the recorded call that my account was cancelled. I want my entire 70 dollars back for the past two years and first thing tomorrow morning i will be going to see my lawyer and she will call them herself. This company is ridiculous and misleading to its customers. I jumped through all of the hoops they asked me to jump through and they continue to ILLEGALLY withdrawl money from my bank account. --- Additional Comments: I want my entire 70 dollars put back into my bank account that they illegally withdrew and I want them to delete ALL of my information from their systems including my debit card information. Clearly when they tell you something is cancelled, it really isnt and they feel free to take money whenever they want. I want my information to be deleted. I will get a court order if i must.

I purchased products from this company that advertises a 60day money back guarantee. Upon realizing that I am allergic to components of the product, I started trying to send it back. The website is not user friendly. You are not able to use the company's website search engine to find 'return,' 'guarantee,' or cancellation. Because I could not find these where I had to look on the company's website, I resorted to google to find a phone number and instructions. When I finally found them it was past a 5 day window that I found on the website once I googled the information. Customer service acknowledges that I returned the product but because I didn't have the number to call and get a return number, they shipped it back to me. They said that I was contacted but I show no contact information on my phone. --- Additional Comments: Refund my money AND reformat their website to make this information easier to find for future customers.

CFPB Issue Type: Billing disputes | --- What Happened: In April of 2014 I was contacted by a telemarketer stating he was from a company called IE PLEXUS. He called multiple times trying to persuade me to purchase services for a new online business venture and guaranteed I would make a profit. Over a period of ten months I paid a total of \$11,769.67 to this company and their affiliates. One of these charges were placed on my American Express card for the amount of \$2,400. Over the period of time I never received the services and products that were promised to me. Then I realized that I have been cheated. I attempted to contact the company multiple times but they never answered and will not return my phone calls. I also contacted American Express to try and dispute these charges on my account. They refused to let me dispute these charges because they were too old. I have not received the services promised. I have realized it is time to take further action. The merchant calls and makes false promises and after squeezing every possible penny from your victims. I trusted and paid them only to be left empty handed. --- Have contacted: CC Issuer, Gov Agency --- Fair Resolution: I attempted to contact the company multiple times but they never answered and will not return my phone calls. I also contacted American Express to try and dispute these charges on my account. They refused to let me dispute these charges because they were too old. I have not received the services promised. I have realized it is time to take further action. The merchant calls and makes false promises and after squeezing every possible penny from your victims. I trusted and paid them only to be left empty handed.

I have been watching an acquaintance's facebook posts regarding Plexus for a few months and am increasingly concerned at the false health claims made by the company's "ambassadors." I have seen claims that plexus can control diabetes, crohn's disease, regrow hair after chemotherapy, and increase breast milk supply, as well as weightloss. This is a very dangerous approach and I would like someone to look into the company and their various health claims.

(b)(3);(21)(f)

Their products give you a 60 day money back guarantee and when I called to receive a refund they did not give me full refund. They are only giving me less than half and I am returning some of the products. She (the customer service rep) said because I said I liked the flavor of the drink I would not receive total refund??? Just because I was honest and said the drink tasted good. My issue is the products did not do as they were advertising! I even told customer service representative I would send it all back but she said I used it. I even talked with my ambassador and all she did was try to sell me more and have me wait longer to get refund. My total refund should be \$399.92 and they are only giving me \$161.92. And that is only when I ship back the unopened bottle of bio cleanse. I feel that is wrong and they should give me full refund and honor their 60 day guarantee. --- Additional Comments: All I want is a total refund of \$399.92 because I am very unsatisfied.

This Plexus Ambassador posted an advertisement for her Plexus product in on an online FB sales site for Pocatello, ID. In her ad she shows a picture of a woman and claims that Plexus cured this woman of Type 1 Diabetes. Type 1 Diabetes is NOT curable. There is no known cure for it. This would have been worldwide news. Maybe Plexus helps people with Type 2 Diabetes be healthier or eat healthier, because Type 2 can be improved or reversed sometimes by better eating. BUT not Type 1 Diabetes. This is an outright false claim and it puts Plexus into the category of claiming it is a drug that cures a disease. The ad says the woman used to have to take 5 insulin shots a day because she was a Type 1 diabetic but Plexus changed all that for her and now she does not need insulin at all. Any person with Type 1 who quit taking insulin would die within 5 days or so. This is a DANGEROUS advertisement. It may give young people the wrong idea about stopping insulin and could result in harm or death. This must be stopped. I have a .jpeg image of a screenshot of her ad and can provide it to you.

I used to buy their products, but cancelled my membership in March, 2015. On May 2, 2015, an amount of \$156.52 was taken out of my bank account by Plexus. I called them to have them stop any shipment but was told it was too late, and that I should send the package back and receive a refund. I returned the package on May 4, 2015. After not hearing anything, I called and was told they didn't know what happened but it would be looked into. Again, I had no response, so I sent an email, and was then told that my refund was processed on May, 19, 2015. It is now July 8, and I still have not received my refund. --- Additional Comments: I want my \$156.52 refunded.

This company continues to send me product I haven't requested and every time I contact them to return the package their return policy changes from phone call to phone call. Previously when I would call they would issue a refund and I would return the product knowing that if it wasn't received within 21 days I would expect the refund to be reversed. I have requested to be taken off auto ship multiple times but it never happens. Currently I am owed a refund and still awaiting the refund even after they have confirmed receipt of the return. With each call to plexus I am told the refund will be processed but it never is. Today I was told my refund would be processed less the shipping but I have NEVER been charged shipping. I just want my refund and I want it now. This company operates using fraudulent business practices in hopes that you may eventually become too frustrated and just give up while they continue to make a profit. --- Additional Comments: I am requesting they refund my money immediately.

I purchased plexus about a month and a half ago from a plexus ambassador named (b)(6) . after the month the product Plex slim and block did not work for me so then I messaged (b)(6) to see if I can get my 30 day money back guarantee. I messaged her and she totally ignored my message . I contacted the customer service number for Plexus and they too have tried to contac her and still no answer. I messaged her a week later and she said her ex husband should be giving her money by Friday or next I messaged her back saying thank you. So I proceeded to message her next Thursday about getting my money back and once again she ignores my messages. I called the customer service number on Plexus and had told me to file a compliance on there plexus website. --
- Additional Comments: I would just like for(b)(6) to give me back my \$118 for the two products I purchased . I'm tired of calling her and there and still no answers I just want this issue to be resolved and done and over with as soon as possible.

I called and cancelled my auto refill with the main headquarters, and the woman I spoke to told me that everything was clear and cancelled and I would not be charged. My account was charged today (an expense not accounted for since it was cancelled) and it resulted in bills not paid that I had accounted for resulting in my account being charged 4 times for returned items. Amounting to 120 dollars. --- Additional Comments: I want no business with these people and this problem resolved.

I ordered this product called Plexus Slim from them and Ease Clean. They tell you that you have a 60 day guarantee. I started taking it and did good the first 6 days or so and then started having headaches. I stopped taking it as the advise of my doctor and contacted this company to return the product. They told me they had to put me through quality assurance and would call me back. I left a message yesterday and today and cannot get a call back. I do not understand why I have to go through this when I cannot take the product. They told me it was a quality issue. I told them if I did not get a call back that day I would report them to the BBB. I paid \$112 for a product I cannot use. --
- Additional Comments: I would like to receive a refund.

I became an ambassador for Plexus. I ordered a starter kit for \$100. 4 days later I decided that I did not want to be an ambassador so I revoked my contract with them. When the kit arrived on Aug. 10, 2015 I used the product for 2 days and I sent the kit back, costing me \$20 to return it to plexus. I called Plexus on Aug. 15, 2015 to find out when they would be returning my \$100 back to my credit card and they told me because the product had been opened they could not return the money and that they would be sending the product back to me. They say because the product had been opened they could not refund the money but their return policy for customer is a 60 day money back guarantee. They say they can not refund money to someone who order as an ambassador. There should not be a separate money back guarantee. --- Additional Comments: I would like to be able to resend the product back to them at their cost this time and for them to refund my money. If not all at least 80%,

I can not find the proper place to file a complaint against Plexus Slim, so I am hoping this will get routed to the proper place. I do not think it is appropriate for Plexus Ambassadors to be claiming their product can "fix medical conditions." I have noticed this on several facebook pages. Just this week, I noticed one on the facebook page of (b)(6) with a picture of a pregnant female stating, do not let the word Slim fool you, Plexus is safe to be used during pregnancy. This could be putting the life of an unborn child in jeopardy, just for someone to make a dollar. these claims should be looked into and stopped. When people are claiming this stuff allowed them to stop their Diabetic medication or Hypertension medications, a line needs to be drawn by someone, somewhere. Thank you!

This complaint is to cover 3 issues: 1. Billing or collection 2. Advertising issues 3. Customer service 1 and 3. The last 2 months I was active in plexus, they sent me thru their error 2 orders each month through the automatic order system. I had signed up for just one each month. when I saw through my checking account that plexus withdrew money to cover 2 orders, I stopped my mailman at the mailbox and rejected the packages. I emailed plexus a couple of day later and told them it was sent back to them and requested that the money be sent back to my account. Plexus responded and said that when they inspected the packages, they would put e money back in my account. I then called the company to check on the status. The person I checked with said that the packages were there and were being inspected. She said it would be a few days and I would get my money. In a few days I called and checked the status again. She said to check my bank at the end of the week. At the end of the week. I called again. This time the representative said that the packages were not sent back. They had to be inspected when they arrive. She said that the tracking said they were on the way. This contradicts the first two plexus employees. I explained that the other two said the money would be in the bank by this time. She then said that it would be handled during the next billing cycle. I asked when that would be. She would not answer. After asking how long a billing cycle was she finally admitted it would be a month. I explained that they have taken out money they were not given permission to do. Frustrated I asked her to have her supervisor to call. When the supervisor called, she repeated the 3 rd person's responses. Then she told me that it was my fault and had ordered everything I had received. I explained to her that I gave them the benefit of the doubt the first month. But the second month I double,, checked the next month and I should have just gotten one order. The supervisor was very rude. 3. I have used plexus slim for several months. Long enough to see results. After the first 3 weeks, I began feeling more energy. However, in about a month, that feeling wore off. I finally lost all the energy and began gaining weight. I have noticed that I get heart burn after taking the plexus slim and accelerator. When I tried block, I had no energy and had heartburn. I was told that weight gain was muscle building. Not. My husband had the same results. They advertised that just lying on the couch you could lose weight and gain energy. I was exercising in the mornings and walking every day. It was not uncommon to walk 20,000 in a day. I was eating healthy. In fact I lost more weight by eating right and exercising before plexus. I asked for refund for the last 60 days of billing because of the 60 day guarantee. I was told the guarantee for ambassador only get a 5 day return policy. --- Additional Comments: I have dropped from plexus. I am requesting at refund of the returned orders. The company would show integrity if they would honor the last 60 days. Also, plexus

I ordered this product called Plexus Slim from them and Ease Clean. They tell you that you have a 60 day guarantee. I started taking it and did good the first 6 days or so and then started having headaches. I stopped taking it as the advise of my doctor and contacted this company to return the product. They told me they had to put me through quality assurance and would call me back. I left a message yesterday and today and cannot get a call back. I do not understand why I have to go through this when I cannot take the product. They told me it was a quality issue. I told them if I did not get a call back that day I would report them to the BBB. I paid \$112 for a product I cannot use. --
- Additional Comments: I would like to receive a refund.

I signed up to be a distributor for Plexus a little over a year ago. I paid the initial money to join and get the starter kit. I have never sold or put in an order for their product since. The account was totally inactive. Just before the annual fees were due I contacted them and told them I wanted to cancel my account. They emailed me a cancelation document. I filled out the cancelation document and emailed it back to them. They emailed me back and told me they could not cancel my account because my SS# did not match what they have on record. They said that I had to match the SS# what they had on record on the cancellation form. I told them that I didn't know the ss# that they had on their record. They have continued to bill me for the annual fee and won't close my account. I want this account closed and I want them to cancel the annual fee bill and discontinue any future annual bills. I have called them twice to resolve this but they refuse to close my account and continue to bill me. --- Additional Comments: To have Plexus close my account and cancel the annual fee.

July 14th I ordered (2) Triplex Combo's from the Plexus website, 1 for myself, and 1 for my husband. The combo's I paid for are \$115.20 each including shipping. My husband and I have both been taking our own Triplex combo, we have been eating healthy and being active, neither of us are experiencing any results. I have contacted Plexus Customer Service to get a refund on both, the person tells me they do not do a 60 day Money Back Guarantee for Ambassador(s). It is not my fault I didn't know that, the person who enrolled me and signed me up neglected to tell me about Ambassador(s) get 5 day money back guarantee. My husband and myself both find that is wrong, I signed up as a ambassador to get the discount on the products, not to sell. Plexus should not advertise on their products '60 Day Money Back Guarantee' if it's only for customers. So everyone thinks they are eligible for the money back. --- Additional Comments: I would like a full Refund for Both Triplex Combo's that are \$115.20 Each including shipping. Plexus should Not allow ambassador(s) to sell a product and give out the wrong information or forget to give information. I wasn't informed of a 5 day money back guarantee for being an ambassador. When I only signed up to get a discount on the products, for my husband and I. Ambassador's order the products as well, they should be eligible for a 60 money back guarantee. Also Only Customer Service should be allowed to sell the products so everything is correct, and no one runs into this or any other problem again.

Every day I log into social media and see more outlandish claims from careless Plexus salespeople. They are marketing their products in deceiving ways and making claims that are unsubstantiated, unproven, and often illegal. The most recent post I saw talked about a woman's journey as she overcame fibromyalgia and then listed the Plexus supplements she attributed her success to. I am requesting that the FTC step in and investigate the Plexus brand, their training of salespeople, and the claims they make on social media. Often the posts are hashtagged so it would be easy for an investigator to search the hashtags and review the claims (or anecdotes that appear to make claims). I would also like this investigation to be made public so that unsuspecting buyers who may be desperate for a cure for their illness, are made aware and do not fall prey to these unethical vendors. This is a very unfortunate situation because I am seeing close friends market products to other close friends in a way that takes advantage of the friendship and disappoints me. Thanks for your attention in this matter.

Plexus is teaching their Consultants that the Plexus "Pink Drink" will cure Type 1 Diabetes, therefore eliminating the need for Insulin, because their belief is that it stabilizes blood sugars. What they aren't understanding is the difference between Type 1 and Type 2 diabetes, and that the ONLY cure for Type 1 is a Pancreas Transplant, which is not yet a reality. Plexus needs to stop teaching their Consultants that the Pink Drink will cure Type 1 Diabetes.

I have become increasingly concerned with the Plexus reproduced ads that are posted constantly on Facebook from Plexus ambassadors, as they call themselves. It is basically a MLM scam that attracts people to become sellers of the product in a simple pyramid scheme. They arm their MLM scammers with ads that make ridiculous and untested claims about the efficacy of their products for weight loss, warding off cancer, and curing various other ailments and maladies. I even saw one recently where someone claimed that the Plexus products cleansed her daughter of chemotherapy chemicals years after she had treatments. I hope that the FTC will look into the company and their misleading ads. I have several Facebook acquaintances who have become "ambassadors" and keep recruiting other people to join them so that they can make more money. It is deeply concerning to me that this is not considered an illegal way to make money - by misleading the public about your products and the money you can make selling them with the use of Facebook re-posts.

see Attached document --- Additional Comments: see Attached document

I have canceled this many times. They will NOT stop charging our card and sending products. We have even sent products back. Yet no credit, so I have had to do report it to my bank. They are not charging another card that is not authorized for anything. We ordered a one time thing off of this card and other products that were not ordered were sent and now they are charging again over something that was NOT ordered. I have sent SEVERAL emails and have plenty of documentation to prove should this fraudulent company say otherwise. I have also called in several times. This morning there is a new charge on our card. I DO NOT want the product and want an immediate credit to the card. I have already contacted the FTC and the AZ Attorney General's Office. They need to STOP!!!! --- Additional Comments: Credit my card and STOP charging and sending your product. DO NOT WANT IT!!!!

have attempted to cancel autoship and charge. company will not respond and can not reach them by phone looped back and never answer. have attempted to get refund or just stop auto payments but they do not respond TOPIC: Referrals

I have an order that was placed August 13th and 14th 2015 for Plexus products. The amount was \$162.95 charged to my credit card three times. on August 14th, 2015. I have emailed the company on September 21, 2015 and October 12, 2015. My complaint was assigned number of (b)(6). I have received no response to my emails except this complaint number. I have called the company on September 21, 2015 and was told by customer service that they could not help me. She advised me to call my credit card company which I have done. I just want my credit card credited for this overcharge of \$162.95. --- Additional Comments: Credit to my credit card for \$162.95.

On September 3, I ordered a product which unfortunately did not work for me as claimed. I actually had negative results instead of good or neutral results. They offer a simple 60 day guarantee. I have been trying to get in contact with the company about that. I emailed them on October 3, 8, and 20. I have tried to call them almost every day and have been on hold for over twenty minutes each time. Because of my job, I cannot hold longer than that. I contacted my ambassador and she said she could not help me. I had to contact Plexus directly. I don't believe in getting anything for free, but according to their 60 day guarantee, I should be eligible for the refund. I would like someone to contact me about my request. It has three weeks and no response at all. --- Additional Comments: I would like someone to contact me and tell me how to go about getting my 60 day guarantee refund.

I currently am a salesman (Ambassador) for this company and have been trying to make contact with this company via e-mail and phone. No answer and No response to my e-mail. Just an automated email telling me I was med. priority. My complaint is, I did not submit an order and I was billed and sent the order. This company has recently done a program switch over and many problems have resulted in it. I was charged \$199.98. for something I did not order and all problems such as mine were told to send an email and put within the subject line 'REFUND'. I did and still no response! I am currently paying interest on this charge! I would like a refund and apology. --- Additional Comments: Make sincere contact with me and refund my money. I will return the product unopened after I hear from someone!

For over 2 weeks I have tried repeated to access my Plexus account online to cancel my automatic shipments. I can never log in even after several attempts to retrieve my password. I get sent one that does not work. I have contacted the help desk 4 times only to receive a auto response that I will be helped in 48 hrs. Still nothing ever! I call the phone number the sent me to only be told to email us! Well they charged my CC \$111.89 for an item I was trying to cancel for over 2 Darn WEEKS! I still have been unable to get any response from the company as of today --- Additional Comments: I want my ACCOUNT CLOSED forever!!! I no longer want this product only due to the lack of contact from this company! Its rude and disrespectful to consumers! I want my money back and I refuse to pay out of my pocket to send the item back that I NEVER wanted sent in the first place. They can pay the return shipping!!!

On 9/30/15 I placed a one time direct order with Plexus to try the products some friends from my church were selling before I committed to buying from their 'Ambassadors'. On 10/2/15, the amount of this order came out of my checking account by an ACH transaction in the amount of \$157.80. Today is 10/13/15 and I have yet to receive an email that my order has been shipped. I have sent 4 emails, sent a fax, and calling on 3 different occasions, have held for about an hour. I have yet to have a response to any of my attempts at contact. This is the first time that I have ever had to file a complaint against any person or business. --- Additional Comments: I would either like my product to be shipped as ordered or a full refund to my account.

I was enrolled in Plexus' autoshipment program which means that each month they automatically ship me product and my credit card is automatically billed accordingly. About 2 weeks ago, I called Plexus to cancel my automatic delivery and membership. The woman I spoke with said that she cancelled the account. I asked her if there was a confirmation number and she replied 'No.' On October 6, I received an email thanking me for my Plexus order (the one that I cancelled by phone 2 weeks earlier). I immediately called to try to have the shipping cancelled so that the order would not go out and my credit card would not be charged. I was on hold for 40 minutes and then the line disconnected. I immediately emailed customer service (at 11 am EST), explaining the issue because I did not want to go through the hassle of having to return the product and having to get the charge removed from my credit card. I did not receive a response. I considered this matter urgent due to time sensitivity so I emailed customer service 2 more times that day, begging for a response and a confirmation of cancellation - emails sent at 2:19 EST and 6:24 EST. I also called customer service again on October 6 and was on hold for 1 hour before being connected to a voicemail. Both times that I called, I received a message that they were experiencing higher than normal call volume. I tried calling again the next morning (Oct 7) at 6am EST and also received a message that they were experiencing higher than normal call volume. I waited on hold for 20 minutes before finally giving up and deciding to try emailing customer service again. I sent another email on 10/7 at 2:36 EST, explaining the situation and begging for a response and confirmation of cancellation. With each email, I received a reply email from Plexus telling me that my email was in the queue for the help desk. Today (Oct 8), I see the charge of \$84.00 hit my credit card. Needless to say, I am furious. I am not sure what else I could possibly do to cancel this order. I feel like Plexus has made it impossible to get through to customer service to speak with someone and they obviously do not review their emails at their 'helpdesk' in a timely fashion. I would try calling customer service again to try to resolve this but after 2 hours on the phone and 4 emails later with no response, I feel like I'm calling a ghost. I am disgusted by their service and I will be telling everyone what a terrible company they are to deal with. --- Additional Comments: I want \$84.00 credited back to my credit card and I want the automatic shipment stopped immediately. Additionally, Plexus needs to pay for any shipping costs for me to return the product that they just shipped to me today (that I've tried cancelling several times) and they need to reimburse me for my time that I now need to spend going to the post office to ship their product back.

I have called, left messages, talked to plexus representatives and still I have no confirmation my account is closed. I just received an email tonight that they plan on charging me 34.95 for back office use. I have told them I don't want it and I did not want to be charged for it. Their customer service is terrible. I have waited for an hour on hold and still had to leave a message. No one has ever called or emailed me back. I have 4 customer service tickets open asking for someone to call me and I still haven't received a call. I want to cancel my ambassador ship and not be charged for another year of back office use. Can you please help me. --- Additional Comments: I want my ambassador ship cancelled and no further charges from plexus. Ambassador number (b)(6)

I have called and/or emailed this company daily to stop the auto shipment. They have not responded and continued to take out of my account, and ship the product. I have also asked for my money back due to their money back guarantee. with no response. --- Additional Comments: I want a full refund for the month of September and October. September I was charged \$139.32 and October I was charged \$138.02.

I placed an order on October 6th, 2015. They charged by credit card on October 7th, 2015. I received a shipment notification on October 14th, 2015. It is now October 28th and I have not received the package. The post office is saying the tracking number given was never shipped. I have sent five emails to customer service with no response. I would like a refund as I am no longer interested in doing business with this company. --- Additional Comments: Refund

I have cancelled my auto shipping with this company back in September, VIA email to their customer support email as directed to and as of today they are still billing me and shipping me products. I returned the unwanted September shipment back on October 1, 2015 they have not issued a credit and today they are auto shipping and billing me again. They now owe me 258 in refunds as I cancelled this contract! They do not answer the phone, you hang on and hear a bunch of recording then the system tells you their call volume is too high I have numerous Ticket numbers from Customer service as well showing that I cancelled this ! --- Additional Comments: Refund of \$258.00 to the card on file and FULL CANCELLATION without ever shipping me anything again.

I ordered some products from Plexus September 29, 2015 (shipped September 30). When I received them I decided I wanted to return them without opening the products, and per their policy, I waited 15 days from receiving the order to asking for a return authorization. I have attempted multiple calls to the customer service number and have been put on hold for more than a hour without anyone ever answering. I also emailed their customer service and helpdesk accounts, and never got a response from them either. I just want to return the products for a full refund. This business has terrible relationship with their customers! --- Additional Comments: Complete refund for this amount: \$144.25. PLUS cost of my shipping it back for the same amount represented here: \$5.25, to make a total of \$149.50.

Item#	Description	Status	Price	Quantity	Total
K1-SLAB-150A Slim, Accelerator+, Block Combo	Shipped	\$134.95	1	\$134.95	Subtotal: \$134.95
Tax:	\$4.05	Shipping	\$5.25	Handling	\$0.00
Total:	\$144.25	Payments:	-\$144.25	Balance Due:	\$0.00
PAYMENTS:	Date	Type	Amount	9/29/2015	Visa
					\$144.25

Contact customer service department several times over the past 3 weeks trying to get instructions for refund. No one has assisted me. I believe they are trying to let the 60 day pass even though I requested assistance prior to deadline. 60 days isn't up yet. I want a full refund asap. Poor customer service. There is no customer service. --- Additional Comments: Order # (b)(6) in amount of \$158.32 on 9/7/15 to be fully refunded.

I have called in September 2015 closed my ambassador acct. They still generated a shipment and charged me for it in October 2015 for \$152.79 and have not refunded my previous request for my husband to close his acct and refund his product costs! I have called the customer service line multiple times and at different times of the day or evening. I wait 1-2 hrs and no answer. They say to send email I did several with NO reply! --- Additional Comments: all my money back and account closed for myself and husband (b)(6)

I was billed on Oct 14,2015 through PWL*Plexus Worldwide*. Reference #(b)(6) amount of \$88.62, and have 'NOT' received my product, my Autoship #(b)(6), my Item Code P1-SLST-X30A - Plexus Slim. I have called plexusworldwide 'several' times since Oct 22,2015, and they continue to refer to the website.I have sent emails 'several' times with NO REPLIES. I emailed my Ambassador Sponsor #376131,she sent a general email from plexusworldwide. My on-line receipt date states ship date was Oct 16,2015.Their is NO REPLY, and this has been too long to HEAR NOTHING from Plexus Worldwide. I have PAID for my product through AUTO-PYMT on my credit card, and it has been such a 'concern', I have 'CANCELLED' mycredit card. --- Additional Comments: I would like a total 'REFUND" including' shipping and handling billed to me for the product I DID NOT receive.

My wife and I created an account with this company and after participating for a month or so we decided their products were not for us and cancelled our account. This company will automatically send you products whether you order them or not, and we understood this when we signed up. However, after we cancelled our account about a week later they took money out of my account, which I am assuming was for the forced shipment of products. We figured this was an error and have attempted several times to contact them to let them know we had cancelled our account and want a refund for the money they took from our account. We have been trying to reach somebody through their customer service line for a week now and have waited for as little as thirty minutes up to an hour to speak to a live person. We still have not been able to reach anybody to talk to them about our situation and to request our refund and we are very irritated that we can never get through to a live person when we call to do so. On top of this, if the money they took was for their forced shipment of products, like I said it's been a week, we haven't received them either so I really don't know what the deal is here. --- Additional Comments: We want an immediate refund of the money taken out of our bank account and a guarantee that our account has been closed and that we will not have anymore money taken out of our account going forward. We just want to be done with this company.

I placed an order on Sept 28th, 2015 for 2 products that totaled \$62.59. The Order#: (b)(6). I have emailed FIVE different times and gotten no replies to any of the emails. I was attempting to RETURN this product originally as I do not need it and can not take it. However, since i have not received it, I can not return it. I also tried to return an order from August for the same thing under their 60 day money back guarantee and have now MISSED the 60 day return window because they have failed to reply to my numerous emails. I have tried to call and sit on hold to a rep for over 50 mins and then the line goes dead. I've read they had a system change over on FB and this is causing the issues but I have also seen people who placed orders mid Oct who have already received them or they have received a reply to their emails. I have gotten nothing from anyone so far. --- Additional Comments: I would like a refund of the last 2 months orders of Bio Cleanse as I no longer can take it. I would like the September order cancelled since I have not received it (Order number is listed above)

Since Sept 20th I have been trying to cancel my recurring shipment of product. 1st time I called customer service, no answer. 2nd time I called, a msg states the company was updating there system and would be available the next day. 3rd time I called, the number was disconnected. I then went online to fill out a request to cancel my shipments and membership, after doing this 3 times, there was still no answer to my request to cancel. I also emailed the customer service address to cancel my order, I have never heard back from at any time from the company. --- Additional Comments: My recurring orders will be cancelled, I will be able to return my unused product that was mailed to me and I will be refunded the amt charged for the product that is unused and was unwanted.

I purchased plexus under the understanding that if it didn't work, or i didn't like it I would receive a refund. After it didn't work and made me feel horrible (nauseous, light headed, constipated etc.) I told my 'ambassador' that I did not like it and wanted my refund in July of 2015, within my 60 day window, she gave me the run around about how to get a refund, tried to sell me more plexus products, and gave me no information on how to get a refund, on the 1st of September I finally got the Web address to email to request my refund, I sent the email to request a refund on sept 17. Again within my 60 days window, received an email on the 24th saying that I would not get a refund because it was passed the 60 day window. I feel scammed, lied to and used, they gave me the run around just to keep from getting a refund. --- Additional Comments: Just give me my money back, like you promised.

My best friend talked me into signing up for Plexus. She walked me through the process of signing up. 'Click here, check here, sign here' etc. I took the product for 4 days. It tasted awful! Although, I was told it would taste like cherry cool aid. I told my friend. She said just keep drinking it. Her words were 'just guzzle it.' She is supposed to be the first person that I turn to when dealing with this company. She never told me to return it within 5 days. I was never told of a 5 day return policy until October 14 after 2 hours and 31 minutes on the phone. The package says it has a 60 day money back guarantee. The company says they only honor that for customers. I AM a customer. I gave them money for a product and they won't honor the guarantee. I just want my money back. The product is so gross it made me nauseous. --- Additional Comments: I want a refund for the products that the company sold me. The product came from Arizona, I want my money back minus the shipping.

I had an order that I wanted to cancel and get my money back. In fact the products caused me health palpitations and made my blood pressure rise. I was having headaches and stomach problems. I stopped the products and now I feel better. --- Additional Comments: Dear (b)(6), Thank You for your order! Please know that we are here to answer any of your questions about any of our products. Feel free to contact Ambassador Relations at 480-998-3490. If you have purchased your Plexus products with our pick up option your order is ready to pick up at this time. Our hours at the Product Store in Scottsdale AZ are Monday through Friday 8:00 AM to 5:00 PM. The hours in both Biloxi and Raceland are Monday through Friday 10:00 AM to 6:00 PM Saturday 10:00 AM to 4:00 PM. Once shipped, your order should arrive within three (3) to five (5) business days from the shipping date for continental US orders. International orders may take seven (7) to ten (10) business days. Please note that international orders will be processed through Customs and may take longer than expected. Please be advised if this order is a Backup Order, it cannot be changed or canceled once it is processed. If you need to return the order please contact customer service to obtain the return instructions. Thank you so much for your business. We honor and value it greatly. Sincerely, Ambassador Relations Plexus Worldwide, Returns, Refunds, and Exchanges. The Company will refund the purchase price of Product or exchange it pursuant to the following. 1. Retail Customers: If you are unsatisfied with a product purchased from Plexus, you have up to 60 days from the date of purchase to contact customer service for a return authorization. You will need to return any unused product along with its original packaging to Plexus prior to a refund being issued. If you have purchased directly from a Plexus Ambassador, please contact that individual for a direct refund. You will need to return any unused product along with its original packaging to the Plexus Ambassador whom you purchased the product from. 2. Preferred Customers: If you are unsatisfied with a product purchased from Plexus, you have within 15 M-CM-'M-BM-^@M-BM-^S 60 days from the date of purchase to contact customer service for a return authorization. You will need to return any unused product along with its original packaging to Plexus prior to a refund being issued. You may request a refund or cancel your auto-order any time 15 days after receiving your initial order. 3. Ambassadors: Ambassadors may return product for a full refund upon notifying Plexus customer service within 5 days of receipt of their product purchase and upon receiving authorization. Product must be returned in re-sellable condition. A refund will only be made after the product has been returned and verified to be in satisfactory condition. 4. AmbassadorsM-CM-'M-BM-^@M-BM-^Y customer (direct transaction): If a customer is unsatisfied with a product purchased directly

I have tried to contact Plexus multiple times now in order to return product that I did not like within the 60 day return window. I have emailed 3 times as suggested per the pre-recorded message to send email with subject Returns. As of today none of the emails have been returned. I have tried calling the company 3 times to get a return authorization that way only for it to say that they are experiencing a high call volume and to try again later. I am trying to follow the return guidelines for full money back guarantee but cannot get in touch with ANYONE! I would like my money back and will call my credit card company to dispute the charges if I need to. --- Additional Comments: I would like to be refunded the amount of \$95.23 which is what I paid for this product invoice # (b)(6) Customer ID # (b)(6) And if a return authorization will be sent to me I will gladly ship back the unused product and packaging

I have emailed this company a few times over the last 2 months to cancel my account. Today I received an email thanking me for yet another order. I should not have received the last two orders. They have now billed my credit card \$247.52 since I have stated to cancel my account. --- Additional Comments: I want full refund for both months plus the overdraft fee on my card for this month which is an additional \$35.

I placed an order with this company on 10/15/2015 for products totaling in the amount of \$130.60. I will be moving very soon and would like to know the status of my shipment. I already paid for the product and would simply like to receive said product! I have tried many, many times to contact the customer service number listed, (480) 998-3490, and cannot make contact with anyone. I have been calling for almost 2 weeks now! I filled out a customer complaint 'ticket' on 10/19/15 and they have still not addressed or handled my 'ticket.' So, I filled out another customer 'ticket!' I paid for shipping and the product, and believe it is the company's responsibility to deliver the product of which they have already received the payment. If their shipment is delayed or on back order, they at least need to notify me of the situation, or address my calls or customer complaints via their website. This company practices terrible, terrible, terrible customer relations. They haven't even given me a tracking number for my order! They need to address this issue immediately! --- Additional Comments: Send my order!

I ordered product from this company at the end of September, which offered a discount if you sign up for automatic re-orders. I signed up for the reorders because the website stated you can cancel at any time with 48 hours prior to next shipment. I sent several emails a week before my first automatic shipment- I received an 'auto response' to one of them Thanking me for my order! They weren't even reading my emails specifically stating to Cancel my subscription. I just received a charge on my debit card from Plexus for \$129!!! I sent them a nasty email and they would cancel FUTURE orders but not this one! Please help as I cannot even use this product as it made me very ill. Thank You (b)(6) --- Additional Comments: I would like a full refund for the recent unwanted product of \$129 and to return it with no cost to me.

After receiving my 2nd preferred shipment back in Sept., I asked to exchange the product I received with another product. A week later I still hadn't received a response or any communication from Plexus, I then asked them to cancel my preferred order. Two weeks later, still no response to either email. I attempted to call the company. After waiting almost 13 mins., listening to an automated system, I hung up. I continued to email Plexus weekly. Then I noticed they deducted my account again for the shipment I had asked to cancel. However, 1.5 weeks later, I still haven't received the shipment they charged me for. My financial institution is currently trying to resolve this issue. I am still awaiting a response to my refund per their 'money back guarantee'. I am currently trying to contact them again via phone, currently 41mins and 48 seconds and again, just an automated message, no one to speak to. --- Additional Comments: Refund of my 2 preferred purchases made in August and Sept. Again, my financial inst is attempting to resolve the unauthorized debit to my account in Oct.

I sent back the product on October 13, 2015 and got an email stating that a ticket was created to process my refund and was submitted on October 22, 2015 and that it would take 2-3 days to appear in my account. I contacted Plexus customer service on October 29, 2015 to get more information about my refund. I was told that they had received my package but did not know why I had not received my refund and that they would look into it some more. I have since then sent them more emails (which I have been directed to contact them via email with the subject stated 'REFUND') and I cannot get anyone to respond nor will anyone at customer service give me a reason as to why I still do not have my money. --- Additional Comments: I would like my full refund of \$208.11 per their ticket numbers that they have set up for me.

I have tried multiple times to contact this company by phone and email and cannot receive a response: by phone I am on hold for hours, and receive absolutely no response by email to tickets submitted. Once I signed up for an auto ship program, I was no longer able to access my account, and submitted to reset my password, I would receive automated emails showing my username and a blank password field. I have been trying to cancel my auto ship for several weeks now, and continue to be billed and receive shipments! Now when I try to submit for a lost password, it shows there is no account with my username but yet I continue to receive shipments!!! I just want to stop being charged and receiving this product!!! --- Additional Comments: Cancellation of my auto ship

I have tried multiple times to contact this business to cancel autoship. Their website says system unavailable when I try to log in, the phone number says we are unable to take your call and to email, and I have not had any response to two emails to customer service. --- Additional Comments: I would simply like to cancel autoship and be refunded my money and for this company to forget my credit card number.

I ordered product from Plexus Worldwide on 10/16; I have ordered product in the past and have received shipping and tracking information within hours, and the product itself within 2-3 days. I never received shipping/tracking information, and was unable to contact customer service via phone. I sent customer service 5 separate e mail complaints as directed by their phone number- nothing. I would like a full refund but am unable to get satisfaction because of their terrible customer service. I have copied and pasted the sales information below; Plexus Worldwide 15649 N Greenway-Hayden Loop Scottsdale, AZ. 85260480-998-3490 Amount \$127.62 Date 10/16/2015 Time 5:35 PM Transaction Type Sale Status Success Card Type Visa Card Number (b)(6) Auth Code (b)(6) TransID (b)(6) Customer Name (b)(6) Reference Number (b)(6) Purchase Order Number Billing Address (b)(6) charlotte, NC. (b)(6) USA --- Additional Comments: Full refund

On October 9th, 2015 I order \$158.95 worth of product. I still to date have not been told the product was shipped or been able to get in touch w/ anyone in their customer service that can explain why my order has not shipped. I have made phone calls and sent emails that have not been responded to. I want a refund but can't get anyone to give me straight answers and they said they cannot refund this product until I receive it but yet I have not received this order. --- Additional Comments: I either want this product as promised or a refund since no one at Plexus has tried to help or contact me.

I ordered a combo pack on 10 03 15 of 3 products, the package arrived with no paper work in it, I took all 3 of the products like each bottle advised, the drink pink product I felt made my heart speed up so I wanted to stop it and not order it again, I tried to contact the company by phone or email to stop any future shipments from coming out to me with that product in it, change my order or find out if I had ordership or not. I couldn't find it my loggin on to my account, its like my account stopped working with them, I would call and be on hold for hours, I would email their customer service desk over and over and got back generic emails that said there was a customer service ticket created on 10 30 15 for my request to stop auto ship. I called my bank and they said they charged another shipment to my credit card for \$108. I could file a complaint with the credit card company which I will also do. I have been emailing and calling plexus again today and no response. help I think am not sure of my customer info with them as I never got anything in my package and nothing is working online either. just that they are stealing/ charging my credit card, I don't want anymore of their products and would return them if they show up. I will keep an pay for the ones I received on 10 03 15 as I have opened them and used them but no more from this company. Thank you, (b)(6) --- Additional Comments: refund of charges on 10 30 15 and future and to have this company stop charging my credit it card. I guess this company got a new computer system and I heard from others that is randomly picking products and charging to people and sending them to them without them ordering them, then you try and contact them and you can't get thru. Help isn't this stealing???

I signed up to get their products wholesale but I quit. I asked them to close my account, turn off auto ship and refund me for an order they sent, which I did not order. (It was NOT a duplicate order, it was some entirely different product.) I've called three times to their phone line without being able to get through. I sent three emails detailing what they needed to do. They responded once and pointed me to a website for their reply. I cannot enter the website because they closed my account and won't recognize my login information. I have asked my credit card to dispute the bogus \$120.44 charge. --- Additional Comments: Cancel my account, turn off auto shipments and refund me \$120.04. I am happy to send back the product I didn't order but have NO IDEA how to do so as the shipment did not include a packing slip or order invoice.

I ordered Plexus Slim for \$88.20 on 8/21/2015 They claim a 60 day money back guarantee. I contacted them via email on Oct 15 with no response. I tried calling several times to which their recordings would go through prompts and disconnect me. I contacted via email again on the Oct 24th and again on the 26th with no response. I contacted their local representative here that informed me she was even told 'not to bother to call' because they are working on the systems. As of today I have had no contact with Plexus. --- Additional Comments: Full refund of \$88.20 placed back on the card I used.

I have an account with plexus as an Ambassador (ID# (b)(6)) but I have not 'qualified' to earn anything. I have one customer who signed up under me to order automatically. We both want to cancel our accounts - she will be filing her own complaint but I will give her info also. ((b)(6) ID:(b)(6)). Her debit card keeps getting charged for purchases she is not making and they have been non-responsive. There is no way to reach them by phone as their customer service line states you must email and they do not respond to emails. Her checking account is being drained by the errors with their new website! --- Additional Comments: We want our accounts cancelled ASAP and my friend (she is filing her own report) needs a full refund of her money that was charged by mistake. My account number is #(b)(6) and her account number is #(b)(6)

I have been trying to cancel my autoshipment order for over 6 weeks. I have sent numerous emails and only get a 'canned' response back saying that it has been logged. But no one has ever gotten back to me. I have also tried calling but sit on hold for over 45 minutes each time before I have to hang up. In the mind time they have shipped another order even though I had asked for it to be cancel. My next autoshipped will be coming in about another week which of course I do not want either. It is expensive and need it canceled as well as returning the last shipment for a refund. I am beyond frustrated and need something done ASAP. Thank you --- Additional Comments: I would like my auto-shipment order canceled and I would like a refund for the last shipment that went out after I have asked for it to be canceled.

I decided to give Plexus a try and was told to sign up as a preferred customer. I received my products and had a negative reaction to them. I decided to ask for a refund and to cancel my account. I emailed customer service and they said that they had submitted a 'ticket'. I then learned that I was somehow an Ambassador which was not what I had signed up for. I then searched the FAQs to find out how to cancel my account. I filled out the form on October 20th. It said it would take 4-5 days to process and I would hear back. Never heard anything. I called 3 times on 3 separate occasions and heard an automated message that they were too busy to take my call and to email customer service. That is a joke because I emailed them on October 21 and 23 and STILL have not heard back. Also in this time frame I have received another shipment of products that I do not and can not use. I then called two more times and waited on hold for 55 minutes and then (last night) 1 hour 32 minutes during the hours that are listed on their website and never got through to a live person before I gave up and hung up. HORRIBLE customer service is the understatement of the year. I tried to file a charge back with my bank card and block them from charging me again but my bank said I have to cancel that card and open a new one. That is ridiculous! Plexus should just do what they are supposed to do! How do they run a company this way?! --- Additional Comments: Refund me for both orders and cancel my account so I am never charged again.

Plexus has charged me twice for the same order. The order numbers are: Ref #: b(6)Ref #: b(6)I have contacted them several times, via their customer service telephone number, but am either put on hold and never answered, or told the call volume is too high and then hung up on. I have also emailed customer service several times, never to hear back. --- Additional Comments: I would like a complete refund, of the two orders, totaling \$148.74

i placed an order on October 11,2015, for three products. I received only one without a packing slip or anything telling me where the other two products were and when I would receive them. I have been trying to contact the company for over two weeks by emailing and calling. They will not respond to the emails and I have waited as long as an hour on the phone or I get disconnected. --- Additional Comments: I want the rest of my order which had been paid in full.

I enrolled with Plexus back in June 2015 after being talked into it by several family members who also use their products and we always received our products within 5 days or less. At the beginning of last month, one of the people in our family tried to cancel and never received a response back. Her account was then charged and no product showed up. Her payment was pulled on 10/3/15 and she continued to email and never received a response. She also tried calling but after multiple attempts and sitting in hold for more than an hour each time she would just hang up. With my payment scheduled to be pulled on 10/16/15, I emailed Plexus on 10/13 stating I wanted to cancel which is 3 days and they only require 2, I felt I should have been fine. Then my account was drafted by Plexus on 10/16/2015 and I emailed them again and still did not receive a response. I tried calling as well and spent 4 of my hour long lunch breaks on hold and never got through to anyone, then on 10/22/15 after sitting on hold for almost 2 hours I finally spoke with a lady who told me how to get my money back and to cancel since I still had not received my payment. All I had to do was email the cs department and title the email 'REFUND' and they would process it asap. Today is 11/2/15 and to this day, all my emails in their portal (you can track them) say unassigned (so does the other family member I mentioned earlier) which means they have not even touched them. All I want is my money back and to be canceled as I tried to do via phone and email. I have never worked with a company who puts such poor emphasis on customer service because this all could have been resolved without me having to take these steps with just some type of correspondence from Plexus Worldwide instead of them giving you the runaround and not responding to emails. When we would speak to the Ambassadors (sales people) all they would continually tell us is that 'Plexus is going through some changes that will make the company even better' which we all know is just the bogus excuse Plexus gave them to tell their customers to make it seem right for a company to charge people and not send them the product they ordered. Let's be honest, the way it was set up before was the money would get drafted, then within 24 hours or less you get another email stating your product was shipped and with a few days you would have it. From a customer's standpoint, how can that get any better???? Instead they seemed to have fired all the staff and only get the payment department because that is the only department that I know to be working since my account was drafted after I tried to stop it. --- Additional Comments: I would like the money that was pulled from my account to be returned and also for my account to be canceled with Plexus Worldwide.

I ordered products from the company online. I received a partial shipment. I emailed the company on October 29 but one week later had still not heard back. I attempted to call the company but their recording advised that they had extended wait times and suggested I email customer service. I emailed them again on November 3. I still have not received a reply other than the automated response telling me they received my email. --- Additional Comments: I would like to receive the products I paid for.

I had an Auto shipped order from them. I have not received the product that was shipped 10/28/15. I tried to contact them on 11/05.... I was on hold for 45 minutes waiting on someone to answer my call. Also, I emailed in regards to my order... I have yet heard from anyone from the company. I called back on the 11/06/15.... held on for 30 minutes ... no one assisted me. I have been ordering from them since July. My orders usually get to me in 3-5 days. It is very upsetting that you can't reach anyone by, and they will not respond to any of my emails. I have emailed three times. This is very poor business practice for a WORLDWIDE cooperation. They have lost a customer. I would like my money back since I can't get my product or THEM! --- Additional Comments: I would like my money returned that was drafted out on 10/29/2015.

Consumer would like to submit a complaint against Plexus worldwide she signed up for their preferred customer program, she try to cancel and was unable to because she can't get a hold of anyone no e-mails are being response and keep trying to charge her. UPDATE: 11/19/2015 Consumer states that they were trying to charge her a cancellation fee, \$41, to cancel her membership. IMARTINEZ

On July 9/15 I attended an informal meeting and agreed to try their product. The company ambassador b(6) Went on the computer and placed an order for me. Two weeks after trying the product I told her I did not like the product because it was putting weight on me, not taking it off. She promised she would call the company and let them know how I felt. On Aug 28/15 \$ 176.44 appeared on my visa card. I never granted permission for this. I called b(6) and she promised to buy the product back from me and cancel the account. SHE NEVER DID. On Oct 1/15. visa once again took money \$ 178.51 from me. Now I was really mad. I went to my bank. Visa would do nothing to help either. I ended up cancelling my visa card. Once again b(6) promised to come to my place and buy back the product. Again she never showed up. I did get a formal cancellation from the company dated Sept 30/15. My complaint is that I feel this company ripped me off for \$354.95 for a product I do not want. I want them to keep their product and give me my money back. That probably will not happen. Can you please at least lodge a consumer complaint to advise other people not to have anything to do with this company. I HAD NO CONTRACT WITH THIS COMPANY AND FEEL THEY HAD NO RIGHT TO KEEP TAKING MONEY FROM MY VISA CARD. --- Additional Comments: MONEY BACK or CONSUMER COMPLAINT

I am a preferred customer of Plexus World Wide. A company offering health and well being supplements. Being a preferred customer gets me monthly auto shipments. On October 3 my credit card was billed for my October 4th auto shipment. However, due to a change in systems at Plexus World Wide, orders that were to auto ship from October 1 through October 5 were lost in transition. The company failed to notify those customers effected. On October 13 I emailed their Ambassador Relations department to find out what happened to my order. I decided to email them only after I tried to call the company only to get a recorded message stating that they were experiencing higher than normal phone calls and that I could just send an email. Hence, I did. I received a ticket ID number for that but still have yet to get a response a week later. I then called the company and waited on hold for 40 minutes on October 14. It was then I was told that my order had shipped but it hadn't reached it's 1st destination so they couldn't give me a tracking number yet. On October 19 I called again and was told I should receive my order either that day or the next. After I didn't receive my order on October 20 I called the Customer service number once again. It was then that I waited on hold for 2 hours. Once a representative answered the phone she told me that the info I was given the day before was incorrect. That my order still hadn't shipped and they don't know when it will ship. MY PROBLEM IS THIS: I PAID FOR THIS PRODUCT ON OCTOBER 3. MY CREDIT CARD WAS CHARGED \$174.99 FOR AN ORDER THAT STILL HAS YET TO SHIP! I would consider this theft/fraud! Charging someones credit card for NO PRODUCT in return is theft/fraud! Upon ending the call with the supervisor I was told they can't guarantee when this order will ship. SO again, I was charged for product that they have yet to supply! --- Additional Comments: There needs to be some compensation! A 7 day supply offered for a months screw up is hardly compensation! (which is what they want to do) I want my order shipped TODAY not in a week or two or three or four! They have had my money for 17 days now with no merchandise on my end! Like I stated previously that is fraud! I do not want this order cancelled or my card credited, I WANT MY MERCHANDISE! And I want my auto shipment date fixed as to not receive 2 orders days apart!

I do not want their product. I signed up for auto-ship several months ago knowing there was a 60 day money back guarantee. When I called to cancel within my 60 day window, I could not get through to anyone. I would sit on hold in excess of an hour at times. When I finally got through. The girl told me the company was going through a business system conversion and could not cancel my auto-ship of the product but promised to call me back whenever the system was up and running. She never did. Since then I have sent 5 emails to customer service asking to cancel my account. I have sent product back that they continue to auto-ship that I do not want and have heard nothing of a refund let cancellation of the account. The company drafted another \$110 out of my account on Saturday for the same product that I guess I will have to send back again. I am starting to believe that no one actually works for the company or handles customer service issues, and that the Company is scamming. I don't know what to do at this point braids contact my bank and tell them to cancel any further requests for funds from the Company. Even if I do that though, I am still out several hundred dollars and countless wasted hours and grief trying to resolve the matter. This has been the absolute worst customer service experience in my life! --- Additional Comments: I want my money bank for all product paid to date including shipping and handling paid both ways (to ship product to me and ship back to company) and I want my account canceled effective immediately. I do not wish to receive any more product!

canceled auto ship of reoccurring order on 10/13/15 and still received order and was charged for order two weeks later. --- Additional Comments: I want my account terminated, credit card removed from on file and refund of charges immediately.

I purchased 1st round of Slim/Boost product. They then took money from my account and sent the second around 4 weeks late only to show up WRONG. They sent Slim/Block. I did not changed my original order. I am fed up with customer service. I have sent three emails, one fax and have been on hold 3 different times only to be told that there call volume is to much and I have to send another email. This company guarantees full refund. I want a refund. They have 104.00 of my money for a product I did not order. The worst customer service I have ever encountered. I have there product I would like to return for full refund and be done with them. But instead everything I have read that they stand by has been a lie! --- Additional Comments: I want to return there product for a refund

This company gives a 60 day money back guarantee on their products if for any reason you are not satisfied with the products, you can return any unused product in its originally packaging and receive a full refund. If you purchase directly from their site/retail you have to contact them for a return authorization etc. I order over \$200 worth of products from this company. After several weeks of using the product I did not like it or how it made me feel and opted to return the unused portion for my full refund well before the 60 day time period. I started by calling the customer service number where I sat on hold for over an hour with no one ever taking the call. I did this at several different times throughout the day for days and days along with sending emails to the company and the customer service email address they say contact. Never did I receive one reply to an email or phone call. I even had an ambassador for the company try to contact them in regard to my refund and they would not even return her attempts. I have tried for over a month straight to get an answer to this problem, even reaching out on their social media site, to no avail. They purposefully do not respond so they do not have to stand by their 60 day money back policy. At this point, my 60 day time limit will be up in a few days and I have gotten no resolution to this issue. --- Additional Comments: I want a full refund of what I paid for these products.

I have ordered product from an Ambassador for Plexus. The product has not working for me so I have tried to contact someone at Plexus per the Ambassador's recommendation. I have emailed and called. At this time, I have not reached an individual. I have emailed numerous times asking for the cancellation of the automatic shipments and the automatic withdraws from the bank account. I started this process back on October 19th per the instructions on the website. On October 28th I was notified that I was receiving another shipment and at the same time I checked my account and the account had been charged. Once again, I emailed and asked for the shipment to be cancelled and my account be credited. As of this date, the money has not been returned nor have I received any product. --- Additional Comments: Just want a refund to my bank account

I purchased their product. Was not happy with the results after 30 days. They have a 60 day guarantee. I tried to contact the company to stop the auto ship, cancel and get the refund. I could never get a hold of anyone. Phone calls I waited over 20 min each, numerous emails - nothing. I finally received and email after I had stopped access to my card. This was an auto response, as was every email response I received. I read other reviews on google and have seen this is a frequently recurring problem. There is no possible way to contact anyone from this company. The product they sell is useless, but that being said they do not acknowledge their refund guarantee. I beleive this company to be a total scam. After researching them, there are many out there with this same issue. I believe something need to be done to protect consumers from this company. --- Additional Comments: I would like the refund, as well as contact from an individual that works for this company. I would also like a government review of this company as they are taking advantage of consumers. Someone needs to be able to contact them and resolve the many issues out there.

I ordered from the company three times. Two of the three times my order was incorrect. I have had multiple issues with the company and I have received rude emails back or no email reply at all. Most recently, I ordered a product and it was not in the order I received. I ordered on October 7th, received the initial package on October 15th without the Accelerator. I emailed them on October 19th to ask them to send the correct product and received no response. I called yesterday and sat on hold for over an hour never to have them answer, then emailed telling them that I would file a complaint if I didn't hear from them within 24 hours. They have not sent the product I ordered and they have not refunded my money. --- Additional Comments: I would like my money back for last month. I don't want to be associated with such a poorly run company and I don't think others should be subjected to their poor customer service skills either.

I have tried contacting this business by phone, e-mail & facebook. They keep putting me off and never resolving the issue. I started trying to cancel being an ambassador on 10/16/15 and have been unable to ever since. I will not have the money in my account and for other financial issues. They will be taking out this money on 11/26/15. They keep sending me email's everyday about everything but my issue with trying to cancel. I also received an email today (11/11/15) about the renewal money coming out on 11/26/15 and still no one will respond. --- Additional Comments: I would like them to cancel me being an ambassador, with a reference number or email stating they did cancel it. I would like them to never take any money off of my account and never contact me by email or phone again (except to give me a cancelation reference number).

I ordered product from this company and have yet to receive it in a timely fashion. I can not get a response from the company suggested email, and I can not get through on the phone. The rep who sold me the product was of little or no help. There seems to be no way to get a resolution to this problem. I just want to know when I may receive my order and where it is. I paid \$90.00 for this product which came out of my account on 10/26. --- Additional Comments: I want to receive my product or have someone get back to me.

I placed an order with Plexus on November 1, and I was charged \$176.70 at that time. My products still have not shipped. Yesterday, November 11, I called customer service and the recording supplied an email address for shipping questions. I sent my inquiry about the order and received an email that a ticket was created. I checked the status of the ticket 24 hours later, and it still hasn't been assigned to anyone. I decided to give customer service a call, and I have now been on hold for over an hour now listening to the same recording over and over and over. So frustrating. At this point, I just want to cancel the order and receive a refund. --- Additional Comments: Please refund \$176.70 to my card.

I purchased a package of nutritional supplements that came with a 69 day money back guarantee from Plexus Worldwide. On 10/2 I tried to call the company to get my money back as the product did not perform as advertised. I was on hold for over an hour without anyone answering my call. I then send 2 messages to their customer service department through the plexus website requesting my money back. I continued to call throughout the month of October but no one ever answers the phone. On 10/27 I received an email back from plexus stating they refunded my money. As of 11/12 the money has not been refunded and I have called several more times with no one answering the customer service number. I am due back \$125 and have yet to receive it. --- Additional Comments: I want the full refund of \$125 as I called and emailed support well within the 60 days for a refund due to non-satisfactory results.

I have been trying to contact the company through email and their customer service telephone number. I have sent several emails and made dozen of phone calls but all go unanswered. I initially contacted them to cancel an automatic shipment and request a refund under their 60 day money back guarantee. I was unable to do this online because I could not log into my account. I opened a ticket to fix the login issue, no response. I called several times to cancel the auto shipment and I could never get through. I eventually got the auto shipment and another charge on my credit card. Now I have two orders to return. I opened another ticket and have called every day trying to get through to someone in customer service and I always get the same automated recording that the reps are all busy. Now I have had to cancel my credit card just to prevent them from charging it again. This is the most poorly run company I have ever seen. They are charging customers against their wishes and not following through with their money back guarantee. ---
Additional Comments: Refund of my last two purchases.

My issue occurred after I had already canceled my account with Plexus. After canceling my account Plexus updated their systems and old orders were being auto shipped out. The first time this happened we contacted the company. We had to. All numerous times because sometimes their phones were off or after holding for 45 minutes I had to get back to something else. When we finally got ahold of someone they gave us a number to put on the package and also told us to get a tracking number and put it on the package. We were told this mistake was because of the update. The package was returned and money refunded. The next month came and we were shipped product again and money taken out of our account without our permission. Instead of spending the \$18 to get a tracking number we just simply put returned to sender on the package. We placed many phone calls again to try and resolve this issue again no answer long wait times and no return calls or emails. When I finally waited 55 minutes on hold and someone answered I was told that my product had not made it back yet. We sent it back almost 3 weeks before that. The women told me we should have paid for a tracking number because at least we would know where the package was but that the tracking number was not required. I explained that was not what we were told last time and that because this was the second time this has happened to us something needs to be done. She told us no refund until the product had made it back to them and that I might want to try and call the post office because it could be a fault on their end. I asked her why that would be she explained that if they didn't have a full truck that my package might be sitting on the shelf waiting to go back. I told her that this was crazy because it was not my fault that this has happened to me again. I don't know about everyone but I don't have \$145 just hanging out in my account to give away. Anyways, I called the post office and told them my situation the women there told me that return to senders are picked up daily and this was not an issue on their end. I just want my money back because I did send the package back and I will never do business with a company that reinstates your membership and or past auto ships after you have already cancelled it. Their company issues have now become mine for no reason. A system update is not the customer or past customers fault and should be handled and fixed by the company and not blamed on me. ---
Additional Comments: I just want my money back in full.

Item: I have a BIG problem with Plexus Worldwide LLC!! I know others who are having the same problems as I am, but I am only going to speak about my problems in this complaint. I purchased a product (Product: Plexus XFactor, purchase # b(6)) from Plexus Worldwide LLC on their website (www.plexusworldwide.com) as a 'Preferred Customer' (customer #b(6)). I received the product and was actually very happy with it (despite the advertising issues, but I wasn't trying to 'lose weight' so it didn't bother me as much as it does others). My Ambassador ('sponsor') is b(6) ('sponsor #b(6)), and she is a pleasant close friend of mine. She has been the only person (including Customer Service and Ambassadors) who is trying to help me. I had to cancel my 'Preferred Customer' order so I tried to call Customer Service (phone # 480-998-3490). After several attempts, and not being able to get a hold of a live person, I emailed Plexus Customer Service on 10/02/15 11:50 AM (cs@plexusworldwide.com). I asked them to cancel my 'Preferred Customer' membership temporarily, and I will rejoin when i'm able to afford it. I received an auto response with a 'ticket number'. No response from Customer Service, and my card had already been canceled for unrelated reasons (thankfully). On 10/04/15 9:30 PM, I received a 'Failed Order Generation Notice' email from cs@plexusworldwide.com stating 'Unfortunately, the credit card or eCheck transaction for your monthly Autoship has declined.' I was confused about why they were charging me, despite me emailing them 2 days prior stating that I wanted to cancel my order (order #b(6)). I responded on 10/13/15 1:23 PM (when I noticed the message) stating 'Thank you for sending me the email regarding my 'pending order' number b(6) I will be canceling that order, and sent out an email on October 2nd 2015 asking to cancel my Preferred Customer order. Thank you so much for your time, hope you all have a wonderful day!' Still no response from customer service since my original request to cancel my 'Preferred Customer' status and my order (order #b(6)). I was expecting a cancellation email that I get from EVERY other company I purchase from (online or otherwise). On 10/27/15 6:32 PM, I received another 'Failed Order Generation Notice' (which they were all the same and were automated). I replied to customer service on 10/28/15 1:11 PM stating that I was going to file a complaint with the Better Business Bureau because they keep trying to charge me even though I have continuously tried to cancel my order and account. I have called Customer Service well over 14 times and haven't been able to get through to a live person, as well as a few emails with NO response. I stated that a response would be lovely. Not only have I still not received a response up to that point, they continued to try and charge my card (which again, was canceled for unrelated reasons). I haven't sent them another email, or tried to call customer ser --- Additional Comments: I would like Plexus Worldwide LLC to stop trying to charge

It is impossible to reach a customer service representative by telephone. I can no longer log in to my account. They do not respond to E-mail requests to cancel orders, though their automated message specifically says this is the most convenient way to handle it. When I finally did reach someone by telephone, it was after they sent the new month's supply. I was on the phone with them, mostly waiting, for an hour and a half. They assured me the money for the order would be refunded. It has not been refunded. I sent an E-mail on 11/12/2015 reminding them to refund my money. Nothing. I have since re-sent the E-mail. I doubt I'll hear anything. My order # was b(6) I have been charged \$139.96 for products I no longer want, and they seem to be reluctant to return my money. --- Additional Comments: Refund the \$139.96 to my card.

Plexus promises a full refund if you follow their process for cancelling which I did. I initially emailed them to cancel on 10/7. No real person has ever called or emailed me to process the refund or cancellation, Plexus owes me \$452.00 on my credit card, I have had to close the account as a result. Plexus just kept auto billing me. The phone line never actually connects to an agent. I have called dozens of times at all times of the day & pressed all of the options, I have never reached a real person. Plexus website/auto emails say to mail the unused products back, I cannot find the the return address anywhere. I believe this company to be a multilevel marketing scam. Again, they owe me \$452, as I cancelled within my 60 day window. By 'plexus ambassador' is the way they rope you in, via Facebook. --- Additional Comments: I want to be refunded \$452. This includes the plexus products and shipping costs. This company is awful.

The company mistakenly billed and shipped an order to me. Before it was even shipped, I notified their customer service via email it was a mistake and to not ship it and refund me the amount. The company sent emails out saying there were orders that were incorrectly billed and shipped, which was fine at the time, and that they would be refunded within 1-2 business days. I have yet to be refunded 11 days later. I have sent 4 emails to their customer service and called every business day since November 2. Today is November 12. I have gotten no response from their customer service and every time I call, I get a message saying they cannot take my call or I am put on hold for long periods of time. The longest I waited on hold was for 1 hour and 11 minutes and finally hung up. According to their policy, 'Ambassadors may return product for a full refund upon notifying Plexus customer service within 5 days of receipt of their product purchase and upon receiving authorization...' and I cannot get in touch with anyone to do just that. How can customers notify the company of issues within a certain time frame, according to their own policy, if customers cannot get in touch with anyone?? This is a terrible way to conduct business. --- Additional Comments: I would appreciate someone getting back with me so that I can return the product and get my money refunded back to me.

I had been trying to cancel my membership for months now. Finally after almost 2 hours on the phone I was able to get someone on the phone to M-CM-'M-BM-^@M-BM-^\\cancelM-CM-'M-BM-^@M-BM-^] my membership. I am quite skeptical that it is actually canceled. They stated they would only refund me to the account I had used to purchase the product. I explained that that account was now closed and the card was no longer active. They stated that is the only way to refund me and they refused to send a check. This is for almost \$300 (\$139 x 2 transactions). One

I was a monthly subscriber for supplements of Plexus. After receiving the product for a few months, I was developing a back log of the product because my family was no longer taking the supplements. My first contact was on October 22 via email to try to get a refund on the unopened, unused products. I would receive a complaint number, but nothing would happen. I emailed them again on November 4 and 6 after trying to reach customer service on the phone. I was never able to talk to anyone. The message instructed me to send all refund inquiries to their email address, which I did again. I received a ticket ID # each time via email, but nothing came of it. I received a message from them on November 12 instructing me to login to my account to read a message. To my knowledge I never set up an account online, so I was unable to log in. I called again today twice and tried different extensions just to reach a person. I was on hold each time for 16-17 minutes before I hung up. I called my friend who signed me up for the product to see if she could help. She said she has been having the same problem too and would keep trying to get a hold of them for me. I have since called my credit card and received a credit for the last charge, but want to stop the recurring charges completely. I am hoping you can help me get that done. --- Additional Comments: I would like a refund for the unused, unopened product I have and to stop the recurring charges on my credit card.

My husband and I placed 2 orders with Plexus Slim and no longer want the product. They have a guaranteed refund policy. I have been trying to contact them for days to no avail. Many other people are trying to contact them for refunds/cancel shipments and have been on hold for literally hours at a time (look at their FB page and see the comments). Apparently they sent out 40,000 shipments yesterday; they are very slow in getting their products to people. We have 2 orders. First one is order number b(6) dated October 4th (we have used a lot of this product; it doesn't work) and the 2nd is order number b(6) dated October 16th. We have not received this one yet; probably in the batch they sent out USPS yesterday but can't get to anyone to find out. Their customer service line 480-998-3490 tells you to e-mail their customer service for shipping or refund issues. I have done that with no response. --- Additional Comments: We just want to return all products and get refunds on both orders. Please help us if you would. Thank you for your consideration. If you need further information, please do not hesitate to contact us.

This vendor is taking orders, collecting payments but is not fulfilling the order delivery. They cannot be contacted to inquire further as customer service has not responded to repeated attempts to contact them. --- Additional Comments: Refund.

I placed a order on October 20 and did not receive the product until 2 weeks in which I had already requested the order be cancelled and refunded. I have called numerous time to be put on hold fofever. I have emailed numerous times with no answer. I contacted the ambssador she can not get reply. I have never dealt with a company that will not resolve a issue. I just want my money back and no more shipments. I have tried everything just really upset. --- Additional Comments: Want a refund and do not want anymore product or information sent to my home.

I needed to cancel my auto-shipment for this month. It was scheduled to be shipped out 11/7/2015. I spend 3 hours on 11/6/2015 attempting to reach someone by phone but a message would say that they are currently experiencing too many calls at the time and that I should email them. I send them the email on 11/6/2015 yet never received a response. They ended up charging me \$107.04 for this shipment that I had emailed them to cancel. I can not give a rating on their customer service because it is basically do not offer any customer service. --- Additional Comments: Refund ASAP without the hassle of having to do paperwork or reshipping. This was THEIR mistake, not mine.

I ordered product from Plexus website and was supposed to receive it in 3 days on 10/26. To this day, I have not received the product and when I call customer service, I get a recording telling me I have to email my issue. I emailed last Thursday, yesterday, and today and have not received a response from a live person. I requested a refund but they refuse to return my emails or calls --- Additional Comments: I simply want a refund for the product I did not receive and for them to cancel my membership

I am having some difficulty getting a refund for order # b(6) Plexus Worldwide advertises a 60 day money back guarantee, but I can't seem to reach anyone over the phone. Every time I call the customer service number, there is a recording that says they are experiencing a high call volume. I've already requested a refund on-line, and currently have several tickets open. My first ticket (b(6)) was opened on 11-7-15, but I have not received a response back. I would like a prompt refund for my orders. --- Additional Comments: I would like a refund of \$92.58 for my order placed on 10/1/2015. Thank you.

I contacted Plexus on November 2, 2015 via phone, only to be directed to their cs@plexusworldwide.com to resolve any issues and then I was hung up on. So, I went to my computer and sent them a request to cancel my auto ship program immediately as I did not want the next shipment. I did receive an auto reply with a ticket number. On November 9th, I attempted to call again to follow up on my ticket and once again, no one there to answer my calls and I was referred to the cs email address. Today, I check my bank statement and there it is, they charged my account again. I tried calling again, and once again, no one there to answer my call and referred to the cs email. I went online to check my ticket number and on one has even touched it. Really, 9 days later and 122.24 later, I still am going through this. --- Additional Comments: I just want this to be cancelled and my money returned as soon as possible. This now considered an unauthorized charge and fraud.

I purchased a monthly supply from Plexus and \$121.70 was withdrawn from my bank account on 10/13/2015. It is now 11/13/2015 and I have still not received my order. I am now calling customer service almost daily and am getting nowhere. The company advises they switched shipping companies and that is what caused the delay, however it has been an entire month. --- Additional Comments: Not only would I like the month's supply that I paid for to be delivered, but I would think the least the company could do is offer a month's supply for free. This has taken up a large amount of my personal time over the past month and caused stress.

I ordered Plexus on November 8th. I have not received my product, and it has not even been shipped. I have called and emailed this company to complain, and get a refund, but no one is taking my calls or returning my emails. I am highly frustrated with he fact that I spent a lot of money and have not been able to talk to a live person about this problem. I am demanding a refund of the full price. --- Additional Comments: I want a full refund issued to my debit card immediately in the amount of 147.99

I have repeatedly called, emailed and faxed requesting to be removed from their autoship program. They refuse to respond and continue charging me and sending unwanted product. --- Additional Comments: I would like a full refund for the 2 months of charges that were made after I requested them to stop. I want contact from Plexus confirming cancelation and refund then I no longer want to hear from them again.

I have been trying to contact Plexus by phone and email since October 15, 2015. I was billed from an autoship, that I was not aware that I had signed up for. I have tried to contact by phone and email since October 15, 2015. I emailed and asked to be taken off autoship. I have never been able to get through by phone after numerous calls. You are on hold forever then they hang up on you. Forty-five minutes on hold? Really, then they hang up. I was then billed on November 16, 2015 for a different amount. Again I have emailed and phoned with no answer by phone, and no response by email. What does it take to cancel an autoship (that I did not want) an act of Congress? I even tried to place an order to see if I could get someone to personally respond, and you can't even place an order!! I spoke to someone recently, and they said they haven't been able to place a retail order for over 2 weeks. What exactly is going on with this company? Terrible customer service. --- Additional Comments: I want my autoship cancelled and my debit card removed from their system. I have not received any product for the November 16, 2015 debit to my card. I would really like to refuse the product and receive a refund to my card. Which I am sure is highly unlikely, so I at least want my debit card OUT of their system. I want someone to personally call me. I have emailed numerous times and all I get back is a generic, canned response that they have received my email. Nothing since October 15, 2015.

I was receiving a product from Plexus through the mail. They billed my Visa credit card directly. Two months ago they sent a message that my credit card had declined to pay for my September 2015 shipment. I contacted my cc company who said there was no reason for the request to be declined and that they had not received a purchase request from Plexus for that month. I tried to contact Plexus by phone and got placed on (eternal) hold. Now, November 2015 I see where my cc was charged \$111 for September and I have a pending charge of \$106 for November. I have not received any product for those dates nor have I received notification of any pending shipments. I attempted to contact them again by phone only to get a recording stating this was a nonworking number. I wish a refund and cancel any further dealings with this company. --- Additional Comments: Refund and permanent cancellation of services

I purchased products through this company and the products say 60 day money back guarantee but the company refuses to refund me the \$400.87 for the products I ordered. --- Additional Comments: I would like my money refunded fully.

I bought plexus, then decided I did not want to participate, sell, use, or try the products. I attempted to cancel prior to receiving and my order was unable to be canceled. (Although it had not been shipped.) I have tried to call/email since 11/11 and my 2 different emails have not been responded to. I have tried to call customer service repeatedly and I am told that they are unable to handle my call at this time and to please call back later. The plexus worldwide stated policy says: Ambassadors may return product for a product refund upon notifying the Plexus Ambassador Relations department within 5 days of receipt of their product purchase and upon receiving authorization. Product must be returned in resalable condition. A refund for the purchase price less shipping & handling will only be made after the product has been returned and verified to be in satisfactory condition. --- Additional Comments: I would like to return my unopened and unused order and receive a full refund.

I joined the 'Plexus' organization after talking to one of their ambassadors. She was offering a rebate on the 'ambassador' fee of 39.95 and convinced me to join as an ambassador instead of a customer. My plan was as I was told I could try the products for 60 days and then sell them and make enough to pay for my own products yada yada. But if I didn't like it or it didn't work for me there is a 60 day money back guarantee. So I signed up as an ambassador on 7/21/15. I received my first order quickly and started taking the products. At no time was I considering selling the products at this time, how would I feel comfortable selling something I have NEVER tried. I tried a different set of products with my next order to see if it would jump start something with my body. Neither was the case, as I did plenty of research this product doesn't work for everyone and I must be one of them. I contacted customer service this morning 9/15/15 to talk about the 60 day money back guarantee and I was told that since I signed up as ambassador I didn't 'qualify' for the 60 day money back guarantee, I would have had to sent the products back unopened within 5 days for a refund and that it was printed on my receipt. This is how the company gets away with it...they convince their minions to get everyone to be an ambassador so they cannot return anything. I am upset and was misled. When I asked the ambassador who signed me up she had no idea that this was the policy. --- Additional Comments: I would like a refund because at no time did I ever try to sell anything...I was in the process of trying products to see if they worked. I would like a full refund per the supposed 60 day guarantee of the welcome pack of 133.95 and my first order of 119.95 for a total of 253.90

I am an ambassador at Plexus Worldwide. On October 21st, they deducted \$104.35 out of my checking account for an auto-shipment order. I never received the products, and began emailing them on October 27th asking for a full refund and to cancel my order and status as an ambassador. I never received a response, and until today have emailed them at least 11 times. I have also tried to call numerous times, but have been told that they cannot handle my call right now and to please either call back or send an email. I was not getting a response to email so I kept calling but got the same response. I finally received my products on October 30th and immediately put them back in the mail unopened along with a letter to Plexus explaining my dissatisfaction with their customer service and my desire for a refund and all future auto-ship orders to be canceled as well as my status as an ambassador. Plexus received my products and letter last Monday, November 9th at 10:10 am. I finally received a response from William last night to my first inquiry about my products and he said the problem had been corrected because I had received my products. I immediately emailed William back asking about my refund and cancellation as an ambassador canceled and have not gotten a response. I continue to call everyday, but am always told they cannot handle my call. --- Additional Comments: I want my \$104.35 back and all future orders with Plexus to be canceled. I no longer wish to be an Ambassador with the company. I want to cut all ties I have with Plexus. I cannot sell a product to my friends and family where there is no customer service to support them.

I notified Plexus I did NOT want any more product deliveries on Oct. 15. I sent THREE follow up messages that I DID NOT want this order or ANY orders from Plexus On Nov. 1, my credit card was charged \$90.40. I received the shipment Oct. 29, 13 days AFTER I told Plexus not to ship it. I have sent SIX emails and made 4 phone calls to Plexus and get NO resolution. For each email, I get a response that says they will contact me but have not received any contacts. I have called them three times, spent over 40 minutes on hold each time and never got a 'live person!' No matter what time I call (Sunday at 9 p.m. or Monday at 5 a.m.), the phone message says, 'We are experiencing a high volume of calls!' I have spoken to other people who have had the same issues and believe that this company is not an honest, responsible company who represents Arizona appropriately. --- Additional Comments: That Plexus would refund my money and even more that they would be required to be responsive to customers. The Customer Service Department is non-existent.

I signed up for Plexus on July 31 with auto with drawal payment. On 9/28/15, I canceled my order under Ticket number ZCW-620-80251. The person I signed up through Plexus with verified on her end she did see the cancellation and that it was resolved moving forward. On 10/28/15, I received an email stating that Plexus was with drawing \$85.00 from my account once again and sending another order of this. I replied back with my cancellation confirmation number along with requesting an immediate refund. The ticket ID b(6). I have sent multiple emails to this company along with have tried contacting via phone. However, every time I call then I am immediately disconnected. The Representative I purchased Plexus through has tried to contact them as well since this is happening to another client of hers that cancelled as well. However, she is getting the same disconnections and no responses by email as well. I have tried sending an email stating I need my password updated to see if a cancellation notice will reply back but it sends another password that you cannot open the email site on. I'm extremely concerned since this company now is with drawing money monthly and yet I have canceled. --- Additional Comments: I would like my \$85.00 refund back along with a confirmation that this is settled and they will no longer be able to with draw money out of my account any longer. Please keep in mind, I did not sign a contract stating they are allowed to with draw money until X amount of time.

I signed up for Plexus on 9/17/15 and purchased tri-plex. I scheduled the tri-plex to autoship to me every month. After many months of no results, I decided to cancel my auto shipment. In October, 2015 I attempted to log-on to plexus' website. It continually would not allow me to log-on despite the fact that I was logging on with the exact log-in credentials that had been provided by Plexus in an email from May 17th, 2015. After multiple failed log-in attempts, I began attempting to contact customer service. To this day, I have never been able to speak to an actual customer service representative. I have called countless times (at least 10 times between 10/13 and 11/17) over the last month and spent as much at 50 minutes at a time on hold without ever getting through. When I was unable to get through to customer service via website or phone, I sent then an email titled 'Cancellation' on 10/15. The email stated that I was unable to log-in to my account, was unable to get through to customer service, and wanted to cancel the current order and all future auto shipments. The ticket still has not been responded too (Ticket ID: b(6)). On 10/17/15, I received an email 'thanking' me for my order. I immediately attempted to call and was, of course, unable to get through to customer service. I then sent ANOTHER email titled 'Cancellation'. In the email, I stated that I did not want any more plexus or any shipments. The ticket ID was b(6). It also still hasn't been responded to. Plexus sent me the shipment anyway. Since I had no email response I immediately began calling customer service again to attempt to return my order. Customer service NEVER picked up the phone with any attempts. I have been calling frequently over the last month with no answer. Today, for example, I sat on the phone for 20 minutes waiting to hear from a representative. I went back to the website to attempt to log-in and was finally able to log in. When I got to the area where I could edit my order, I clicked 'delete autoship'. When I clicked this an alert pops up that tells me in order to cancel my autoship I have to contact customer service. Ironical, since I was currently on hold with them as I have been for a ridiculous amount of time over the last month. I checked my bank account and noticed that this month's autograft is already being withdrawn. Since I am unable to get ahold of Plexus' customer service department, I feel this is the only way that I can get resolution and a refund on a product that I will never want. --- Additional Comments: I would like to be able to return last month's plexus and this month's should it ship to me. I understand there are policies for how quickly something needs to be returned, but I have been unable to reach customer service to coordinate a return. I would not blindly return something if I was not assured that I would be refunded. I would also like to be refunded for the last 2 months auto shipments (\$121.19 and \$125.52) for a total refund of \$246.71. I will also need to be refunded by check. I have had to cancel my current debit card due to Plexus' persistent autodrafts so the

I requested a refund on products I do not wish to have. Customer service is unable to be reached by phone or email. I have called a ever all times and no one answers. I have also emailed customer service like the recording on the customer service line tells you to do and I have gotten no response but a generated one. I do not want the product that has not shipped and I want my money back. I haven't been able to get in contact or get any type of response fromthe company. --- Additional Comments: I want my money back and to cancel my membership.

I contacted Plexus to retrieve my user name and password so that I could stop my autoship of their product on 10/14/2015. The reply only gave me a user ID and no password. The website does not give you an option to update your password, only receive an email to do so. I emailed Plexus on 10/14/15 asking them to stop my autoship. On 10/20/15 there was a debit out of my bank account and I received an email that my order had shipped. I refused the package and marked it return to sender/stop autoship. To date, I have not received a refund for this product. On 11/13/15 I emailed them to tell them I haven't received a refund yet. On 11/20/15 there was another debit out of my account. I emailed them again to tell them I no longer wanted their products. On 11/22/15 I received an email stating my order had shipped. I will also refuse this package. I emailed them on 11/22/15 expressing my frustration and again asking for a refund. To date, I have received no communication from them. I am due a refund of approximately \$80.00, I cannot check the status of any of the emails I sent because they still have not provided me with a password. I also faxed copies of all my emails to their office and requested a refund via that means of communication and have not received a response. I also sent a message via their facebook page and again received zero response. I even told them my next step would be to contact the BBB and still haven't received a response or a credit in my account. --- Additional Comments: I would like my checking account credited ASAP. I tried in good faith to give them ample time to stop my autoship back in October. Their lack of communication is surprising given the size of their company. All I want is for the autoships to be discontinued and for my refund to be credited to my account.

I have tried to contact the company numerous times via email about being unable to access my account for various reasons (the website not working, my password not working, my reset password that they issued me not working, etc.). I was never given any response other than an automated response saying I would receive an actual response 'soon.' After being angered with the customer service of this company, I emailed an 'Intent to Cancel' the automatic shipments of the products (as directed from their website) and yet again, received no response. A week later, my account was charged for my next autoshipment. I called the company numerous times and the phone number was out of service my first 3 attempts. With my 4th attempt, I have sat on hold for 64 minutes and counting waiting to speak with a representative. I have no problems with the products produced by this company, but I no longer wish to do business with them due to their absolutely horrid customer service. Apparently my time and effort mean nothing to them and they no longer deserve my money. --- Additional Comments: I would like the company to finally contact me and I would like the most recent autoshipment to be refunded in full.

I order plexus for the first on 10-13-15. After completing 30 days, i desired my money back per there 60 day guarantee. I called them numerous times and stayed on hold in upwards of 1 hour 20 minutes and still couldn't get anyone on the phone. I emailed asking to cancel my order and haven't received a responce and then i get charged another shipment. It arrived but i didnt want it. -- - Additional Comments: i would like a refund of the \$148.38 from order number b(6) and \$144.06 from order number b(6)

I recently made an online purchase of Plexus Slim from the companies website over a week ago. To this date I have not received any notification that this purchase has happened other then having the amount deducted from my banking account. I have emailed in 2 times and called in 3 times - each time hanging up after being in a 30 minute waiting queue with no end in sight. I would like a tracking number or at least acknowledge that this purchase has been received or shipped OR a complete refund of the \$84.95 ASAP. --- Additional Comments: I would like the order delivered or a refund of my money

Placed an order October 1st. It is now November 18th and still haven't received the product or refund. I have called at least 20 times. Sat on hold anywhere from 15minutes to 2 hours. No one ever answers. I have sent countless emails and Facebook messages without response. Waiting on a refund, but can't even speak with anyone. --- Additional Comments: I would like the FULL refund from this order. \$125

I began taking Plexus products in August. By October, I was having facial flushing and increased blood pressure. My doctor advised me to stop taking Plexus products. I sent an email October 2 to stop autoshipping and to request protocol for returns. The next week, after a second email to them to please stop my shipment, I received a shipment and was charged for the products placed on my credit card. I have tried eight different times to call them. I sat on hold an average of 12 minutes and no one ever answered my calls. Now, their voice mail states they can't accept calls at this time and to email them through their website. I have now done this three times and still, to this day, have not received any personal correspondence with a Plexus Worldwide representative. I have only received automated response emails to MY emails sent through their website. I have no way to return the products and close my account with them. I was able to stop autoship through their website, but do not feel comfortable knowing they have my personal information that they could begin using again at any time in the future. --- Additional Comments: I want them to contact me and remove me and my personal information from their system. I want a returns protocol so that I can effectively return the products and have my credit card refunded.

After several unsuccessful attempts to contact customer service by phone, I emailed cs.@plexusworldwide.com on 10/16 to request a return merchandise authorization. I also stated that I did not want to receive any further products and wished to cancel ALL future orders. On October 27 my debit card was charged for an auto-order that should not have been shipped had my original request for a refund/cancellation on 10/16 been processed in a timely manner. Now I have two orders of Plexus products that I do not want and wish to return for a credit. Beginning 10/27, I have been calling and emailing on a daily basis but have yet to reach anyone in customer service by phone, nor have I received a reply to my emails. I have copies of all my email correspondence to Plexus and I can provide a copy if needed. On 10/30, I mailed a letter to Plexus via certified/return receipt mail and have not received a reply to my letter. I can also provide you a copy of that letter and the receipts from the Post Office. I am very dissatisfied with Plexus and their customer service. I am still unable to reach anyone by phone to get a return merchandise authorization, nor have there been any replies to my daily emails. I would like Plexus to issue a full refund to me for the two orders and to remove my information from their system, which should prevent any future orders being shipped/charged. --- Additional Comments: Refund in full for the two orders of product in my possession. Again, the second order should not have been shipped/charged had my original request to Plexus been answered promptly. Additionally, I want my name and billing information removed from their system and I do not want to receive any orders from Plexus in the future.

On Oct 5, 2015 I placed an order with Plexus through a rep. The advertisement was 'free shipping with delivery within 3-5 business days'. As of today (19 Oct) I have yet to receive the order. The USPS tracking number that was emailed to me shows that a label was created but the product has not been accepted at any postal office. I have contacted them via email with no response. I have also contacted my rep who told me that she sent them a message and it would be a 24-hour wait for a response. 30 hours later--nothing. I called the company on four occasions and stayed on eternal hold listening to the same message loop over and over. I am disgusted with this company and cannot believe that someone can run a business like this! DO NOT ORDER FROM THEM!! --- Additional Comments: I was charged \$32.05 on 7 Nov and I want every penny refunded back to my account.

I met all requirements to avoid having my back up order sent - I had all the PV points required. When the systems were updated I was sent a back up order prior to the scheduled date and despited having met the criteria to avoid the back up order being sent. On 22 October I was promised a refund: Hi Xxxxxx,Ambassador Number: XXXXXXThank you for contacting Plexus Worldwide. We are happy to assist you.I have submitted your refund for \$124.00, but please allow 7-10 business days to see credit. If you have any further questions please contact us at 480.998.3490 or cs@plexusworldwide.com. Our hours of operation are 6 A.M. to 6 P.M. Arizona time Monday - Friday and 9 A.M. to 2 P.M. Arizona time on Saturday.Sincerely,Quality DepartmentQuality: 480.434.6470Customer Service: 480.998.3490Fax: 480.998.3582Email: quality@plexusworldwide.com To date, I have received no refund. I have contacted Plexus via email no less than 10 times. Every effort to call leads to hold times that far exceed the amount of time I can wait. I do have a 'day' job and cannot sit on hold for 2+ hours waiting to speak with someone. --- Additional Comments: I expect the \$124 to be refunded immediately, as promised!

Plexus advertises a 60 day money back guarantee. I ordered my product on 8/2/2015. After a few more than 30 days, 9/9/2015, I contacted Customer Service and advised I would like to return the unused remaining product, if necessary, to receive my money back. The very same day, they advised the following, 'I have submitted a refund request on 9/9/15. Once the refund has been processed it will appear on your financial statement within one billing cycle depending on your financial institution. There is no need to return product. 'I waited 3 days and received no refund. I began contacting them again Oct. 7th. I have subsequently contacted them on the following dates, 10/9, 10/13, 10/19, 10/21, 10/28, 11/7, 11/12. I have never received any additional response, never received a refund,If they are not truly going to offer a money back guarantee, they should not offer one. If they were unable to process mine, they should at the very least, advise why. --- Additional Comments: I just want my promised refund.

I signed up for the Preferred subscriber program which sends me a \$150 product every month. I'm behind on using the product, so I went to cancel the automatic subscription. They will not let me do so. I have sent no less than 10 emails during the last month to every email address on their website and outgoing phone message. I have sat on hold on 4 different occasions for 35 min before having to hang up. They have not once responded to my emails other than an automatic reply that sends me to a help desk link. I cannot login to my account and the person who recommended it to me (she is my 'rep') has had her login changed as well, and she is having the same problem not being able to contact anyone to help. I have followed the instructions on their outgoing message asking for a refund authorization code so I can return the order I didn't want from last month, and sure enough I just received notice that they're processing my next order. I have no idea what else to try. Can you help? --- Additional Comments: I just want to cancel the automatic subscription and to return last month and this month's orders (should this month's show up next week as indicated in the email I just received). I have no idea what else to try. Can you help?

I began ordering Plexus products (probio5) in August 2015. I was satisfied my first month, so I tried another product at the beginning of September 2015 (biocleanse). I didn't like biocleanse, so I tried calling to cancel my order at the end of September and their phones kept redirecting me to call back later and gave me no option to speak to a customer service rep on the phone. I tried e-mailing and got no response. At the beginning of October, I sought guidance from my ambassador. She was unable to help me cancel but directed me to keep trying the website (which did not store my login information and could only give me a customer ID number). I continued calling weekly during the month of October until I was giving a specific method to e-mail for my refund. I got a response back saying both my biocleanse and probio5 were cancelled, but it did not address the refund of my biocleanse as requested. I didn't pursue it further as I wanted to be done. Two weeks later I got an e-mail thanking me for my order. I e-mail back stating I already cancelled. I got no response from the e-mail method that worked previously. I tried calling and was again redirected to email or try to call again later (no opportunity to speak to someone directly). My credit card was charged and I received both products again. I tired e-mailing and calling again today and am awaiting response. --- Additional Comments: I want a refund of my money completely on the first 2 months of biocleanse as I requested in the 60 day window they require. I want a refund of the last shipment of both biocleanse (month 3) and probio5 as I already received verification of stopped shipment and billing.

I am due a refund and as of 11/25/15 I haven't received it even after several emails and phone calls and never talking to anyone,all I get is testimonial loops and this is after being on hold for 45-60 minutes which I finally hang up. their website isn't any help either. I know they received the package on 11/02/15 at 2:59 pm and was signed for --- Additional Comments: I want my money that is due me and an authorization number to return another package

Since 11/6 I have tried to get ahold of customer service to return their product and cancel my account. I have sent an email which generate a ticket. I have written a physical letter with the return product that I paid to return. (receipt of delivery states 11/16) I have sat on hold with customer service for hours at a time with no success.. 15 days later I have not even had someone contact me from this company. I have documented all of my attempts in their ticket system and to this day it's not even been assigned to any customer service agent. In fact I have 2 tickets and night touched. --- Additional Comments: I would like my account refunded for my return product. (\$223) (which i have submitted proof of delivery to them) and cancel my account immediately as well. I a requested with my first ticket on 11/6.

I have been attempting since October 20, 2015 to cancel an autoship with this company and cancel my membership to no avail. I have sent SEVERAL emails to customer service and from my own 'back Office' to cancel my customer membership, stop/cancel any and all autoships and cancel my 'ambassador' membership, as well as have been on hold for hours for TWO consecutive days...today (11/25) and yesterday (11/24).Through all this, not only have sent yet another autoship for products last month, they just sent them again today which i have just received.They do not answer emails; they do not answer phones. I want my membership canceled and autoship products canceled as well as my credit card refunded.The company needs to contact me immediately or take care of my requests. --- Additional Comments: Credit cards refunded/autoships canceled.

I have been contacting this company for weeks now without any form of response on their part. On October 28, I emailed them for a refund, since they offer a 60 day full refund. I have yet to hear back. I am currently on hold with them now, for 41 minutes so far. I was not able to continue using their product as it gave me jitters, made me gain weight and gave me constant headaches. I would like my \$147 back! In full!!! I have sent multiple emails, contacted my 'ambassador' (who hasn't been able to get a hold of anyone either) and called numerous times. --- Additional Comments: I would like a FULL REFUND

I first attempted to contact customer service on November 15th. I called three different times during the day. One thirty minute on hold call, one 53+ minute hold with no customer service contact and another 25+ minute call. I then sent email on 11/17 which I have saved for my records to which there has been no reply, no answer, nothing. I called again on 11/19 and held for 15 minutes. I contacted my up-line or salesperson and she cannot get through to customer service either. I tried again today and held for 43 minutes and still no one picks up the phone. I wanted to merely change my order from two packages of the SLIM to one. Now I am just going to cancel altogether. --- Additional Comments: To cancel any further orders from being charged to my debit card and to discontinue all emails or notices from Plexus.

I resigned as an ambassador about 2 months ago and still get required orders shipped to me. They do not respond to any email replays about requesting them not to ship the order except to say they are busy and will answer in the order received. I got the same reply to my resignation as an ambassador. I have tried to call and get the busy info. I would like to cancel any order but am unable to log in to the ambassador site they assigned to me. Just want my money back for the 2 orders they shipped after my resignation. --- Additional Comments: Money back. Stop all ambassador emails.

I have made multiple requests via e-mail, as the company instructs, asking for a refund and to cancel my membership. When trying to reach via telephone, I am on hold until I have to hang up basically. I have a call in place at this very moment and thus far have waited 20 minutes with no response just customer testimonies. I am asking for help in getting my money back which at this point is \$272.00 and in cancelling with this company. Thank you --- Additional Comments: RefundCancel Membership

I have been trying to contact Plexus following their instructions on their phone recording, for 2 months. I want to cancel my automatic reorder which is being billed on my American Express. I have also called and remained on hold for over 2 hours. They are unresponsive to my emails and calls. I want to cancel the order and have no way of doing so. --- Additional Comments: I want them to contact me or make it possible to contact them to cancel my order. I do not want to receive anymore product and would like a refund for the last 2 months since I have been trying to cancel and have been charged.

I signed up to be an Ambassador for Plexus Company to sell its products. To be an ambassador you must be on an auto ship that they debit money out of an account of mine. I have tried to contact them several times by phone, which the recording says they are unable to be reached at this time, and please email them at cs@plexusworldwide.com. When I try to email them the email address is invalid. I tried to contact them on regular Web site by logging into my ambassador log in, which continues to tell me is invalid. I have been unsuccessful in contacting this company, yet they have no problems processing a debit from my account every month. --- Additional Comments: I want them to discontinue my membership as an Ambassador. To stop auto shipment. Stop processing orders through my account

I have been trying to cancel my order for over 2 months now. On Oct the 11th I sent you a email stating my wishes for my order to be canceled. I got a email back from Plexus saying that my email was registered at your help desk. I still had not heard back from them by Nov so I emailed them again on Nov 2nd saying that I wish for it to be cancelled and if I am charged again I will take legal action. When I got my package from Plexus after I asked for it to be cancelled I messaged them on Facebook, they told me to email the same address I already emailed. So I tried calling the phone number listed on their website several times only to be put on hold for hours at a time. I have now been charged and delivered 2 packages after my request for it to be stopped. --- Additional Comments: I wish to be refunded for the last 2 shipments b(6)

When I learned the ingredients I requested a refund. This was before the product arrived at my residence. I emailed explaining an ingredient in the product was magnesium which is a natural blood thinner. I was informed by a plexus representative there were no ingredients that contained blood thinning properties as I have a bleed in my brain and blood thinners could cause this condition to worsen. They charged me for the product and have ignored my request for a refund. I have since sent at least 4 email messages attempting to gain a full refund with no response except we are experiencing high volumes of messages and it may take a while to respond. I have attempted to contact the company via telephone and have been unsuccessful as well. --- Additional Comments: I would like my credit card to be refunded immediately.

The company has a 30 day guarantee and I returned the product back in October and emailed and called several times and I don't receive an answer to my emails and I just sit on hold for hours in their call center and no one ever answers. I WANT MY MONEY BACK! They are scamming everyone and it is not right. I will not stop until every cent is returned! --- Additional Comments: I want a call from the company and I want my money returned immediately! I will not stop at this step!

I signed up as an ambassador/sales and was not into the multilevel marketing so I canceled. I received an email saying they have granted my cancel and deleted all my credit/bank info that was in September. I have since been charged every month for my monthly backup order that you have to select when you sign up this should not be happening since I canceled and they supposedly deleted all my account info to charge. I have been charged \$400 to date. I have called and emailed on several occasions with no relieve or resolve. This is unethical and the charges are not authorized. --- Additional Comments: I want my bank account to no longer be charged with these unauthorized charges as well as a refund.

I wanted to try the products and got on the auto ship. I wanted to cancel, took me 2 weeks to get a refund without a call or email. I also said I wanted to cancel the autoship and that did not happen and I got another order. I have now tried calling 10+ times to either be on hold for 45+ minutes or to be told all representatives were busy and to call back. I tried to email 20+ times and NOBODY ever replied. I was given a 'help ticket' and an address to log on and the log in did not work. I tried to reset my password it did not work. I finally found a cancellation form and they said wait 5 days to process, well it has been 12 days. I also tried contacting them via Facebook and no reply. This is the absolute WORST customer service I have EVER experienced. --- Additional Comments: I want a call back, a refund and confirmation my auto ship has been cancelled.

I'm simply trying to contact Plexus customer service to cancel my orders for their product, as I understand I have the right to do. I have called at least 30 times since late October/early November and have sent at least 5 emails, with no response. I understand that they have changed their databases and are having issues and delays, but have somehow managed to take my money automatically each month for this product I don't want and am not using but can't cancel because no one will answer their phone, return my call, or respond to my email. My credit union can't stop payment either because the money is being taken via my debit card. My only option right now is to cancel my debit card, which I don't want to do, nor should I have to, as Plexus should be doing something on its end to handle my request. I don't want to seem impatient, but a legitimate business should have higher standards for customer service. Please help. --- Additional Comments: I would like for Plexus to answer their phones or respond to my emails so that we can discuss cancelling my order. I'm not using the product and I don't want to keep throwing 125\$ away each month.

The company is trying to ship me product I didn't order or request. They have charged my credit card without my consent. Five days ago I spent 2 hours on hold to speak with customer service. They basically said they couldn't really stop the shipment or do much to help me at this time. I emailed several times and haven't received responses. I've attempted to call customer service back multiple times only to be put on hold for hours or to be told they are unable to handle calls at the time. --- Additional Comments: I want the product to not be shipped and I want my credit card reimbursed ASAP.

I attempted to find out about an order through plexus. Order # b(6) They never replied back to me and I attempted to call 2 days in a row only to be hung up on 4 times. I've requested a refund and no one there seems to know how to provide customer service. I feel they scammed me out of \$189. I want my money refunded which I feel was stolen. --- Additional Comments: Refund my money

I am not pleased at all with their customer service. I have been trying to get access to my account since late October all to no avail. (I previously had access to my account and could change the items I was receiving on a scheduled monthly order.) I sent an email request on October 26th. Got no response. Tried to call on November 2nd and was told to send an email. Again no response. Sent another one today and as you guess it, no response. I called and held for at least 10 minutes, finally getting through to a person, Chris. From the beginning of the conversation, I told him what had transpired and that I was not happy, but I know it wasn't his fault. He asked me some questions (customer number, name, etc.) and then was VERY CURT with me about how there was a new system and I hadn't set up my account on that system. I never received an email or any notification that there was a new system. I told him I did not appreciate his attitude, that I was a smart person who knows how to get around on a computer and that if he couldn't treat me respectfully he needed to get someone else on the phone immediately. I am not happy at all with this service. Right now I have products coming to me that I did not want because I couldn't access my account. I am at the point that I am ready to cancel everything. I do like Plexus Slim, but I also will not support a company that cannot do business appropriately! --- Additional Comments: I believe they should take the item back that I am not wanting without me having to pay shipping to get it there. That's all I want. I also believe that they need to send out a mass email to ALL their customers with the information that they have a new computer system and that customers need to register with this new system. We should not be held hostage by our scheduled orders.

I ordered a product. It was to arrive in 3-5 days. It has never arrived. I ordered it 10/29/15. It is now end of day 11/11/15. They charged me twice for the produce - but later credited the last charge. They do not answer the customer service number. Day after day, it says to email, instead and hangs up on the caller. All emails are never answered - but an auto-acknowledgement comes. Today, 11/11/15, I have been on hold one hour and 5 minutes to speak to someone to ask WHERE is my order. The customer number is no longer hanging up on a caller - but they are also not answering. At issue is that they are wholly unprofessional and that they neither ship the product nor allow the consumer access to the company IN ANY WAY to either cancel the order or ask for information. They have taken my money and have NOT delivered the product and they ARE NOT available. This is a terrible, terrible worthless trash company. I am so angry, there are no words. My desire is that BBB damages their credibility with any report or action you can possibly take. They are a horrible, horrible company. --- Additional Comments: If the product has NOT shipped, I simply want the order cancelled and NO MORE ORDERS EVER PROCESSED - and a REFUND. If the order is actually en route - which would surprise me because they are worthless - they can keep my payment but NEVER ANOTHER ORDER - CANCEL ANYTHING THEY MIGHT DREAM OF MAILING TO ME. This is a worthless company - THE most unprofessional company I've ever seen. The amount of time on hold NOW? Right now, here in Denver, CO, it is 5:21 pm and I've been on hold one hour and twelve minutes. Please, they deserve any business loss the BBB can possibly cost them!!!

I purchased \$180.09 of product from Plexus. The information indicated that I could call or write the company within 30 days to return any unused product for a full return and credit. I made multiple attempts to call the company - one time remaining on hold for 2 hours and 20 minutes, and I also sent multiple emails. Additionally, the person who 'signed me up' also called and emailed Plexus. All to no avail, I never reached a live person or even an opportunity to leave a message and was never able to obtain a 'return authorization'. I have disputed this with my credit card company who has issued me a 'temporary credit'. However, this business practice is simply unacceptable. I request a complete refund of my \$180.09 immediately and that no further shipments be made to me. --- Additional Comments: I want a full and complete credit from the company. Additionally, I feel they owe me an apology for the horrific manner in which they conducted business and for the amount of time I wasted fruitlessly attempting to handle this transaction in accordance with their written documentation.

Products were ordered 10/10/15 - my account was debited on 10/10/15 - order was supposed to ship on 10/12/15 - ORDER HAS NEVER SHIPPED...I have made approx. 10 calls to get my funds credited back to my account and each representative tells me it will be in my account the next billing cycle or within 3 days or 5 days from the date of my call - depending on who I talk to.FUNDS HAVE NOT BEEN CREDITED BACK AS OF THIS TIME AND NO PRODUCT WAS EVER SHIPPED.Please help me get my money back. --- Additional Comments: Funds to be credited back equal \$124.80 PLEASE HELP ME GET MY MONEY BACK -

I've been calling Plexus for the past three weeks with no success of the promised two refunds. I'm always been told that someone will reach me. Every phone call to them has me on hold for 50 minutes and plus. After my first phone call I was told that I was taken of Auto-payment, then a few days later received a bill and a charge out my hacking account of a product that I did not order. I've emailed them numerous times all gone unanswered. --- Additional Comments: Refund of the two transitions done

Guaranteed money back if not happy and im not happy with product and cant get ahold of cystomer support for a refund and they keep charging my card for more product after i have called and emailed sevvrsl times with no answer and no response --- Additional Comments: I want all of my money back and all orders cancelled

I made a large one-time purchase in September 2015. I ensured to not be listed as 'preferred', which means you automatically get them monthly. I know I did not select it because I intended this to be my last order with Plexus due to zero satisfaction with the product. I gained 10 lbs on it versus all the successes you hear about. I made a large order for my kids' acne and planned to never order again. Again, I KNOW I ensured this to be a one time purchase. Then in October I received notification of another shipment. I did not authorize this charge to my card. I tried to dispute it via the customer service phone number and email. I couldn't not get into my account as I had never logged in except for my one time order so I couldn't go in to make sure it was canceled. My only response from customer service was an email with a ticket number. I sat on their customer service number for hours and so did my rep. We never got through. The voice message said to use email for best response. That's not true. I never received a response. I decided to not spend any more of my time on this shipment and accepted it. Meanwhile trying to get customer service to respond to close my account completely. A month passes with no response except a notification that they charged me again in November for another \$245 that I did not authorize. I am tired of using my time to get them to close my account. I have since blocked them from my credit card and have asked the credit card company to dispute the November charge. I understand that they started using a new computer system and are having problems. I do understand that issues can happen from that but ZERO response from Customer 'Service' and continuous unauthorized charges is UNACCEPTABLE. Please be sure this issue is known. Thank you! --- Additional Comments: I have already returned the product from the November shipment to my representative to return as I do not feel I should waste anymore of my time on this. I would love for all the product to be refunded since I gained weight on the dumb product but would be happy to Get my November charge refunded and my account CLOSED.

They cut off my access to my account, informed me multiple times that my automatic orders were not going through (still unable to get into my account). I had tried calling multiple times and was on hold for up to an hour. All of sudden, after 2 months, they put an automatic order through. I called and told them that I didn't want the order and to refund my money. I have been waiting 3 weeks for a refund for this product. I have emailed them and received no reply. --- Additional Comments: I want a full refund, shipping included.

I became a customer on September 30, 2015. There is a claim of a 60 day money back guarantee. I emailed the company on November 11, 2015 requesting a refund at 7:13 am (EST). I received an automated reply at 3:52 (PST) on November 13th 'confirming receipt of my ticket.' I have never heard another word since then even though I sent two more emails (11/17 & 11/20) as well as calling twice on 11/13/2015 and 11/16/2015. Each time, on the first call, I received an automated message saying the number was not in service. I called it back each time to confirm I had dialed the correct number and magically, got through to their automated phone service. There was no option to speak with a customer service agent and I was instructed to email. Today (11/28/2015) my credit card was charged for the product again. --- Additional Comments: I want my money back. I do not want them to charge my credit card again.

I made a purchase from Plexus on 11/26/15 as of 12/7/15 I still have not received the merchandise I order. I started calling them on 12/3/15 was put on hold for over an hour, no response sent them an email asking for someone to contact me. 12/4/15 I tried calling again, again I was hold this time for over 1 hour and half still no response sent another email requesting someone to please contact me. 12/5/15 I called before the hours listed got the same information due to heavy calls not available at this time, to please call back now this was at 5:00am central time, I wanted to see what the message would be..12/7/15 I have currently been on hold no for 1 hour and 28 minutes still no response even email them again, needless to say I'm still on hold with no response --- Additional Comments: I would like for them to refund everything I signed up to purchase an 11/26/15 and no further contact from them

On 11/24 I contacted the company via email to inquire as to how I could initiate the return of purchased products and to let them know of a delivery issue with my most recent order. The ticket ID I was assigned is: b(6). I have not heard from the company. There are two orders I would like to return for a refund b(6) and b(6)). The return policy states I have up to 60 days to contact customer service and request to return the products. Due to their lack of response, this timeframe is approaching. Also, I never received my most recent order even though it says it was delivered (b(6)). --- Additional Comments: I would like to return the two orders and would like a refund for the order I never received.

I have tried to contact this company through emails and numerous phone calls in order to get information on returning a product for refund and to cancel future orders and cancel preferred membership. None of my emails have been responded to and I've sat on hold several times for 30-60 minutes at a time trying to reach a customer service representative to no avail. Also, phone lines have been turned off earlier than their normal operating hours making it hard to reach them. I've also tried logging into my account with this company and it doesn't recognize my username, password or customer ID number, however I still receive shipments and get billed for them. --- Additional Comments: I want to return my unused products as is my right under the guarantee, and cancel preferred customer status to ensure no more future orders are shipped and billed to me.

We signed up for auto draft for the triplex because it was a better deal and believed it would be great. Soon after trying the product we had an adverse reaction and decided to cancel. We emailed multiple times without any more than an automated response and no follow up. We were billed again for the next month because we could not get ahold of anyone. I finally found time to wait on hold 26 minutes to speak to a rep. She said everything was taken care of. That was three weeks ago. The product has long since been returned, the second shipment even unopened, but we have still not been refunded the \$148 for the first order and the \$151 for the second auto draft order. I had to put a hold on our bank account to prevent any further unwanted deductions. I emailed them again today and attempted to call but now the call volume is so great you have to call back later. We are very, very displeased with the near impossibility of cancelling once you fall for the 60 day money back guarantee. --- Additional Comments: Simple. For them to do what they guarantee and refund our money.

Made a request for refund on 11/5/15 and Ambassador told me it would take 3 to 5 business days. Called 11/11/15 to follow up and was on hold 49 minutes before being disconnected. Ambassador spoke with them on 11/19/15 and was told refunds can take up to 30 days to process and are handled in the order received. Called 12/4/15 to inquire of refund status. On hold for 60 minutes before speaking with someone. I was told they could not give me an ETA on the refund. --- Additional Comments: I expect to receive the refund within the promised time period. If they cannot handle the volume of refund requests, that's when most businesses hire more people to service their customers.

I have contacted Plexus Worldwide several times through phone calls and emails to begin the refund process for item I purchased. Their money-back guarantee is time sensitive so I would like a quick response. Their phone system directs you to email and there appears to be no way to talk to an operator. The response to the emails I have sent seems to be a stall tactic: Thank you for contacting us. This is an automated response confirming the receipt of your ticket. We are currently experiencing a high volume of emails. Please be aware that we may not be able to assist you within our standard time frame due to the upgrade of our new software system. We appreciate your patience during this temporary delay. Our team will get back to you as soon as possible. When replying, please make sure that the Ticket ID is kept in the subject line so that we can track your replies. You can check the status of or update this ticket online at: <http://plexusworldwide.helpserve.com/Tickets/Ticket/View/RVE-109-25804> Kind regards, Plexus Worldwide --- Additional Comments: I have the materials I would like to return packaged and ready to send back. In exchange I would like to receive a refund as described in the email I have repeatedly sent the company: I would like a refund for order XXXXXXXX from November 19, 2015 and order XXXXXXXX from November 24, 2015. I would like return approval. My customer number is XXXXXXXX My phone number is XXXXXXXX and my email is XXXXXXXX I am really hoping the response I received yesterday about software upgrades and high demand is not an attempt to stall proceedings. Thank you, Jeanne Morigeau The refunds total several hundred dollars. I would also like to close my account with the company once I receive my refund. Thank you.

I placed an order with Plexus on November 25, 2015 and have yet to receive the order even though they took the money out of my account on November 25th. They claim that orders are being processed and shipped within 24 hrs and I have emailed and filed a ticket complaint 2 times with the first being Tuesday December 1 with no response back. I have called 3 times and at the moment I am still on hold with them. The first time was for over an hour, the second was for 2 hours and as of today I have been on hold for over an hour. Each time that I call I am put on hold and no one ever answers the call. I love Plexus and had to make this complaint but feel that the customer service is unacceptable. I would love to have the products that I paid over \$125 for or for them to reimburse me. --- Additional Comments: I would love my products I ordered.

They claim a money back guarantee. I have tried, unsuccessfully, for a month to obtain information on how to get money back for an unsatisfactory product. I have contacted the rep who sold it to me and her upline. I have sent 3 emails to the company with NOT a word back from the company. On December 20 they put \$20 into my bank account not the money I spent on the product and still NO email or correspondence from the company. --- Additional Comments: I want the additional money refunded. \$19.95 and I want an apology.

I have ordered several products from Plexus Worldwide and felt many ill effects as a result. I would like to return my products based on their money-back guarantee, but have been hitting barriers trying to use their phone system and emails. The money-back guarantee is time sensitive and I would like a quick resolution. --- Additional Comments: I have already filed a BBB complaint for one order totaling \$212.85 and am submitting this complaint for a second order totaling \$285.15. Since I am planning on sending all the products back from both orders I expect Plexus Worldwide to issue a refund to me for the full amount of \$468. Thank you.

I ordered some of there products and decided it was not for me so I requested my money back since they have a 60 day guarantee. They told me on 10/23/15 that my refund was being processed and that I should see it with one months billing cycle. It has been 6 + weeks and I have yet to receive it, I have tried to call their customer service and all I get is a recording telling me to call back later and I have emailed customer service with no response. --- Additional Comments: To receive my refund as promised on 10/23/15.

I ordered few products from Plexus. One of them didn't work because I started to get severe migraines. I have submitted an official request for refund on Oct 20th. I have submitted 4 emails after that without any response. Finally my ambassador was able to get through and get me a return number so I can send the package back. I sent the package on Nov 12th using a 2 day priority mail which I paid myself for. Its Nov 25th today and I have NOT gotten a response from anyone nor did I receive a refund. I am extremely disappointed with the customer service. I would like my refund and even though I absolutely LOVE couple of your products, most likely I will NOT be ordering again. They charge an arm and a leg for their products but the customer service is an F-. Usually when you shop at expensive stores, their refund policy time frame is amazing. YOURS needs improvement if you want to keep your customers. --- Additional Comments: I need my refund ASAP

I ordered the slim boost block combo from plexus worldwide. The first order was placed on the 5th of the month and we were already charged for the second auto ship order the same month on the 28th of October. We called the one customer service multiple times to cancel our autoship order and nobody ever answered the phone. We also sent an email to cs@plexusworldwide to cancel our autoship order and we only received an automated email response thanking us for our order. --- Additional Comments: We do not want any more plexus slim boost block combo pills and do not authorize plexus to continue trying to charge our bank account. Our plexus customer number is b(6)

I am starting to get severely alarmed that this company may be underhanded and unreputable. Plexus continues to debit my bank account and send me product after I have sent numerous emails requesting that they stop all auto-shipments and refund my money as outlined in their return policy below: Preferred Customers: If you are unsatisfied with a product purchased from Plexus, you have within 15 M-CM-'M-BM-^@M-BM-^S 60 days from the date of purchase to contact customer service for a return authorization. You will need to return any unused product along with its original packaging to Plexus prior to a refund being issued. You may request a refund or cancel your auto-order any time 15 days after receiving your initial order. Per their instructions I have attempted to do this and I have yet to receive a response from them. Unfortunately at this time I feel my only recourse was to alert the BBB. I had sincerely hoped they were a company of integrity and would honor their word but at this point I fear not. To date they have sent me three packages of Plexus Slim. I contacted them via phone after I received the first one for a refund, and I was instructed to send an email, which was disregarding and sent me a second package. Then I contacted them after they sent me the second package and the very next day they debited my account for a third time and sent me a third package. To date they owe me \$239.85 (\$79.95 per month for the months of September 2015, October 2015, and November 2015) less any shipping charges which I will gladly pay to put this situation behind me once and for all. --- Additional Comments: I would like a refund of my entire purchase price which was debited from my account for the months of September October and November 2015 in the amount of \$79.95 per month which would be a total of \$239.85.

Plexus charged my wife's account on 11/7 as part of the auto ship program. We have not received the product as of 11/18. We have made numerous attempts to contact customer service via email and via phone and no one responses. Currently on hold for over 35 minutes. This is not acceptable customer service. --- Additional Comments: If they can't deliver the order in the next few days we want a full refund and cancellation of the autoship.

Bought the product as an Ambassador to save money. Gained 14 lbs in 14 days. called to return product. Told Ambassadors can not return product. 60 day guarantee for customers. No guarantee for ambassadors. --- Additional Comments: Refund the Amount \$266.37 Date 10/31/2015 Time 3:41 PM Transaction Type Sale Status Success Card Type Mastercard Card Number b(6) Auth Code b(6) TransID b(6) Customer Name barclay travel Reference Number b(6) Purchase Order Number

I ordered twice from Plexus and stopped monthly shipments in both cases. Later, after a Plexus computer upgrade, my credit card was charged and shipment was sent for product I did not order. I attempted to return the product as they suggested, but it was sent back to me. I returned it again and have tracking info to confirm the product has been returned, but I have not received a refund which should total \$84. Customer service does not answer the phone. They accept inquiries by email only. These are not the actions of a reputable company. I am seeking my refund, but would also like others to be aware of their inappropriate business practices. --- Additional Comments: I want my refund, and I want others to be aware of Plexus Worldwide's substandard business practices.

I have tried for about 4 weeks to get a refund for products I returned. After holding on for 2 1/2 hours, I was told that they received my returns on November 2, 2015 and couldn't tell me why I hadn't received my refund. I've emailed 4 times with no response. I feel they've had ample time. The refund amount is \$113.28. --- Additional Comments: I feel I should be compensated the \$113.28 for products returned and I feel I should be compensated for the stress I've endured through this. This has been going on since October 5 when I tried to stop this shipment and was told it was too late and had shipped already. It actually didn't ship until 6 or more days later. I waited a week to get it and promptly sent it back and still no refund after all this time!

I have emailed their company twice regarding a refund on wanted products mailed to me due to being unable to cancel them on their website. It's been weeks with no response from them. I have called them on their customer service phone number and waited for three hours on one day with no answer. Another day at least an hour and a half. I'd like my refund to be a priority, they have labeled it medium priority with no response in weeks. This is a poor way to operate a business. --- Additional Comments: I want to be contacted and this issue resolved before I am sent more items that are unwanted and billed accordingly. This is a poor way to maintain a business:

I had originally tried the plexus slim, probio5, bio cleanse, and xfactor. I ordered back in August and was excited on my new journey. My ambassador sent me directions and I got started. The very first day I was overcome with nausea and bathroom issues. She assured me that was normal b/c my body had to detox. After the first week, it was just too much. I contacted my ambassador and she instructed me to change up the bio cleanse some by taking 1 twice a day instead of the 4 a day and do probio in the am. I did as she instructed, but still felt ill every single day. I stopped taking the bio cleanse all together and eventually stopped it all as my symptoms did not subside. It had been 3 weeks into this. She assured me it would take longer than 3 weeks to feel the benefits and have the energy. I just told her I'd just like a refund, maybe it's not for me. She told me to contact the company which I did on October 7 and was on hold for 22 mins with no answer. I ended up hanging up and speaking with her. She had told me how to cancel my auto ship which I did and then they billed me again on October 27th! I emailed them and got an auto generated email on Oct 8th that said they rec'd it. ARC#b(6). I finally rec'd an email on Nov 12th, but it told me to check my acct email!!!!!! Again, my ambassador walked me through logging on and guess what NO MESSAGES!! She asked if they had refunded my original money that she called and asked them to refund and I never rec'd that either! She told me I could keep the product that was opened but that I'd receive a refund for both. She told me that she would call and straighten it out. In the meantime I got the shipment on Nov. 16! I wrote refuse RMA b(6) like she told me to do on Nov 16. It was picked up from my mailbox on Nov. 18. It's now Dec. 2 and still not one penny back on my credit card and my bill is now due! I am at my wit's end and don't know what else to do. This has been going far too long! --- Additional Comments: I would like to be refunded for both of my purchases like I was promised. It was a 60 day money back guarantee! I sent back my unopened product that I shouldn't have received weeks ago. Please refund my money. It's \$360.

I have tried multiple times in multiple ways (phone calls, emails, help desk tickets) to cancel my automatic shipments and have been unable to get these shipments cancelled. I am VERY unhappy with the lack of customer service of this business. I got yet another automatic shipment email today despite these multiple attempts!!! --- Additional Comments: I would like to be contacted by someone at this company to verify my request, as well as for the shipments to be stopped and to never bill my credit card again!

In October 190 dollars was taken from my account and I never rcvd my product. Per instructions I sent an email with my info in October and never rcvd follow up I then sent another email and again did not receive follow up I was able to call the customer service and got thru I was told I would be reimbursed within 7 to 14 days when that did not happen I called again and was told the first person did not do it right when she submitted my request and that it was done right this time I rcvd one email follow up. During this time I have been sending emails because I cannot get thru on the phone and have waited for two to three hours with no response I am still waiting for my refund which has now turned into close to \$400 dollars because more money was taken out in November.. I am so frustrated and annoyed that I cannot speak with a live person. I have even gone as far as to leave a voice mail on the line where they set up tours... I do not know what to do. --- Additional Comments: I would like to have my full refund which is \$190 from October and \$186 from November returned to me.

I have emailed them 2 times since November 24th asking for a refund. I know I need to send the remaining of the products I have left. So I am waiting for someone to get with me to let me know where to send it back to so I can get my refund. But all I got was (((('Thank you for contacting us. This is an automated response confirming the receipt of your ticket. We are currently experiencing a high volume of emails. Please be aware that we may not be able to assist you within our standard time frame due to the upgrade of our new software system. We appreciate your patience during this temporary delay. Our team will get back to you as soon as possible. When replying, please make sure that the Ticket ID is kept in the subject line so that we can track your replies.'))) They have been going through this problem for a couple months now. You would think that if they were any kind of decent business they would have their heads out of their butts. I want my refund of \$158 and something back and I will be a happy camper. This is the second complaint I have about them. They also double charged me for which I had trouble getting my money back. --- Additional Comments: I just want my refund and have no problem sending them the rest of the products I didn't use.

In January, I purchased several of Plexus products. The ProBio was put on auto renewal. I have been trying for months to stop the automatic shipment of this product and I realized this product was doing absolutely NOTHING for me. I have sat on hold for hours at a time with absolutely no answer. I've sent countless e-mails to their customer service address only to be completely ignored. I have a desk drawer full of this product because I cannot shut off the auto renewal and it's costing \$29.05 a month. I believe this company is a total scam after reading other complaints. -- - Additional Comments: All I want is for them to shut off the auto-renewal on this product. I do not want anything else to do with this company ever again.

I became a customer in Sept, I didn't like the product and called to cancel. Every time I called I couldn't a live person, only a recording. I made several attempts with never reaching customer service. I received another shipment in Oct. Again I called to get a refund and cancel my auto shipment. I could never get through on the phone and sent an email to customer service as stated in the phone recording. I was given a help desk ticket # but never received a response or refund. I made several more attempts to contact the company with no luck. Each time was on hold for 20 minutes or more. Received another shipment in November and another charge to my credit card. I sent another email, got another help desk ticket #. No response, no refund. Just received another charge to my credit card for December and products being shipped. I tried to contact the company again, another recording and was on hold for over 2 hours before the recording hung up on me. I sent another email to the company, received another help desk ticket # but still haven't received a response. My next step is to cancel my credit card as they have charged almost \$500 worth of products that I do not want. I have requested my shipments to be cancelled since October, I no longer have given them permission to use my credit card however they have continued to use my card. I have never seen a company with such horrible customer service in my life. --- Additional Comments: I want to get a complete refund from this company for all charges that I did not authorize from October to December, \$436.90. I want my account closed and to never receive another thing from this company.

The had a 60 day money back guarantee if you are not satisfied. I contacted Customer service at least three time and also corresponded with a representative/consultant of the company to get my money back. Was never contacted and the 60 days are now over. --- Additional Comments: I want my money refunded as the return policy states. For medical reasons I had to stop taking the product.

I have been trying to cancel my product for over a month multiple calls for over hour waits with no actual representative or any response to my emails. This is a business and I feel like I am a paying customer not satisfied with the product but keep getting it. If you offer autodraft you should of people waiting for issues of not being able to cancel it. --- Additional Comments: Just the autodraft to be off my account

I ordered an incorrect item on order #: b(6) on 10/15/15. I initially called Ambassador support, as I'm an independent consultant, to exchange the wrong product (Boost) for the correct one. Ambassador support person said she couldn't exchange or do a return at the time because of the new system not being set up. So she would just send out the correct item free. When it arrived, it was still the wrong item. I emailed support as per their direction, and after a week with no response, I called in. Was told someone would contact me within 2 business days with a return authorization to return the wrong product for a refund. That was over a month ago. I've sent 3 more emails to try and get it resolved and have not gotten a response. --- Additional Comments: At this point, I want a refund and I think they should pay for the return shipping to them just for the inconvenience of having to wait over a month, sit on hold for almost an hour to get a live person and have numerous unanswered emails. The customer service is horrendous. I know they went through a system upgrade and had 'glitches' but resolving an issue for close to 2 months is just plain bad customer service. Sadly, I'm so disgusted with the horrible service, that I'm to the point of no longer representing their company or their products. The products are great but I can't support horrible customer service.

On September 28, 2015, Plexus Worldwide automatically charged my debit card for \$34.95. At that time, I attempted to log in to their back office to place an order and found that my login information (ambassador number b(6) and password) was no longer valid. I attempted to reset my password using my ambassador number and email address and again received the response that there was no valid account connected with that information. I took the next step on October 2, 2015, to log a ticket that didn't require use of the back office and only received an automated response that it was logged, but the company never followed up. I contacted my sponsor who told me yes they were having difficulties with the back office and gave me the only number the company has available 480-998-3490. I called that number again on November 2, 2015, and the other issues option said they had unusually high call volumes and to please try again later and disconnected; the option for back office issues said to log a ticket and use a specific subject line, which I did and logged a 2nd ticket. I received an automated response and nothing more. On November 25, 2015, I responded to the ticket that I wanted a refund of what they had charged and for my membership to be cancelled as I am concerned that they can charge on it at will and I have no contact with them. I also informed them that if I didn't hear from them, I would be contacting the BBB. To date, I have not had a response. I also attempted further resolution through my sponsor on 10/22/2015 and 11/5/2015, and she didn't have any suggestions or anyone to contact other than the methods previously mentioned. Furthermore, I attempted to call again today, 12/7/15, choosing a different option to get a person using their customer service line and chose option 3 for placing an order and sat on hold for 25 minutes listening to sales pitches and event reminders. --- Additional Comments: I want my membership canceled, the \$34.95 refunded to my account, and to ensure that my card will not be charged in the future.

I have two months of product orders that I have not received. This company charged my credit card and they have not delivered. What makes matters worse, they will not respond to the emails I sent to them, I spoke to them one time with no resolution, and in any follow up calls, their system cuts off the line without giving me an opportunity to speak to a customer service representative. I want them to either give me my money back or send the products. --- Additional Comments: They need to follow through on good business practice which is, send the customer the products they paid for.

I am a Plexus ambassador and have tried for months to cancel my Plexus membership. I have e-mailed multiple times, called multiple times and stayed on hold for an hour with no answer, faxed a document stating that I no longer wish to be an ambassador for this company, and have submitted two cancellation forms but I'm still getting charged every month. I can't get anyone at the company to help me and I'm sick of it! --- Additional Comments: I would like to be refunded the latest charge of \$154 and would like my membership to Plexus canceled.

I contacted Plexus on 12-1 to request a refund as I was unhappy with their products. 4 days after my reply going unanswered I received another package in the mail which I did not order and has remained unopened. It was not from any auto ship orders as my auto ship order had already arrived and I was waiting to return it, unopened with the rest of my unused products. I have tried to contact the company every day through social media, phone and email without any replies. Today will be day 11. I have been more than patient with the changes they say they are under going while trying to meet the companies return policies. This type of customer service is totally unacceptable. --- Additional Comments: I would like a full and complete refund for the the two shipments I have receive. I would also like to make sure my auto shipment is canceled and cancel my membership with the company.

I signed up for auto-shipment in August. After two months, I decided I did not want to continue. I contacted via email as per directions on the web site to cancel my auto-shipment. My auto-ship was not cancelled. I received a shipment in Oct, Nov, and received confirmation email that my Dec shipment is on the way. I have emailed customer service three times (10/12, 11/20, 12/4). I have called and have received a recording stating call volume is high and to call back later. I have been on hold for over an hour with no one ever answering. There is absolutely no response to my emails. I am still being billed, and still receiving shipments that I do not want. --- Additional Comments: I want to return three unopened mailing packages for a full refund of \$353.79 plus my cost of shipping. And I want the auto-ship cancelled.

I have emailed Plexus twice now, once on 9/30/15 and again on 11/17/15 both times asking that my subscription be cancelled (see those emails below). Not once have I received a reply to either email. And every time I call Customer Service at 480-998-3490, I get a recording that there is a high volume of calls and to call back at a later time. My credit card continues to be charged and plexus continues to ship product for the past 2 months! IM-CM-'M-BM-^@M-BM-^Ym not happy at all! M-CM-'M-BM-^@M-BM-^TM-CM-'M-BM-^@M-BM-^TM-CM-'M-BM-^@M-BM-^TM-CM-'M-BM-^@M-BM-^TM-CM-'M-BM-^@M-BM-^ TM-CM-'M-BM-^@M-BM-^TM-CM-'M-BM-^@M-BM-^TM-CM-'M-BM-^@M-BM-^TM-CM-'M-BM-^@M-BM-^TM-CM-'M-BM-^@M-BM-^TM-CM-'M-BM-^@M-BM-^TM-CM-'M-BM-^@M-BM-^ TM-CM-'M-BM-^@M-BM-^TM-CM-'M-BM-^@M-BM-^Tb(6)From: b(6) Sent: Tuesday, November 17, 2015 3:43 PMTo: 'cs@plexusworldwide.com'Subject: RE: [ARC #b(6)7]: Cancel My OrdersI sent you the email below on September 30, 2015, to cancel my Plexus orders. I received a new shipment of Plexus mailed on November 5th. Refund my credit card for the amount charged for this order you were to send!

AgainM-CM-'M-BM-^@M-BM-^Tcancel my subscription to Plexus b(6)Edmond, OK b(6)From: Customer Service [mailto:cs@plexusworldwide.com] Sent: Wednesday, September 30, 2015 12:09 PMTo: b(6)Subject: [ARC #b(6)]: Cancel My Ordersb(6),Thank you for contacting us. This is an automated response confirming the receipt of your ticket. Our team will get back to you as soon as possible. When replying, please make sure that the ticket ID is kept in the subject so that we can track your replies. Ticket ID: b(6) Subject: Cancel My Orders Department: Customer Support Type: Issue Status: Open Priority: MediumYou can check the status of or update this ticket online at: [http://plexusworldwide.helpserve.com/Tickets/Ticket/View/b\(6\)](http://plexusworldwide.helpserve.com/Tickets/Ticket/View/b(6))Kind regards,Plexus Worldwide-- Latest News: 1. Welcome!

Helpdesk:

http://plexusworldwide.helpserve.comFrom: b(6) Sent: Wednesday, September 30, 2015 12:08
PMTTo: 'cs@plexusworldwide.com'Subject: Cancel My OrdersI would like to permanently cancel my
orders of Plexus. My customer number is b(6) Thank you!M-CM-'M-BM-^@M-BM-^TM-CM-'M-BM-
^@M-BM-^TM-CM-'M-BM-^@M-BM-^TM-CM-'M-BM-^@M-BM-^TM-CM-'M-BM-^@M-BM-^ TM-
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^Tb(6)Edmond, OK b(6) --- Additional Comments: I want the charges made to my credit card on
10/27 and on 11/27, both for \$83.04 refunded. I do not want future charges or future shipments.

I am awaiting a refund for orders two orders that I have returned. I have also learned, today, that they have taken another order out of my bank account which they were unauthorized to do. I have all order numbers that need to be refunded it needed. The BBB website would not let me submit the order numbers because it read them as SSN. --- Additional Comments: I would like for the last three orders to be refunded back to me. This is a total of \$833.34.

I ordered this product on 11/28 and have tried to contact this company via phone and email for the past 5 days and haven't been able to get in touch with anyone regarding shipping and cancelling my auto-ship. I am currently on hold for an hour and a half and still haven't talked to anyone. I want a refund if the product has not shipped and want to cancel any future orders. --- Additional Comments: Please refund my order if it has not shipped and cancel any future auto-ships. I do not wish to do business with a company that you can't contact or isn't available to answer questions.

I ordered products in September. They did not work for me. In October I received an email to have another monthly supply shipped. I canceled the shipment via email. The product was shipped anyway. I sent it back 'return to sender.' I called the company twice and could not get a live person on the phone. I sent 2 more emails. In November I received another email about more product. I sent a cancel email again. The product was shipped again and I returned it again. I sent 2 more emails. To date I have not received any response from the company. I can not get into the system to cancel the reoccurring order and when I call on the phone I'm directed to send an email. Which I clearly have already tried!!! --- Additional Comments: I want all 3 charges to my credit card refunded!!! I would like the interest I've been charged by my credit card of 23% also refunded.

I ordered Plexus a few months ago and attempted to cancel my order last month. I canceled due to the cost and the fact that the products did not work for me. The first time I called, I was on hold for 35 minutes. I hung up and called back and was on hold for another 45 minutes. I called a third time early in the morning and was on hold 40 minutes when finally someone picked up the phone. The CSR told me that she would refund my money for the two months of trial period and for the order that was in route. I did receive my refunds. However, I received a another package today. So, I called today and was on the phone for one hour and six minutes. I still did not get through. I gave up. The customer service for this company is TERRIBLE! How can anyone run a business with this poor customer service. I will be returning my package tomorrow with two return authorization forms that are duplicates with hopes that my money will be refunded a fourth time. Mind you, I've already paid postage once to return and now I have to do it again. I will be make sure that all of my friends that sell Plexus are familiar with my experience! Awful company! --- Additional Comments: I want a refund for the fourth package and I want my auto-ship cancelled asap!

I have tried to cancel my monthly purchase of Plexus products for at least 4 months now. I have sent emails---received no response, called in early Novemer (after being on hold for over 1 hour) finally spoke to someone and she assured me that my account was cancelled, and now again in December, my checking account has again been debited for \$75.55. I tried to call the company today and they are not taking phone calls----you cannot get through to anybody, I would like my money refunded and my subscription permanently cancelled. --- Additional Comments: I would luke \$75.55 immediately credited to my checking accout. OR receive a check in the mail. I want my account cancelled immediately and to have no further monthly charges debitted to my account.

In the past, I have been an 'Ambassador' of the Plexus Products. Since August 2015 I have been trying to cancel my Ambassador status and get my refund of \$34.95 which has been charged to my credit card. I have made numerous phone calls and emails. The phone calls ALWAYS consist of being on hold for at least 1 hour! The emails give me confirmation of cancellation but no refund has been made to my credit card. Cannot get anyone to help with results over the phone or through emails. Please, how should I handle this dispute? Should I go to a lawyer? Seems crazy over \$34.95, but it is the point of the matter not being refunded or handled in a timely manner. --- Additional Comments: I would like for someone to contact me with results of my credit card being credited the full amount ASAP.

I purchased products from this company and tried them for several months with the auto shipment policy. After not working for me I attempted to contact the company to cancel my future shipments and receive a Return Authorization for the products I still had not opened. I have documentation showing where I emailed their customer service 5 times and their salesperson that I ordered from tried them once for me as well. I also tried calling 4 to 5 times. I finally gave up trying to reach them and packaged up the products (still new) and included all of my documentation and mailed it to them. They are now saying it was outside of their return period so they will not return it or refund my money. I feel this is a very shady way to do business. They put me off until I was outside of the return date. My communications with them began before the deadline. They just chose to never follow up with me in hopes I would eat the cost. --- Additional Comments: I want them to apologize for their poor business practices. I want them to train their customer service to answer phones, return messages, return emails within a 24 to 48 hour window. I want them to return my money.

I have repeatedly tried to cancel my auto shipments from this company for several months to no avail. I no longer use the product, no longer wish to receive the product. Customer Service refuses to return emails, answer phones, or cancel my membership. They just keep billing month after month. I have disputed this company with my bank, but the company continues to bill me. I see this is a recurring problem with this company from reading the other complaints against it, it is completely unprofessional way to do business. --- Additional Comments: I wish to have my account refunded for the last two months of charges, a total of \$187.10, and no longer be sent shipments or to be billed at any time in the future by this company

My complaint is reminiscent of many others I have read on here and I should have done more due diligence in researching before I signed up. I purchased 10/21/2015 product in the amount of \$139.32 primarily agreeing to auto replenishment for all future orders. After trying for almost a month, the product did not perform the way it's presented and I cancelled my order. However the 2nd order auto shipped (which is still in the original packaging and never opened) for another charge of \$134.95 on 11/21/2015. I have spent HOURS on the phone trying to reach anyone with this company (4 times) with no success and have emailed their 'Customer Service' 8 separate times in 3 weeks with no reply as well. It is impossible to obtain any type of return authorization and I am rapidly approaching the 60 day return deadline. The only response I have ever received is simply an auto generated email that states they are experiencing computer problems, yet this seems to be the answer for all complaints. Seems they should invest in some type of system that can handle their business. I have since filed a dispute with my credit card company and I have been issued a temporary credit pending the reply from Plexus, if they can ever get a reply from plexus. I have also filed a complaint with the State of South Carolina Attorney Generals office --- Additional Comments: I am owed a complete refund for both orders totaling \$274.27 minus their restocking or return shipping fees. In a perfect world, they would recognize their level of 'Customer Service' is the worst that I have ever experienced and I would like additional monies to cover my lost time, however I wont hold my breath on that request.

I have been trying to call and email this company to get a refund for products I have purchased for almost 2 months now. Every time I call they always state HIGH CALL VOLUME and advise you to email them. They NEVER respond to emails! I am even more upset after looking at all of these complaints, they respond almost immediately, so they obviously have had time in the past 2 months to address my refund. I have called at least 4 times will staying on hold for nearly an hour each time with no one to answer. I believe this company is a total scam. They are eager to take your money, but will avoid you at all costs if it involves a refund. On top of that, the whole reason that I am returning these products is that they made me feel worse, not better. I had intense heartburn for almost a month and a half while my ambassador kept telling me 'it will get better'. --- Additional Comments: I would like my 2 month refund on the products I purchased, as I was well within their 60 day money back guarantee when I first contacted the company.

We have contacted Plexus Worldwide via telephone and email to be issued a refund for their unopened product. Both venues (telephone and email) report they are experiencing a high number of calls/emails and they will get back to us if we leave a message. We have left phone and email messages totaling 5 over the course of one and half months. They have not gotten back with us, and they continue to charge our account for their product which we do not want. --- Additional Comments: We would like a full refund for 3 products delivered which we did not want. We would also like the company to no longer charge us for their product or send us their product.

I have had several issues with this company and tried several times through phone calls and emails with no response from customer service to help me solve my issues. Customer Service seems to be non existance to me, They have ignored my please for help and now I want my account cancelled but they keep sending me products that I do not want and bill me for them. I sent a couple of shipments back to them but I have to pay shipping cost. Help me end this endless cycle Im in!! --- Additional Comments: I want my account closed and to receive no more products from them

I have emailed twice and called every day for two weeks with no return response. I have discovered I am allergic to their Ease products.I would like a refund for three shipments but can get no answers.My second email on December 2, 2015 there was a customer service ticket generated - b(6)No one has contacted me though.I have tried repeatedly to get an answer.I want a refund due to an allergic reaction. --- Additional Comments: \$209.943 orders at \$69.98 each

I have 4 different orders with the company and only one of them were in the advertised 3-5 business days. One order was placed on 11/24/2015 which has not even been shipped. One order was placed on 11/29/2015 which was shipped on 12/5/2015 and I still do not have the products. The last order was placed on 11/30/2015 which I received today, 12/8/2015. I called customer service 3 times. 2 times I was disconnected by them. (After 45 min of wait time). The last time I called, I was on hold for 1 hour and 28 minutes, then I hung up. I emailed customer service 4 times only to get an automated response. This company has horrible customer service and horrible follow up on their word about delivery. It claims to be family oriented, but customer service showed that they do not care about customers, which in turn does not care about families. -- - Additional Comments: In addition to my order that I have already paid for, I would like either store credit or free product.

I tried Plexus Slim with the 60 day money back guarantee.After having bad results with this product I contacted them about this.I have sent several emails and called countless time with no evail.I have been trying to reach them for weeks now.They will not repond to any emails..... --- Additional Comments: I want the refund promised to me after trying their products....

I joined Plexus as an Ambassador on 10/4/15. I have since decided that I wanted to cancel my account. I put in a request on 11/18/15 to cancel my account and received an automated reply email saying that my request had been received. I have not received any responses since. I have tried to call multiple times, staying on hold from 20-75 minutes, and can not get through to anyone at the customer service number. --- Additional Comments: Cancel my ambassador account and do not charge me for any more monthly orders.

They are 2 months behind in sending me products that I've auto paid from my account.. Several calls have been made as well as emails and I still have not received my product and I have not received any responses via, email.. Customer service is a JOKE! b(6) --- Additional Comments: At this point, I just want a FULL REFUND from BOTH ORDERS for the month of October & November and I would like to end my account and not receive any further orders from Plexus! Please refund immediately!Order #b(6) @ \$109.95Order b(6) @ \$114.20b(6) St.Gillette, WY b(6)

I have been trying unsuccessfully since 11/23/2015 to cancel my auto shipment. At first I was locked out of my account...every time I did the password reset the only thing they sent was my username. I finally got them to provide me with a password, however when I tried to login that didn't work either. I have sent numerous emails, all of which have been unanswered, since that time. I've also tried calling over and over again...every time I get the message that they are experiencing high call volume and I can hold or send an email. When I choose to hold I end up getting disconnected. I now have 2 packages of Plexus Slim that I want to return for a full refund and I need them to cancel my auto shipment before the next one goes out. --- Additional Comments: I just want my \$160 back for the two unopened packages of Slim, as well as cancellation of my auto shipment and account.

I have been trying for two months to stop automatic shipments of the Plexus Slim Diet product. I have been charged for Nov and Dec 2015. I have called many times and can not get through to anyone in customer service. Every time I have called I end up getting disconnected. I have sent numerous emails all have been totally ignored. I would like for my credit card to be refunded from Nov. 2015 till present. I would like the automatic shipments and charges to stop. Thank you. --- Additional Comments: To be refunded the auto order charges from nov 2015 till present date. I would like for them to stop charging my credit card.

I have become an ambassador of this product only to purchase the product for myself at the lower rate. Anyway, there is an annual fee that is associated with this and I had completely forgotten about it until it came last year. I started using the product again but had to stop when I got pregnant. I have filled out the necessary forms to cancel the membership and received an email saying that it would take 5-7 business days on 11/9/2015. I got an automated response saying that they are using a new system and it would take longer than the usual timeframe. On 11/25/2015 I sent another email saying that I still hadn't heard anything and wanted to cancel. I got an automated response back on 12/8/2015 saying essentially the same thing. I have called SEVERAL times throughout that time period and would end up on hold for fifteen minutes at a time. Now when I call it simply says that due to high call volume, they are unable to take my call at this time and to call back later. I have called different days of the week, different times of the day and can't ever get anyone on the phone. It should not be impossible to cancel a product/service. It won't even let me check the status of the complaint. --- Additional Comments: Cancel membership

An order was placed with Plexus on 10/24 and it still has not been received. I have contacted the company by phone 3 different times to be told they had system issues and were working to correct the issue and would ship as soon as possible. I have also sent 4 emails and received no response on those except the automated response stating my email has been received. As of today the order still has not been received. I went online today to cancel my autoship with them and it states I must call to cancel. I tried to call the company and the message states that they cannot take my call at this time due to high call volume and to email the company for assistance. This company has had my \$ for over 6 weeks and have not helped at all to resolve the situation. The customer service is unacceptable and it has been impossible to end the business relationship with them due to no response. --- Additional Comments: I would like to receive a refund for the order I still have not received and I would like assistance in ending my autoship/business relationship with them before another order is placed.

Initial complaint description: vitamin supplements. Customers can purchase monthly supplies which I have done for 2-3 months. On 10/13/2015 I placed my order and was charged \$121.70 which was withdrawn from my back account. To date I have yet to receive my order and have placed countless calls. I have been advised the company changed shipping carriers and that this caused major issues. I am now calling on an almost daily basis and am told different information on each call 11/19 Cns resp. RESOLVED THANK YOU! --- Practice code: Failure to Deliver

I have purchased and used the Plexus Tri-Plex package product since June of 2015. This product is shipped and billed monthly. I am not under any kind of contract so I wished to stop the shipment of the products, When I tried to call, the automated phone message says for shipping or refund concerns to contact Plexus customer service via email at cs@plexusworldwide.com. I emailed Plexusworldwide to cancel my next order on Oct 28, 2015. I got an automated email in return saying they had received the email. I received the package anyway around Nov 5, 2015. The local 'ambassadors' of Plexus here in South Carolina said that Plexus would refund me for the shipment, I just needed to request a refund. I sent an email requesting a refund for the shipment and to cancel all future orders on Nov 8, 2015. Once again all I received was another automated email. I have tried to call several times to the number listed, (480) 998-3490, but all I get is 'We apologize we are currently experiencing a high volume of calls please continue to hold and we will handle your call in the order it was received.' I have been on hold for up to 20 minutes before I am disconnected. I have tried email, messaging on the web site and calling and can never get a response other than an automated one. I was mailed another shipment on or around Dec 3, 2015. I have since been able to cancel future orders on their website. I have tried again to email, message and call about refunds for the two orders, no response. I am very frustrated and would like some help with this matter. --- Additional Comments: I would like to be refunded the full amount of the two shipments.

I purchased the Plexus Slim product in September 2015. I did not choose autoship on this product. On October 24 I received an email that the product had shipped and my credit card was charged. I tried calling the company but was not able to get through at all. I tried emailing them as they suggested on their phone message. I never heard back. I have tried calling and emailing multiple times. I finally worked with my credit card company in mid-November to get a new card number. I did receive an email that the card I had on file was no longer valid and I thought that was the end of the issue. I tried once again to email and cancel autoship just to make sure. On November 30, I received another autoship email and my credit card had been charged again. I have no idea how they got the new number. I emailed again today (December 12, 2015) and I have been on hold on the phone now for 23 minutes. I did receive the product so I will attempt to return it to the company today. I do not want this product, I do not want to have anything to do with this company, but I cannot reach them through their website, on the phone, nor through email. --- Additional Comments: I want this company to cancel my autoship and close my account.

I became a sales ambassador for Plexus Worldwide about 3 months ago under their old 'system'. Two options, you are an ambassador with comission capability or not - with they send you auto orders if you don't sell enough. When I first attempted to login, I couldn't login. I called customer service who informed me we were moving a new 'system', and I would automatically NOT be enrolled as a comission ambassador (which is what I wanted). I have now been sent two extra shipments of plexus products I do not want, about \$300 worth. I have emailed customer service twice asking for refunds and to be removed as an ambassador. I have called 'customer service' well over a dozen times and simply listen to the machine for over an hour saying they have high call volume. I cannot figure out how to remove myself as an ambassador. I am pregnant, and I am not clear to take these products. I don't know what else to do, as I have tried to resolve this myself. I have never in my life dealt with a company with no customer service. It is very diappointing to have signed up to sell thier products, and we get no support. I just want out! --- Additional Comments: Below is a list of items I desire as an outcome:1. I want to be removed as an ambassador. My number is b(6) - b(6)2. I want to return my two extra shipments of UNOPENED products.3. I want a full refund.

On 11/12/2015 I emailed Plexus customer service, because you can not get anyone on the phone, to cancel my order. They state that orders must be canceled 24 hours before shipment. I received an email on 12/6/2015 saying that they were shipping my order and charging me \$105.34. I emailed them again on 12/7/2015 to let them know that if I had not heard from them by 12/11/2015 that I would be filing a complaint with BBB. i can give you my Plexus customer number if you need it. Thank you --- Additional Comments: I want Plexus to credit my cc. I do not want the product, I want my money back.

I bought one month worth of product and did not sign up for auto monthly shipments. They have automatically sent me 3 more months of product and I have sent 6 emails, submitted 5 tickets on their website and have tried the phone number listed about 20 times and I get no responses from emails or tickets and the phone number has a recording that they cannot take any calls and to email them with what I need. Since all of that, I just received another email thanking me for my order and I would be receiving another order soon. I now have 3 months worth of product that I did not and cannot take. I have seen hundreds of complaints on Facebook with people having the exact same issues. How do we get a hold of these people and why are they taking money out of everyone's account without permission? --- Additional Comments: I would like them to stop sending me products and to refund all but the first shipment I asked for and to answer their tickets, emails, and phone for customer service. Plexus Order Cust#: b(6)

This company has drafted my bank account for a revolving order for the last 2 months, but the product has not been delivered. Furthermore, I call this customer service line regularly and have been placed on hold for no less than an hour on 6 different occasions. Then, I am disconnected. This company's customer service practices are horrendous. I've emailed their cs@plexusworldwide.com at least a dozen times, only to receive an automated confirmation email - NO RESOLUTION TO ANY OF MY COMPLAINTS have been addressed. I have even tried to contact them through their social media outlets and have gotten nowhere. My 'ambassador' has contact 2-3 of her associates through this company and alas, NOTHING HAPPENS> This company ought to be thrown out of town on their ***** . --- Additional Comments: I want shipment and delivery of my October and November orders IMMEDIATELY without charge as well as an apology and formal explanation for what has happened over the last 2-3 months. This is beyond unacceptable.

I cannot get in contact with any representative on the phone or through e-mail. The products did not work for me so I sent them back through the mail by writing 'refused' on the packet. I e-mailed the company first yo ask them not to send the products but they sent it anyway and never contacted me back through e-mail or the phone. I've been put on hold for over an hour and then the phone will hang up. I NEED my money back which is over \$130.00. Please help me. --- Additional Comments: Please help me get my money back for products I returned. Thanks!

I have been receiving auto-shipments for the past several months from Plexus. I decided to cancel, as the products are not helpful. I have tried to contact Plexus through email (on 11/29 and 12/7 2015), site messaging, and phone. They never replied to my two cancellation request emails, site message, and never answered their customer service line, even after I held for an hour. I no longer wish to receive ANY products from Plexus. I am not authorizing them to charge my credit card for any future products. I have disputed the last unauthorized charge on my credit card. I wish to receive a refund for the last unauthorized order. --- Additional Comments: I wish to receive a refund for the products sent to me on 12/7 (after I asked to cancel my preferred status and any future auto shipments). I do not wish to receive any further products or be charged for them.

Plexus Worldwide offers a 90 money back guarantee. I first contacted the company via email requesting a refund on 11/16/15, then again on 11/23/15 and still haven't received a response almost a month later. I have also tried calling the company and am unable get a call through. --- Additional Comments: I would like a refund on the products I purchased from the company, as well hope they work to improve their customer service.

I am on a recurring product fulfillment plan with Plexus and I have been trying to cancel since October. I have emailed several times and never get a response. I call daily and all the phone machine says is they are busy, try again later and disconnect my phone call. I even emailed saying I was going to contact the BBB and still no response. I keep getting charged \$70.09 (3 times now) and the phone numbers the orderslip says to call or email doesn't return my emails or answer the phone. I can't afford to keep paying \$70.09 on this product and they are making it impossible to cancel. --- Additional Comments: I would like to be refunded for my orders and cancel the auto fulfillment that they said you can cancel at any time.

I signed up for Plexus as an ambassador. Later, financially, i couldn't afford it. I tried to call Oct. 2 to cancel the autoship, the voicemail said to email so i did asking them to cancel. I had no response. They billed and shipped the product. Again several times in October i asked them to cancel for November (via email since no one would answer the phones and the message said to email in). Again, in November i was billed causing my bank to overdraft. I called the next business day and waited 52 minutes on hold for someone to FINALLY answer the phone. (had to call back in 3 times because it would not allow me to wait on hold those times). Received and RMA and was instructed what to do with the unopened October package and she cancelled the shipment and did the refund request for Nov.'s. Then supposedly turned off Autoship. I called in again at the end of November because my upline told me that the autoship was still on. After another hour hold time, i was told it was off. Then Dec 5th they charged me and shipped a package to me even though i said SEVERAL TIMES VIA EMAIL AND PHONE NOT TO. the site will not allow me to cancel card. I spent another 1.5 hours on hold to find out when i get this package, i have to send it back and wait a month or more for the refund. I have yet to get October's refund back. The November refund did come back to me. --- Additional Comments: I want the refund from the October and December orders (and not 2 months or more down the line) and WRITTEN confirmation I will not be getting this again in January. And Written confirmation they have cancelled my membership.

I received an order after trying unsuccessfully to cancel it in advance. When calling Plexus Cust Service it is not uncommon to hold over 15 min each time. I never got to speak with anyone. I've sent numerous emails begging for help but again, no reply and no help. I'm trying to return these unused products for a full refund and cannot get help. The receipt says that you only 'have X amount of days to notify Plexus of your desire to return the product'. How can I notify Plexus when they do not acknowledge me? I want a full refund - I have not opened the product - it has been approx 2-3 weeks since I received the products. --- Additional Comments: I've tried MANY times to call and have sent MANY emails - I have yet to get to talk to anyone @ Plexus. I want a full refund - I have not opened the product - it has been approx 2-3 weeks since I received the products.

I cannot get Plexus to respond to my emails/concerns. I have called multiple times and wait on hold for over 30 minutes each time. I need to make sure that my autoship is cancelled and that they have refunded my money for 2 bags of plexus slim, 2 bottles of block and a bottle of accelerate. --- Additional Comments: I want my refund THIS WEEK. This is ridiculous!

I've tried to contact customer service several times over the last 3 months with no success. I've waited on hold over an hour 3 times as well as sent several emails and even tried facebooking other consultants and still no answer. I want my account closed as well as confirmation that it has been closed. I do not want to be charged any annual fees and I cannot find any way online to cancel my account.

I have been trying to contact them for my refund for over 2 weeks. No one will respond on the phone, just a recorded message to send them an email with the title 'refund'. So I did that, and once again I received an auto reply on the email with Ticket ID: b(6)The email is dated December 3, 2015Their product is junk, does not work at all and they have waited beyond my 60 day guarantee now. I contacted them in plenty of time. My ambassador can't reach them either. --- Additional Comments: I just want my money back, plain and simple. I am having to pay interest on my credit card while they are sitting around twiddling their thumbs hoping I will just give up and go away.

Hi, I am an 'ambassador' for this company and have been for about a year. I recently discontinued my account, but was shipped and charged for additional products. I have emailed and called Customer Service multiple times with no response. I have also contacted them for different reasons, by phone and email, and received immediate responses. I am owed \$109.95 on the product transaction dated 11/9/15. I cancelled my order in time for the shipment/payment to NOT occur, but it occurred anyway. --- Additional Comments: I would like a refund of \$109.95 for unwanted product.

I have been an AMBASSADOR b(6) with Plexus so I could receive their products at a discount. 7 October 2015, I received my order less the PINK DRINK; I contacted the company to either have them send it or refund it and did not get through to their Customer Service 480-998-3490. I emailed cs@plexusworldwide.com/backoffice@plexusworldwide.com as instructed and have not received a response to my e-mail inquiry b(6) or a return phone call to my phone number (b(6)). 7 November 2015 AUTOSHIP (\$157); I RETURNED TO THE COMPANY AND NO REFUND TO DATE. 7 December 2015 AUTODEDUCT AND LIKELY AUTOSHIP (\$157); I WILL RETURN TO SENDER ONCE IT ARRIVES. My distress is Plexus changed e-mail systems (around October 2015) and when this transition occurred, I could no longer log in to my account and change AUTOSHIP/DISENROLL. EVO is the company's new e-mail system; my issue is simple-which I could/would resolve if I could speak with a live person. I am unable to log in to EVO; I will admit I am not tech savvy and it may not be difficult. Plexus has sent emails to the EVO account-I cannot retrieve them..... --- Additional Comments: My request would be to REFUND(\$84.95 RETAIL-UNCERTAIN THE DISCOUNT FOR AMBASSADOR) PINK DRINK-I did not receive the item (OCTOBER 2015)(\$157) 7 NOVEMBER 2015 AUTOSHIP RETURNED TO SENDER (NOVEMBER 2015)(\$157) 7 DECEMBER 2015 AUTODEDUCT AND LIKELY AUTOSHIP (I WILL RETURN THIS ALSO TO SENDER) 7 DECEMBER 2015 ALLOW ME TO EITHER CANCEL AUTO SHIP BY HELPING ME GET INTO EVO OR CANCELING THIS ITEM FOR ME.

I had placed an order which contained an error October 28, 2015 and after noticing the error I attempted to contact the company via phone and email to cancel the order. The order shipped regardless of my attempts and so once received I mailed back the shipment to the company the following day, indicating on the invoice slip the reason for my return. It is now December 15, 2015 and I have sent multiple emails to this company. I've also called them a multitude of times but their phone line states 'We apologize, all our representatives are currently busy assisting other callers... please try your call again later'. It does not matter what time of day I call, I receive the same message and can not get through to speak to anyone. --- Additional Comments: I would like to be contacted by a representative so I can receive the refund owed to me.

have been dealing with the company Plexus Worldwide for a couple months now. I was on an automated shipment order of products and no longer wanted to receive them. For two months I tried to cancel my order and was told by my ambassador that it was cancelled however I continued to receive shipments. I called several times, an automated message instructed me to send an email due to the 'high volume of phone calls.' I emailed several times and only once did I get a response and that too stated 'due to high volumes of emails' that response times will vary. My request was put in as a 'medium' priority issue. That email was sent on November 5th and later in the month money was automatically drawn out of my account and I received another shipment. My request was put in as a 'medium' priority issue. I personally think when a business owes one money it should be a high priority. On November 25th I called again and stayed on hold for 61 minutes- I finally hung up as I had things to do. My husband did an online search and found another number- It was what they call an Emerald in their company. She also tried to get through to the company and was unsuccessful. I was told by my ambassador that to send products back I had to get an 'authorization' so I had to keep trying to contact them. I obviously was not going to get through to obtain this. On December 7th I sent 3 unopened orders back, insured them, with an enclosed letter requesting a refund for the products. The company received them on December 9th. I have not received any communication from the company nor have I received my refund. I finally was able to cancel future orders(or at least I think they are). I realize it hasn't been that long since the company received my return, however I have lost trust in them and I do not want this to continue any longer. --- Additional Comments: I am requesting help from the bureau to obtain my refund as it is over \$300.

I have refused a shipment from Plexus and numerous times asked to be cancelled to yet receive another shipment. I have never been refunded from the shipment either and it has been over a month. I have another shipment at my house I am afraid to send back because they still haven't credited the other shipment that was returned. --- Additional Comments: I would like Plexus to cancel my membership and refund my money.

I have been calling multiple times to return the products and get a refund as well as cancel auto shipments but I have been unable to make contact with a live person. No matter what time of day I call, I get a message that they are unable to take my call and to call another time. I have sent multiple emails asking for a return for refund and to cancel, but I have not heard back from the company --- Additional Comments: I want to speak to a live person to get my money back and return their products.

I have been receiving one of the Plexus products through the mail on an auto-ship program. I had decided to stop the product and have made numerous attempts by phone and email since October to have the order cancelled. I have sat on hold from anywhere from 20 minutes to over an hour waiting for a customer service representative to pick up the phone. I have tried every option that their phone system offers. The first email I had sent was on October 23, 2015 and have still not received a response. According to their advertisements and the invoices that come with the product, all products can be returned for a refund within 60 days of receiving them by contacting Plexus Worldwide by e-mail or phone. I have spent almost 60 days just trying to get them to answer me. --- Additional Comments: I want for the company to stop any and all shipments and charges to me. I would also like a refund of the last 2 months for both the product and shipping charges since I have been trying to stop the shipments for that long already. I also want confirmation that the company has removed me from their auto-ship program in writing either by e-mail or letter.

I ordered Plexus back in October, it took a few weeks to receive it,. After receiving it I did the entire 30 days worth of product and was not satisfied at all. I did not loose any weight, have any change in cravings or energy, and it was disgusting I gagged it down daily. Plexus has a 60 day money back guarantee. So I called the company about getting my refund, and an automated message said to email the company about the refund. I emailed the company on November 24th from email b(6). I still have yet to receive a refund, or even a email reply back. I am upset with this company and I want my refund of \$110. I do not have the order number, because I never even received a confirmation email/shipping email from the company when I ordered. I ordered under the email of b(6)Please help my resolve this issue. Thank you,b(6) --- Additional Comments: I want my \$110 refund that I was promised would be available when ordering the product.

My wife,b(6), setup the auto shipment for plexus products the Pink Drink, Bio Cleanse, and the Pro Biotic. We have tried to cancel this auto shipment by emailing the request to cs@plexusworldwide.com back on 12/10 and previous on 11/12. I have tried numerous calls to their support line which I am met with 'I'm sorry all support reps are busy and we can not take your call...' I can never talk to a live person, and no matter how many emails I send I never get a response. --- Additional Comments: I would like the auto shipments to stop. I do not care for a refund, I just simply would like to cancel and cease my wife's auto shipments.

It has been three weeks since I have made an order with Plexus Worldwide. Their website claims a 24-48 hour shipping guarantee. I have tried contacting them by email and I have heard nothing. I have sat for over an hour and a half on the phone on hold and nothing. I understand they maybe having software issues, but it is their fault for not testing the new software on remote parts of their system to see how it would run. It has been very frustrating not having my Plexus. I use plexus to help with my digestive tract. This isn't a helpful product and service when I place my order ahead of when I ran out so I would keep it on hand, and them fiddle around for three whole weeks. --- Additional Comments: If plexus does respond I would like a credit for free shipping on my next order plus a partial refund between 10-15% on my current order I am waiting on for the inconvenience. If plexus does not respond I want a full refund of my plexus order plus the ambassador fee I paid to sign up. I also want to be removed from any list plexus has in their system.

We ordered Plexus products six months ago and have decided that they do not live up to their claim. We tried to cancel future orders but cannot get anyone to answer their phones (we have on occasion waited over 30 minutes).We have submitted cancellation requests via their website but never receive confirmation. They continued to charge our credit card and send product, so I cancelled the credit card. Now we continue to receive products.I want to legitimately cancel our subscription to this company but when they send me an auto-reply message to my e-mails, I find I cannot access the website because my access name is no longer valid.Plexus is doing a fine job of evading calls and inquiries. All I want from them is recognition that they have received my cancellation notice.As for continuing to send me product, I will continue tossing it in the trash can.b(6) --- Additional Comments: I receive a phone call or e-mail, acknowledging my cancellation notice to Plexus. No more attempted charges and no additional products are to be shipped to my address.

I paid 178.00 for 3 day priority delivery of products and signed up to be an ambassador. I have never received my products. I have called 3 times and always told the product has been shipped but the USPS has never received the shipment. When you call for customer service the wait time on hold is always over an hour so it is very difficult to ever get through to anyone for assistance. --- Additional Comments: I would like to have my products shipped to me or else receive an immediate refund and cancellation of my ambassadorship.

I ordered a bottle of Probio 5 almost 2 months ago and received confirmation of the deduction of money from my account but with no tracking #. I waited weeks for the product and it never showed so I sent an email. No one has replied for a month. I also had my distributor send several emails(6) have not been replied to. I have also called several times and waited for 20+ minutes without receiving an answer from a customer service rep. My distributor ended up finding my tracking number and said the product was delivered to an address in Denver that I have never heard of. Unfortunately I no longer wish to purchase from a company who treats their customers so terribly and their distributors so terribly. --- Additional Comments: I would like a refund as soon as possible and for my account to be removed from the system.

Since Oct 2015 I have been trying to cancel pending orders, my auto shipment, cancel my preferred customer account, and obtain refunds on products that were shipped even after I requested the cancellations. I've called multiple times and have been on hold for over an hour each time. I've sent multiple emails and opened several tickets, all with no response. By far the worst customer service I have ever experienced with any company. Complete waste of money and now a lot of wasted time. I absolutely will not recommend this company to anyone. --- Additional Comments: I expect a complete refund, auto shipment cancellation, and cancellation of preferred customer account.

I wanted to cancel my ambassador membership along with my monthly auto ship. Multiple times I have tried to log in to my account on the web using a variety of browsers. Two weeks ago I called twice, being on hold for over 45 minutes, having to hang up. Today I called and waited for 1 hour and 10 minutes. I told the lady I wanted to cancel my ambassador membership and cancel my auto ship. She then put me on hold AGAIN. Come back and told me I would have to fill out these papers through email and then it would take 15- 30 days for it to go through. This is a complete nightmare! I am so frustrated. I then told her I needed to cancel my father's auto ship order. She said ok and then I heard a 'click' - completely disconnected! I am currently on the phone again waiting, I have been waiting for 56 minutes. My sister-in-law too wants to cancel her auto ship, has tried and she too has gotten 2 shipments and had to pay for 2 months that she did not want! --- Additional Comments: I just want someone to cancel auto ship for me, my father, and my sister-in-law ---- effective immediately! I also would like their money refunded and mine for last couple of shipments where they have tried to cancel their orders.

I ordered a product earlier this year understanding that each month it would automatically ship and I would be charged accordingly. I tried on multiple occasions to contact the company to cancel my order. I had recently moved and wanted to cancel my order so that it would not be shipped to the wrong address. I received notice that the company had received my email and would be contacted soon. I was never contacted and the order shipped to the old address. I was then charged the monthly amount for the order. Again, I contacted the company to make sure they were aware that I wanted my order canceled. I was never contacted and shipment and billing never stopped. I am now out of \$200 for two monthly shipments and was not once contacted after the initial email they sent. --- Additional Comments: I would like the last two months payments returned to my credit card and the order COMPLETELY canceled. After I have been refunded, I no longer want to be contacted by the company or any of its ambassadors. I would like other customers to be made aware of the lack of customer service department so they can make smart decisions with their money.

I bought the Plexus slim and accelerator plus products and was placed on an automatic order for future purchases (something I will never do again because of this experience). One month I was hurting for cash and needed the money I would have spent on the plexus materials to pay for bills. I tried to call and email them multiple times to cancel my automatic order which I would begin again as soon as I had the money. I never received an email response and was on hold for longer than 45 minutes I called (time I did not have to be spending on the phone). I even tried to log in to my account with them and was unable to do so even though I had never before had a problem. Finally, after receiving no response, I canceled the card they had on file. I then received two failure to generate order notices. I ignored them because I knew that responding wouldn't get me anywhere

I started communication with Plexus Int. on October 16, 2015 (via email) regarding a refund request on their Accelerator product. I was having adverse reactions to taking the Accelerator and wanted a refund. Plexus Int.'s policy states that 'Preferred Customers: If you are unsatisfied with a product purchased from Plexus, you have within 15 M-CM-'M-BM-^@M-BM-^S 60 days from the date of purchase to contact customer service for a return authorization. You will need to return any unused product along with its original packaging to Plexus prior to a refund being issued. You may request a refund or cancel your auto-order any time 15 days after receiving your initial order.' My purchase was placed on Sept. 14, 2015 and well within the 60 day return/refund window. I received an initial email response that the ticket had been issued: (Ticket ID: b(6) Subject: Accelerator Return on order #b(6) Department: Accelerator Type: Issue Status: Open Priority: Medium)Since my initial email, I have sent several more emails to check up on the status of my return and have had no further response from Plexus Int. I have tried calling on many occasions and have been disconnected by their phone service due to 'high call volume' every time. There is no option to remain on hold for an operator. I am frustrated by the lack of response and communication with this company and would like my refund request acknowledged and completed. --- Additional Comments: I would like Plexus International to reply to my refund request(s) and to complete my refund in a timely manner. I am frustrated with the lack of communication with the company and my inability to talk with anyone in person. I have been more than patient and would like my refund issued.

I placed my order on 10/29/15 online. I talked to my plexus ambassador and I decided to order the products because I knew that if before the 60 days they guarantee money back. So I thought to myself what I have to lose. Well I since used the products and didnM-CM-'M-BM-^@M-BM-^Yt care much for them and how they made me feel. I emailed the customer service email thatM-CM-'M-BM-^@M-BM-^Ys provided on 12/9/15 have yet to get a response. I emailed again on 12/11/15 NO response. IM-CM-'M-BM-^@M-BM-^Yve been on the phone several times waiting hours upon hours and still canM-CM-'M-BM-^@M-BM-^Yt get in contact with someone. THIS company is a joke! IM-CM-'M-BM-^@M-BM-^Yve emailed again today 12/16/15 and no response. My ambassador has called for me and emailed for me as well and she isnM-CM-'M-BM-^@M-BM-^Yt getting a response either. I just want to return the rest of my products and get my money back. IM-CM-'M-BM-^@M-BM-^Ym running out of time to get this done before the 60 days is up!!!! I REFUSE to ever tell anyone about this company and I will NEVER recommend these products to anyone. You canM-CM-'M-BM-^@M-BM-^Yt get ahold of anyone who works for this company you will wait hours and hours on hold and then the phone will just hang up on you. VERY Frustrating! --- Additional Comments: I just want my money back TODAY!

I have tried numerous times to call customer service to cancel my auto ship. Even the ambassador is giving me the run around. I would like this stopped! I emailed the company and received an automated response, but no further communication as of 5 days. --- Additional Comments: I would like to cancel my auto ship immediately. I do not want a shipment for December 28.

I've been receiving auto-shipments from Plexus for a few months. I decided that the products aren't really working for me and want to stop the shipments. I have called Plexus several times. Every time I call, the recording says that all the representatives are busy and cannot take my call. It gives you the option of sending an email, so I sent an email. I received an auto response saying that they received the email but nothing else. I received more products since the email. I returned them and haven't heard anything. I noticed today that my credit card is being charged for another shipment that I haven't received yet. I still haven't heard back from my email. I've tried to log into my account but my information apparently can't be found. --- Additional Comments: I just want a refund for the two orders (124.95 & 129.00) and for the auto-shipments to stop.

Purchase their product once. They continue sending me products and charging my credit card. They have sent 2 additional orders at \$ 99.00 each. When you call you can not speak with someone. They state to send an email, I have sent approx. 6 emails with no reply. I have faxed at least 4 times with no reply. I want my money refunded and no future orders. There customer service is horrible.

I cannot e.g. in touch with anyone to cancel my membership. I have moved and they are still billing me and sending the product to the old address. I have tried to login to my account, emailed the company, and called many many times. They cannot be reached and only give automated responses that don't help. I want to now return the product I don't want anymore but it says you need a return number to do so. They never answer the call when I try. I have been on hold for over 2 hours now. The product is very expensive and I don't want it anymore. They are not an honest company and are selling products that do not do as advertised! --- Additional Comments: I want to return the un-opened product and have a complete refund. I also want to cancel all future shipments.

On Oct. 13, 2015 I order products online from this company. I became a Preferred Customer for a discount price and automated monthly shipments of the product. On Oct 27, 2015 I cancelled my order via email as I had not received it and my credit card was charged \$103.00 for one month of product. I have sent numerous emails to the company customer service email because they are unreachable by telephone and their automated message says to send email. I have requested numerous times via email to stop sending me products and I have returned products to them requesting they credit my credit card. They ignore me, keep charging my credit card and keep sending me products even though I keep returning the product and telling them to stop sending and charging. My credit card company has 3 current disputes going for charges. I have been unable to reach this company for two months now. --- Additional Comments: I want the company to stop sending me their product and stop charging my credit card. I have withdrawn their authorization to charge my credit card.

I have tried for the last 3 months to cancel auto ship with this company. When I call I am placed in a loop and never speak to a person. I have emailed requesting to be removed as well. They continue to charge me \$100 a month and ship product I do not want and cannot return without their shipping approval. --- Additional Comments: I want to be removed from their auto ship program and have my money refunded to me for the last three months. I will gladly send their product to them for the last three months.

Notified Plexus Worldwide to cancel membership and autoship orders on 11/20/15 via email as several attempts to contact by phone were unanswered. Received notification on 12/16/15 of next shipment and billing. Tried contacting company by phone several times once again and also emailed a reminder of cancellation and a request for a refund to my account due to having already cancelled. Plexus proceeded to charge my account \$109.25 on 12/18/15 and ship the order regardless of my cancellation requests. When calling, you are instructed to email the company to cancel. After the second attempt, I wanted to talk to a customer service representative and was unable to do so. --- Additional Comments: Refund of \$109.25 to my account and a cancellation of membership.

I have called Plexus on numerous occasions and have been told they are busy, send an email. I have sent 5 emails and 1 fax telling them I do not wish to have their product and please stop debiting money from my account. They have since debited my account twice. \$124.95 each time. I do not want their product and want them to return the money they have fraudulently taken from my back account. --- Additional Comments: Return the money they have fraudulently taken from my back account. $\$124.95 \times 2 = \$249.90$

Originally ordered Plexus Slim & cleanse supplements on 10/23/15. I knew it was a revolving order so another shipment came 11/23/15. I was not too impressed with the product, so I called on 12/16/15 to cancel. I was stuck on hold listening to Plexus 'miracle' stories. After 26 minutes on hold, I hung up. I decided to contact customer service via email to cancel. I emailed cs@plexusworldwide.com and kindly requested a cancellation. I got an automated response of: Ticket ID: b(6) Subject: Fwd: Plexus Worldwide Payment Receipt b(6) Ref #:b(6) Department: Customer Support Type: Issue Status: Open Priority: Medium Never did anyone contact me back. As per the fine print in the emails, I could cancel the automatic shipment by contacting customer service at least 24 hours before the next auto shipment. December 16th is when I contacted them and that is definitely ample amount of time. This is unfair and deceptive business practices. I have contacted my credit card company to dispute this, but it is nonsense that I had to escalate to that level. This place is robbing people blind! --- Additional Comments: I want the world to know that this business is not legitimate and they are very deceptive! This company needs to forget my information and certainly my credit card information. I would like a letter stating that they will no longer bill me and then they can lose my information!

Have been trying to email repeatedly and call repeatedly to cancel future deliveries. Can get no response and deliveries and charges continue. Tried all last month, November to December and have now received another delivery at end of December. --- Additional Comments: Would like refund of last delivery and no future deliveries.

I experienced several issues with this company. First, for us the product did not work as advertised. There was no noticeable difference. Secondly, we had purchased a single packet of the item; however, they put us on the auto-reorder. So we have been charged for product that we did not request. When we tried to return the product within the first 30 days of purchasing the product, we were on hold for more than an hour. We finally gave up and decided to try to contact the company on-line. We left a message through the Plexus Worldwide helpdesk website where we let them know the full extent of our grievances. Although the website said that there would be a response within 24-48 hours, we have not heard a response after 10 days. --- Additional Comments: We would like to be taken off the auto-reorder which we did not sign up for. We would like a full refund, and would like to return the unused portion as was offered when we signed up.

Plexus Worldwide charged my bank account \$121.07 on 11/28/15 after I changed my account setting to NOT charge me for a product I didnt need. I went to the business in Scottsdale on 12/1/15 and got the paperwork saying the items have been returned and to cancel my account. On 12/6/15 I was emailed a return authorization number and I still haven't seen a return in my account. Today was the first time I was able to get through by calling and I sat on hold for 58 min and then was prompted to leave a message and in the middle of my message I was hung up on. I emailed plexus worldwide on 12/10/15 stating I still haven't received my refund and no one has responded as of today. I attempted to send another email to their customer service today, 12/16/15 and now the email won't send at all. It's not my email having the problem as I have been sending other emails all day today. --- Additional Comments: I just want money back, my account cancelled and no further contact or emails from Plexus worldwide.

I first ordered from Plexus via auto-ship on July 24, 2015. I was informed I would receive a 10% discount on my third auto ship, which I didn't. I was then told the discount would begin with 4th auto ship. I did not receive the discount on the 4th and 5th auto-shipments. The 4th auto shipment was October 28, 2015, invoice b(6) for which the discount should have been \$7.99. The 5th auto-shipment was November 28, 2015, invoice b(6) for which a discount of \$11.70 should have been applied. Total amount overcharged \$19.69. Today I cancelled further shipments until this issue is resolved. I e-mailed Plexus on October 29, 2015, and received no response. I called Plexus many, many times. One time I was told they had changed computer systems and were working on refunds, but three months is too long for this to continue. My Plexus ambassador reached them on November 28, 2015, and in response I received the following - however the funds have not been processed as of this date: Thank you for contacting Plexus Worldwide, LLC Customer Support. Your request for assistance has been received. Case b(6) - 'Autoship discount' has been created for you. A member of our customer care team will respond to your case as soon as possible. --- Additional Comments: Refund of \$19.69 and reinstatement of auto-shipments with 10% discount on future purchases. No penalty for stopping auto-shipments due to poor customer service and overcharging by the company.

I erroneously bought a package of Plexus dietary supplements for \$111.39 on October 29, 2015. Just after I bought this, I realized this was too much money for me to spend, and I do not have the means to continue monthly purchases of this product. The refund period for these products is only two months, so on October 30, 2015, I called customer service at Plexus Worldwide and asked for a complete refund. The CSR stated that I would receive a refund within two weeks. The package arrived in the mail anyway, and I refused delivery so that it would be sent back to Plexus Worldwide. Beginning several weeks later, I attempted to call this company back several times, but was put on an endless hold so I gave up and attempted to contact them via email to find out when I would be refunded the money that was owed to me. I received an order number for my email, but never did get an actual response. Over the last couple of months I have sent Plexus Worldwide emails to find out when my refund would be processed. I have gotten numerous ticket numbers, but never did get a response from a CSR. The refund period is now almost over and I have still not received my refund of \$111.39. As far as I am concerned, this business is operating fraudulently and should be taken to court. --- Additional Comments: I would like a refund of \$111.39 for payment that I made on October 29, 2015. Otherwise, I will have to go to small claims.

This is in regards to b(6) I was unable to respond. It may be on my iPad I was not able to reply. I still have not received my money back from plexus. I want my money back! Please reopen! I still want my money. --- Additional Comments: I want my money credited to my credit card ASAP!

Fiance signed up for starters kit from company. We have been charged multiple times automatically for 150+ dollars and had product shipped that we did not order. They refuse to refund any money and will not stop shipping/charging our account. This is getting ridiculous and it's close to 1000 dollars they have taken from us for product we don't want and did not order. All products is unopened and in the original shipping package all we want to do is return it and get our money back. --- Additional Comments: Refund of our money and to let us ship their product back to them. It is still in the packaging they shipped it in we do not want it.

On November 5th I signed up to be a Plexus Worldwide Ambassador. On November 7th they took 109.57 out of my account for product and membership. I tried calling the company several times and was asked to email the company because they were unable to take my calls. I just wanted to know where my product was. I was not sure if it had been delivered and had been taken by someone else. I've had issues with that in the past. I emailed them on November 17th because I should have received product within 3 to 5 business days after payment. I called them several more times at different times during the day to see if I could speak with someone. I only received an automated email that they received my email and they'll get back to me shortly. I was finally able to speak with someone after 55 minutes on hold, that was November 23th. She said that my package was shipped and I should receive it in a few days. I told her I did not want the product because this is not how a company should be run. She agreed and was apologetic. She told me that when I receive the product to go ahead and refuse it and she would start a return form on her end. I receive my product November 25 and took it to the post office on November 30th because I was not home when it was delivered. I received an email from Plexus World wide on December 7th stating that they received my return and will be processing it. I still have not received my refund and I have emailed them and tried to contact them several times regarding my refund. I have contacted my bank and they know about the situation and are in the process of going to their company to receive payment. They have not been successful. I'm not sure what I can do at this point. --- Additional Comments: I would like the money that is owed to me. I never opened the package and they received my product on December 7th, it has almost been 30 days and I still do not have my money.

I have been trying to cancel my recurring shipments since December 14th, 2015. I could not recall my password so I submitted a ticket to their customer service email address for assistance. After I did not hear back from 8 days I sent another ticket. I still did not receive a response and unfortunately in this time my credit card was charged again for products I had been trying to cancel for 2 weeks. I went online on 1/4 to try and recover my password but was not successful. I called their customer support line and the automate message told me that due to high call volume I would need to call back at a later time. I sent a 3rd ticket to their customer support on 1/4. --- Additional Comments: I would like the charges from December to be refunded to my bank and I would like my account cancelled moving forward.

This company has a 60 day money back guarantee if not satisfied with their product. I received my 1st order and used their product for 1 month. I was not satisfied with the product. I was shipped another order which I do not want and would very much appreciate a refund. It is virtually impossible to reach anybody by phone at this company and I have also submitted several e-mails requesting a return authorization number. They have ignored all of my requests and it is obvious to me they are not interested in refunding my money. I still have their product unopened and in the original shipped package. I would appreciate it if someone could have his company honor their guarantee and get me a return authorization number and I will be more than happy to return their product to them. --- Additional Comments: I would very much appreciate a full refund of my money and I will be more than happy to return their product as it was shipped to me.

I ordered the product several months ago and was dissatisfied at that time. I made multiple outreaches to the company for multiple months regarding refund. I have sent emails, calls and every time I call they say they are too busy to take your call and then call ends. They say to email which I have done and no response. I have requested my shipment to be refunded and the account closed. They continue to charge my credit card, and I have not received any product nor refunds. I have made multiple attempts to resolve this on my own without success. I tried again today approx. 10 times to get through. Last call, I was on hold for approx. 40 min and never transferred to a live person just a recording stating they were too busy to take calls. --- Additional Comments: I want my refund for the 3 months they owe me. Plus my auto ship to be cancelled immediately.

I had originally signed up for auto pay and month shipments of plexus slim, after the first month I noticed no results I actually gained weight and my daughter was breastfeeding and it made her cranky and gassy! I emailed the company (as we are stationed in Japan) and stated that I wanted to return the unused product as per their 60 day money back policy and to discontinue my auto shipping and please remove my credit card information! I received another charge from them and I had not gotten a response from customer service! I emailed them numerous times and finally they gave me the RMA number to return the unused products for a refund and that they would remove my from auto shipping! I again just got charged for another shipment, I have emailed them 5 times with not response and no refunds for the original two month order and for the last charge! I have continued to email them and no response. I am stationed in Japan and not wanting to pay long distance charges and we are also 14 + hours ahead . The only time that they responded to the first round of emails was when I threatened to place a complaint with you, now that is not even getting them to respond! I would just like money back and to stop being charged! --- Additional Comments: I would just like my money back and to stop being charged!!!

I first place an order on November the 29th of 2015. On December 12th I called to track my order I was on hold for over an hour and no one ever answered. So due to the poor customer service I did not want to do any more business with this company. I sent several emails trying to stop my auto ship, no one ever replied to my email. I received an email on December the 27th that my account had been charged and a shipment had been sent. I am currently on hold for over an hour trying to get this issue resolved. I am going to have to cancel my debit card just to make sure they do not charge me again because no one in this company answers the phone or replies to email. I will never do business with this company again. --- Additional Comments: I would like to have my money back for the last order that I did not want, and that I have tried to stop.

After using this product with no success for the last 7 months, I decided to cancel my recurring monthly order. I have been trying to cancel for over a month. Every time I try to contact by phone I receive an automated message saying to email since they are experiencing a high call volume. I have emailed 3 times since November 24 requesting to cancel. I have not received a response to any of those emails and was charged again for this month. --- Additional Comments: At least a refund of previous order and cancellation of my monthly recurring order.

told company thru email no longer wanted product. month later they charged me anyway. want my money back. tried to contact them no one will answer phone --- Additional Comments: I'll send back product. They can send me my money

I been trying to contact Plexus slim about the money back guarantee for my october order in the amount of \$133.85. order #80124532 and have been unable to get anyone on the phone. I have waited for almost an hour at a time and just get the recording high call volume. also wanted to cancel autoship and receive no more product. I didn't have any money in my account in november for them to autoship and when december came around they autoshipped. I did not want it and have been trying to reach them to cancel but can't get through to them. order # b(6) on 12/14/15 in the amount of 129.80. I have the product here to ship back if they pay for the shipping. I have been trying since early November to get a hold of this company. --- Additional Comments: I want refund for the product guarantee for october \$133.85 and refunded back my money for the december order they automatically took in the amount of 129.80.

I have called Plexus 9 times in the last month. I have sat on hold OVER an hour everytime, and NO representative ever answered the phone. I need to return my product, which requires you to call to get approval for your return to get your money refunded! I have also emailed them about 6 times to also get help and NO one has responded to my emails. --- Additional Comments: I am requesting a refund of \$134.95 to my credit card. I will gladly return the unused portion of the product, per their policy, once they return my phone call or email me back with the information I am needing to do so.

On December 26th, 2015 I had an auto-ship (order#b(6)) order charged to my card for \$115.65. I still have not received this order even though my family member who had an autoship order for the same item go through on the same day receive theirs on 12/30/15. It has now been over 11 days since my card was charged and I haven't received my product, haven't been provided with tracking information, and the company will not responded to my numerous messages. I have to this date sent 4 emails and have called the company directly several times with no answer. They out right refuse to respond to any correspondence won't even so much as give me a tracking number. This is utterly ridiculous and frustrating. It is FRAUD to take someones money and not give them the product for it. I wan't what I paid for as well as a refund for the time and inconvenience this has caused me. This company preaches about using its product consistently yet they DO NOT get their products to their consumers to do so. --- Additional Comments: I want my order as well as additional compensation for the extreme inconvenience. I want the company to contact me personally.

I tried calling to cancel auto shipments as well as auto payments from my credit card. There is no answer via phone or email. I emailed 4 times only to receive auto reponses...nothing else. I have 2 orders to send back as well as a current charge on my credit statement for a shipment on it's way. My account with them has been disabled so I am not able to check anything regarding my requests. I have not been able to get anything from anyone at the company. I have been getting items for the past year and now that I wish to cancel, I am unable to contact anyone at the company. I sent emails to cancel further shipments, as well as emails requesting a return authorization number to send the items back. I would appreciate any assistance you can provide. Thank you. --- Additional Comments: I would like any and all auto shipments cancelled. I would also like a return authorization number to return the items dated October 26, 2015, November 26, 2015, and December 26, 2015 and a credit to my charge card for these items.

I have contacted them Nov 2015 to cancel and still got an auto ship dec.2015. Tried calling again and all I get is a automated voice stayed on hold an hour and still no one to talk to. Emailed them and haven't received an email back. I want refunded for 128.85 and auto ship canceled. --- Additional Comments: I want refunded and cancelEd account

I was going over our 2015 credit card statements preparing to do our taxes next month. My wife and I noticed a charge of \$138.14 last June 3rd for Plexus Worldwide. Both of us missed it back in June and neither of us can recall ordering anything from Plexus. So I called their customer service # 3 times - each time waiting on hold for 10 - 25 minutes. No one EVER picked up. I sent two emails to cs@plexusworldwide.com (as per their website) and have not received any reply. The calls and emails were all sent 1-2 weeks ago. I would like you to please check out/contact this company. There seems to be something wrong and we are concerned. I would like someone from your office or Plexus to contact us. Thank you and contact me with any questions.b(6)Southington, CT --- Additional Comments: As per above, contact by the company to resolve this issue (or by someone from the BBB). It is ridiculous that NO ONE at this company picks up the phone or responds to customers at their customer service email address.

On October 7th, I signed up to be an ambassador with Plexus world wide. Upon starting up, you have to set an auto ship order up. The first shipment of the Triplex came without no problem. Expecting my second shipment to automatically ship on November 7th, I waited for a few days extra due to the holidays. It never came but nor was my card automatically charged. Cancelled my backup order and redid it 3x in December. I changed my order to December 18th. They charged my card \$114.00 but no product was ever received. Irritated, on January 7th @ 4:44pm I submitted the "Cancellation Request" and received an email that it could take up to 5 days. No big deal until Today, January 18th, I see they have taken \$114.00 out of my account. I believe I caught it in enough time to transfer money from my savings account to cover the transaction. However, with it being a holiday, I'm not sure if the NSF fee will be charged or not. I just happened to be on my online banking. This company is a Joke!! I want reimbursed my \$228.00. Not in 60 days, now. This is a poor excuse of a company. I have sat on hold for well over an hour before I hung up. You can't even get through. Maybe their product is amazing, but when you don't receive it, you will never know. I can produce copies of the ship dates, the cancellations, etc.

Consumer has signed with Plexus, a weight management company. This is a multi-level company. He is trying to get out of the program. He is having problems with contacting the company by phone or email.

Consumer states that he received a couple of emails from Plexus Management Group Inc. offering him a job opportunity, got interviewed got hired. Consumer disclosed his address so that he could receive a check to purchase software. Consumer later found out through Plexus Management Group Inc. it was a scam.

This company and its products are being sold/marketed on various social media websites. The medical claims associated with them are growing more concerning as these amabassadors of the company are looking to recruit for their own business. They are making claims it alleviates inflammation associated with fibromyalgia, will lower blood pressure etc. There is absolutely no scientific data to back this information up. I have taken copies of several of these claims from people on facebook trying to sell this product and can provide them to you on request. Also, I have tried the product myself and it did not help with any of my symptoms, as I have fibromyalgia myself. So I take the misrepresentations personally.

Note: C is for consumer and R is for merchant. --- Signed up for on-going product delivery. Decided to Cancel and can't reach anyone despite repeated 20+ different attempts through phone, email, website..keep getting deliveries and debiting my account. **END* 11/25/15: C may benefit from mediation, forwarding to Revere LCP. Sent LCP referral. JRD 1/8/16 HEADER 11/25/15 SL 1/8/16 CLOSER 12/30/15 SL --- Complaint Status: Closed

This is additional info in regards to reference b(6). This company and the representatives are making claims that the products it sells will take the place of prescription medications to treat diseases. It is being marketed as safe to use for pregnant women, when in fact there have been no studies links with this product. None. Other than an 8 person in 2006? These testimonials been used to sell these products are all over the place and I will include one in this message. This needs to be investigated. I started this product at the end of July because I had heard it was great for blood pressure, better sleep etc. By the first part of September I was being treated for stage 2 hypertension. I have stopped taking the product and within 48 hours my blood pressure is much, much better. Please investigate this company and it's MLM practices. This is just one of the stories being circulated to sell these products:

"Have you ever watched your loved one go from being able to go do fun things to hardly being able to do anything? Have you ever known someone that asked God to end their misery because they are in so much pain? Have you ever known someone that tried to hide their pain from family and friends because they were afraid of what others would say or think? Have you ever watched someone have to swallow tons of pills each day? Have you ever had a friend or family member spend thousands of dollars at the doctors just to be put on another medicine and not have much relief? Have you ever known someone with an Auto Immune disorder, High Blood Pressure, High Cholesterol, High Triglycerides, Low Testosterone, IBS, Diverticulitis, headaches, Sleep Apnea, Gout, Dizzy Spells, overweight, Brain Fog, Insomnia, Back pain, Hot flashes, Night sweats, Spinal surgeries, Ankle Surgeries, sugar cravings, allergies, etc? Have you ever known someone to become depressed because of their health? Have you ever known someone that was thousands of dollars in debt? Have you ever known someone that went to their job although they didn't love what they did? Have you ever known someone that had to put their career in front of God and their family? Have you ever known someone that knew they could be so much more in life but they didn't know what to do? I didn't just know someone that has gone through this; I am an individual that has gone through this myself! I am thankful that God brought Plexus into my life!!! Plexus has drastically CHANGED my life! I am mobile again and can play with my children, my blood work is now great, no more wheel chair, no more dizzy spells, no more hot flashes or night sweats, greatly reduced Fibromyalgia pain, off 18 medicines, no more constant trips to the doctor, pain in ankles and back mostly gone, no more sleep apnea mask, hardly ever have headache, no Gout flares, rare allergy issues, no pain in stomach from Diverticulitis, doesn't take hours to fall asleep, no low testosterone, left a job I didn't love, paying off debts, priorities now in order, lost lots of weight, and now I own a

I am constantly seeing posts on Facebook regarding all of the "amazing" health benefits of Plexus. My fear is that someone who is sick will buy into this snake oil and make themselves even sicker. Here is the Facebook address of one of their ambassadors so you can see the claims for your selves. b(6) Just this week I have seen claims that Plexus can cure neuropathy, inflammation, pain, high blood pressure, high cholesterol, insomnia, post partum depression, pregnancy heartburn, headaches, joint pain, kidney disease, Irritable Bowel Syndrome, diabetes, arthritis, diaper rash, migraines, interstitial cystitis, increases a mother's breast milk production and eczema. This was only one week worth of claims. Over the last year, I have seen claims that it will cure autism, lupus, fibromyalgia and so many other crazy claims that I cannot keep up with them all. There is not a day that goes by that she does not post several times about different diseases and disorders that Plexus will "help". It is frightening to think people are spending their hard earned money on this snake oil. b(6)

Plexus is continually marketing just the business for \$34.95 with no product movement. Many of their ambassadors are making some significant income claims on Facebook as well as medical claims that Plexus will cure diabetes, cancer, PTSD and much more. The company has refused to shut down my business when asked to have it shut down as well as several others. They continue to bill the \$34.95. Other-Other Update

I started with Plexus almost 2 years ago because a friend was in the business and I wanted to support them. My business slow grew but as a very busy person, I didn't really want to grow a team. I ranked to Gold, just because. Fast forward to the past month when I made a choice to go with a far superior company and WOW. I have been blown away at the unprofessionalism with this company and the ambassadors. I have submitted a cancellation form about 3-4 times and my website is STILL active and I STILL receive emails. I won't even go into strong details (with emails to prove) the harrassment I have received from Plexus ambassadors. I work in a professional field in my day job and IF people were to behave plexus ambassadors have behaved, they would be out of business. I have wished nothing but the best to those in my upline and downline and I have received NOTHING but grief! I WILL never recommend this company or their products (and they actually have a decent product) to ANYONE because of the unprofessionalism that has been shown. This companies ambassadors CARE nothing but about the mighty dollar! It is a shame and I am embarrassed to say I stuck with this company as long as I did. I do wish everyone the best of luck and I hope this company can pull their ambassadors into check before it gets even further out of hand. It's a sad sad day when people feel the need to harrass others for bettering themselves.

I received a phishing text message from phone number 770-239-6170 today, 2/16/16, at 11:13am. The text reads: Good day b(6) , I'm Mr Justin Rogers from the firm (Plexus Worldwide),your resume you posted has been viewed online By our company and you have been selected for an online interview with me via Google Hangout.....reply back if interested with (YES I AM)TOPIC:Referrals

I've contacted plexus to cancel shipments and I've sent back 3 orders as well as contacted my bank to dispute charges to get refunds. I've also contacted my ambassador last October to cancel recurring shipments and was told to contact my bank and block charges due to her having issues with them. Today, I now have another charge of 273.00 to my account. I'm still awaiting refunds for all shipments returned and now, the new charges. --- Additional Comments: I want to be refunded for the last 3 shipments I've returned and for the newest charges.

Placed an order on 1/11/2016. I have called and emailed Plexus. I have not gotten a response via email. The first time I called I was on the phone over 30 minutes. I was just trying to get an order status. I was given a fraudulent tracking number. I am now on the phone and have been on hold almost an hour. I am not getting any legitimate information for a product I payed 167.09 --- Additional Comments: I just want someone to give me information about my order. I want my order as soon as possible.

My wife had purchased some supplements from Plexus starting in October of 2015 with the understanding that anything she received would have a 60-day money-back guarantee. She tried the products, but shortly after starting them, she determined she could not tolerate them. We decided to contact Plexus in mid-November about getting our money back since we were still in the 60-day window. We sent an email to their customer service as their automated phone system had instructed, but heard nothing back after several days. We then both tried calling several times at different hours of the day, but it is literally not possible to talk to a customer service rep. They always say 'all reps are busy, please try calling later'. So we both sent emails again as well as messages directly through their website, and finally got a response, telling us that shipping was turned off and payment info was removed. We were instructed to send back unwanted products, and that all charges would be refunded. To date, we have only received 2 refunds of \$32.34 each, with no further correspondence having been received. We were also astounded to find another charge on our credit card dated 1/5/16, after were were told payment info had been deleted. We emailed them the next morning inquiring about our pending refund and new charges, but have not heard back. We are still owed \$488.28 in refunds and are tired of dealing with a company that seems to have non-existent customer service and does not follow through on their promises. --- Additional Comments: We would like to have the \$488.28 remaining balance refunded to our credit card as detailed in the email we received. We also would like to be sure we are not charged for anything from this company in the future.

I placed a order on Jan 02 2016 for merchandise this company has taken the funds out of my account but refuse to send to me. I have repeatley called their number with extremely long hold times only to be hung up on. --- Additional Comments: would love to get full refund of \$151.42

Both my wife and I have spent hours on hold trying to cancel our orders. It is to the point of complete frustration with this company. They take \$90 out of our bank account every month, you would think they would have the courtesy to answer phones and provide at least some customer service. The only thing I can make of this is that they intentionally do not want to allow you to cancel an order. Awful business practice. The only way to stop this is to cancel our ATM card and have a new one issued. Please have these people contact us so we don't have to waste any more time and money on a product that we no longer want. I would never recommend this company to anyone! --- Additional Comments: Please cancel my orders immediately!

I placed an order online 12/29/15. My credit card was charged on the same day. I have not yet received my order. I sent an email on 1/7/16 which I have not received a response to. I tried calling on 1/13/16 but was on hold to customer service for over an hour. On 1/14/16 I sent another email. I have had no response to my inquiries. --- Additional Comments: I want this order delivered and a credit applied for the waiting time and unresponsiveness of customer support.

I have repeatedly sent e-mails, phone calls and letters to this company requesting a return of my money for dissatisfaction, which they promise in every advert. They have ignored every correspondence I have sent. Then after I went thru all proper channels to cancel any future shipments, they took another payment out of my bank acct. and have refused to return my money , even after proof that I returned the product. I feel I have no other choice than to file this complaint - -- Additional Comments: I would like the return of the \$298.33 that they owe me

I have been trying to reach a representative at Plexus for over a month to cancel my preferred customer auto-ship. I'm not satisfied with the products, but can't get a response to cancel my auto-ship. I have resorted to emails and still no response except for a auto response saying I'm considered medium on their prioritie list!! At this moment, while writing this review, I am currently sitting on hold and have been for nearly an hour. I tried logging in online, but there is a development error message, so that was not an option either. I have received two orders where I was charged 110\$ each since starting this cancelation process. Another order is likely to ship to me tomorrow, as I can't get anyone to respond to my cancellation request. I question the integrity of this company's business practices. I wish I would have checked this company out on the better business bureau website before starting their worthless products. 308 complaints in 12 months?!?!? --- Additional Comments: For the business to contact me and to be refunded for the shipments in December and January. And to be taken off all of their mailing lists.

I ordered from Plexus on 12/17/15, on 1/8/16 I emailed letting them know I had not received my 12/17/15 order nor the 1/2/16 order I had placed. As of today, I still have not received a response to that email. On 1/9/16 I called Plexus, talked with a guy, he told me I needed to be patient, they where backed up and it would eventually get to me. I was not happy, however I ended the call rather than go on and on about the time. I received my 12/17/15 order on 1/11/16. I called about my 1/2/16 order and was told it was on its way. It came 1/21/16. Orders are supposed to arrive within 10 days (usually within 3-5). I was supposed to receive my commission 1/15/16 for Dec, I have yet to receive that either. I spoke with a very nice lady Marcella 1/22/16, I told her I wanted to cancel my membership as I was very concerned about the customer service I was receiving. She requested my return labels, I was told they would be emailed to me. I have yet to receive those today (1/25/16). I cancelled my membership stating customer service was the issue. I was on hold for 50 minutes today (trying to get a status on that email) and was disconnected. I just want my \$168 back, this is very discouraging. --- Additional Comments: I want my full amount charged to my card on 1/2/16 back (\$168), and want to be done

I have been trying to cancel my subscription to plexus for over four months I've called numerous times the number they provided and try to email them and nobody has responded when I do call I'm put on hold for up to 30 to 45 minutes I called my Bank to stop the payment transactions when they did that the company went around them by changing their name and deducting the payments anyways I tried to contact the person who set me up with the company and its affiliates and I have not received any formal communication from them.i've sensed filed a fraudulent claim with my bank and they are looking into any wrongdoing I've sent back all of the product to an address in which is not advertised on the Better Business Bureau.The address it was shipped to me from was jason Irvine plexus worldwide Inc. 8455 N. 90th St. dock 7 Scottsdale, AZ 85258 -4343 I sent it back to him with delivery confirmation and insurance to assure-that I would receive a full credit.i've contacted my local representative from plexus and they have not return back with any formal way to contact the company to allow me to cancel my subscription this is very frustrating because they have been deducting \$112 out of my account for the past five months even though I put a stop payment on my account for that company. I feel as though this is very fraudulent seeing as they have changed their website so that they would not allow their customers to cancel their auto payment options. I would like for this to be resolved immediately I do have attorneys and my bank investigating this matter. --- Additional Comments: I would like this company to cancel my auto payment and give me a full credit for all of the products in which I have returned to them I have all of the appropriate documents phone records and emails to prove that I have taken every action to resolve this situation in a civil matter.

They have a 'guaranteed' refund policy if you do not like the product. I notified my ambassador that I did not care for Plexus Slim after 30 days. I was actually gaining weight with taking the product and eating less and drinking only water. I received notification that an automatic shipment was made and I knew that I would just need to return it when it arrived. However, it never arrived after it was set to ship on 10/11/15. So I forgot about it until my next automatic shipment email notification came through on 11/11/15. I tracked the package from 10/11/15 and it still had not left Scottsdale, AZ. I call Plexus on 11/11/15 and it says they are busy and to send an email, in which I did. However I never received a response. My Plexus ambassador suggested that I call them, so I did. I waited on hold for 1hr and 15 min. I spoke to a really nice person on the phone who assured me that he would cancel my Plexus auto-order, and refund my acct for the product that I never received and that I would get a return authorization form so I could send the other product back that I did receive from the 11/11/15 order. I have received a refund on 12/03/15, but no return authorization for the product that I have. Then this week I received another order of plexus slim. --- Additional Comments: I just want return authorizations for 2 different shipments of Plexus Slim, so that I may send the product back to the company and I want a refund for both. I would like a refund for the Plexus Slim product that I tried; however, I understand if that is not a possibility. I also do not want to receive any additional Plexus products in the future so no automated ordering or shipping.

On December 26, 2015 I signed up with Plexus and placed an order with the value around \$280. I have not received the product. I finally checked my account on Thursday January 7, I checked my account and noticed that the product was shipped to Arizona. I live in Minnesota. I was concerned my account was hacked. I could not get through that evening so I tried Friday Jan, 8th. I was on hold for over an hour and a half before talking with a live person. He indicated that it was my fault that the order went to AZ. That is there will call. He said lots of people make that mistake. I asked why it hasn't been fixed then. He basically indicated that I wasn't very observant for making that mistake but still lots of people do it. He said it would be fixed and that it would take over two weeks to get the product. There was no attempt to make things right, for example they could have said, 'I am sorry that happened. We will overnight or express ship the products to you.' But that didn't happen. I checked on January 13th and the address was still not changed. I sent an email asking for a return call. Never got a response. I spent the morning today, January 16 on hold again. The first time for over 30 minutes and then it hung up on me. The second time for almost an hour before it sent me to a voicemail that didn't even let me leave a voicemail. I can't even get a hold of them to get anything resolved. They have almost \$300 of our money and I can't get a hold of anyone. --- Additional Comments: At this point I would like my money refunded and my membership canceled. I would also be willing to talk with the company.

I have told this company to cancel my subscription three times. They keep sending me the product and keep charging me. I can never get a hold of them on the telephone. This stuff is not cheap! I'm being billed about \$37 each month. I'm not even using the products! Customer service will not contact me back via phone or email! --- Additional Comments: I want my account canceled and all of my money refunded back to my credit card! I will gladly return the unused bottles. That would be three bottles of pro biotics at \$37 each .

Seeking refunds on 3 shipments of product(s). The shipments were never opened and returned to Plexus thru our local Post Office in Highland MI. Numerous calls have been placed to their referenced customer contact phone numbers only to be told 'all lines are busy, please hold'. I have been on hold for as long as 30 minutes before having hang up the phone. We have sent emails to their reference customer service email addresses starting as far back as November 21, 2015 followed by additional emails thereafter. No response. In those emails I sent them the UPS tracking numbers that were returned and advised them to terminate any and all accounts that were connected to me and my wife. Even then, with no response from them acknowledging our requests, they still sent out another shipment and charged our credit card. I call our credit card company and filed a complaint with them protesting the charges and advising them that that shipment was also returned unopened and also closed the charge account. Suddenly however, they (or their computer system) discovered that our account was now closed they wondered what we were going to do. Obviously, no one has ever looked at all of our correspondence that clearly stated everything that I have stated here. Your assistance would be greatly appreciated in getting their attention and getting us a refund of the products that we returned. The amount of the refunds - 9/25/15 fo \$123.40, 10/25 for \$123.90 and 12/7/15 for \$114/90.I would never do any business with them and would never recommend them to anyone. I have heard now of many others who have not received refunds and have problems terminating business with them. While I have typed out this complaint, I have been on hold with their 'customer service number for exactly 30 minutes.Regards,***** --- Additional Comments: Please convey this information to them. Someone can contact directly via phone at b(6). A prompt refund in a check (preferably certified or cashiers check) payable to b(6). for the amounts shown in the 'problem box'above.

An initial order was placed on November 16, 2015 and the shipment arrived November 30. The product was making me ill. On December 4th I emailed the company to cancel my account so that further orders would not arrive (this was within the 60 money back Guarantee period as noted on their website). I received verification that the e-mail was received and was being processed. On December 14, 2015 I received notice that Plexus had charged my card again and was sending another shipment. I sent back the December shipment requesting my account be closed. I have made 13 attempts between 12/14/15-1/13/16 via E-mail, Fax, phone call to contact anyone at Plexus to have my account closed to avoid further charge (verification of all correspondence can be provided). I have never received a response from any representative at Plexus nor did any person pick up the phone after 63 minutes of waiting. On 1/15/16 I received another notification that my card had been charged and another shipment was being sent. I have made 13 attempts to contact this company and have yet to receive ANY reply confirming the cancellation of my account. I would like a refund for the December shipment (which was returned) and the January shipment (which will also be returned once received) and MY ACCOUNT CLOSED to avoid any further charges. --- Additional Comments: I would like the \$278 that was charged to my credit card in December 2015 and January 2016 refunded and my account closed to avoid further charges.

I began a 'preferred' subscription with Plexus approximately one year ago. In November 2015 I decided the product was not worth the money I was being charged and asked to cancel my subscription immediately. December 1 my bank account was charged \$103.90 and I immediately contact them to refund the money and not ship the product. Nobody responded and the charge remained. The product arrived about a week later. I filed another request to cancel my membership immediately and again, on January 1 my bank account was charged \$103.90. I called and left a message and also send numerous e-mails asking to respond and tell me what I needed to do to cancel the membership. No response and another package showed up! This past week I have tried to contact them every way possible and nobody will call me back or respond to my e-mails, tickets, letters, phone calls etc. --- Additional Comments: I would like for Plexus Worldwide to immediately stop shipping me product and stop charging my bank account. I would like authorization to return the two packages that I specifically told them I did not want and get a total refund of \$207.80.

I agreed to receive a monthly supply of one of their products. They shipped and charged by credit card monthly. I then found I was not tolerating the product and wanted them to stop shipping it. I contacted them by phone but the message says that I must email them. There is no person to take with or way to leave a message. So I've emailed them for the past 4 months to stop shipping and charging my account, but I get no response from them and keep receiving the product and they are charging my account. I've disputed the charges through my bank and refused to accept the packages by writing 'refused -- return to sender' as the post office instructed me to do. Please help me stop the routine shipping. There is no customer service to talk with. --- Additional Comments: Stop shipping and charging my account.

I cancelled my Plexus subscription in writing on 30 November 2015. As requested, Plexus did not ship me their product, however on 28 December 2015 Plexus again debited my account for \$93.91 I have tried following up on their customer service line and I get no answer after having waited on hold for over an hour. I have written to them on their website customer service web interface. --- Additional Comments: Refund me the December charge of \$93.91 and stop charging my debit card. I cancelled in writing in November.

This is my 2nd time complaining to the BBB about this company. Original complaint: 'After using this product with no success for the last 7 months, I decided to cancel my recurring monthly order. I have been trying to cancel for over a month. Every time I try to contact by phone I receive an automated message saying to email since they are experiencing a high call volume. I have emailed 3 times since November 24 requesting to cancel. I have not received a response to any of those emails and was charged again for this month.' The complaint was resolved with a the requested refund. Yesterday, I received an email with a receipt of my next monthly order, which I did not place nor authorize. My recurring order is clearly still in place and my card has been charged once again. I will not pay the bill as I have been requesting cancellation of this order since November 24th. --- Additional Comments: Contact by the business with personal confirmation of cancellation of recurring monthly order; a contact number to call if this ever happens again; a refund of \$90.85 for this last unauthorized order

I have attempted for several months to cancel my account with this company both via phone and email. I have never been contacted about my emails and have remained on hold for 45 minutes at a time waiting to talk to a representative about my account. This is absolutely unacceptable. I want my account cancelled, payment information removed and to never hear from the company again once my issue is resolved. --- Additional Comments: I need the company to contact me so I can cancel my account and have nothing to do with them ever again.

I placed an order and was charged on 1/4/16. 8 days later I have not received any order status updates or tracking information for my shipment. I emailed Plexus on 1/11/16 and have had no response. 3 separate calls to customer service (waited on hold a collective total of 2 hours) and never once got anyone from the company to answer the phone or return email. --- Additional Comments: I would like my order shipped immediately and tracking info provided via email. I would also like a contact # where I can actually reach and speak to a customer service representative, should I choose to purchase again and have an issue in the future.

Beginning around September 2015 I had turned auto ship off on my Plexus account due to being pregnant. Suddenly on November 28, 2015 there was a charge on my Amex account from Plexus for 118.35. Somehow they charged me and shipped off an order to my old address while my auto ship was off, which to this day I have yet to see the product that was shipped, even though I had a forwarding address in place. I also find it odd that earlier that day my upline had asked me to turn on my auto ship so they go 'gold', in which I didn't turn it on because I really didn't have the time nor the desire to do so. I am not sure what kind of business tactics this is, but to turn on someone's auto shipping and charge them for undesired product is not good business ethics at all. I have tried several times to make phone calls only to be put on hold forever. On November 30, 2015 I put in ticket #b(6) on the Plexus site, there has never been a response yet. At this time since I cannot get a response from Plexus this is my next step. --- Additional Comments: Looking for a refund for product that I never ordered or received. Thank you.

I purchased plexus slim product thru sales rep b(6)(TX), when i took it,i,it gave me palpitations, so i called b(6) to cancel the next order,since i was set up to automatically get one every month and withdrawa from my account the amount of \$103.90, my sales rep told me to call and cancel. but after many unsuccessful attempts to talk to someone and hours of waiting and listening to automatic messages, i waited 5 hours one time without getting anyone, i ask b(6) to call and after a while she was able to cancel the auto ship, but one more shipment had already left since it took about 2 weeks for her to be able to cancel, she told me to send the product back unopened and e-mail them letting them know i was returning the product and that they will refund my money, i took the product to the post office and they scan it and ship it as package refused, nobody from plexus responded to the e-mail and i called countless times and i was never able to get thru, and b(6) wasn't able to get anything resolve for me either, i sent the package back in October and the money was never returned to my account, and never heard anything from them. i have test messages with my sales rep to substantiate this claim. --- Additional Comments: to have my \$103.90 back since i returned the product

Plexus has an 60 day money back guarantee. I purchased products for me and my son. We were not satisfied and didnt see the results they advertised so I asked for a refund on the three orders. Two of the orders were refunded but the third one has not been refunded (\$145.71). I have called three time to have this rectified with no success. --- Additional Comments: I would like a refund for the return authorization # b(6) which was requested on 12/17/2015. The amount is \$145.71.

I ordered from this company two months in a row and had a recurring order , after the second month , I decided I did not want to order the products anymore as they were not working as claimed.I called the company numerous times and either I received sn automated message that the call volume was too high and to call back or I would wait on hold to be disconnected.I emailed three times and have not received a response to cancel this order.I found out this evening that the order had been placed and my card was charged, I removed this card information from the website after numerous emails went unanswered so I'm not sure how the card was charged.This company offers a 60 day money back guarantee but makes it impossible to stop orders or return due to no response --- Additional Comments: I would like my recent order refunded and my account with the company closed

I have been trying to cancel with Plexus for over two months now. I have called numerous times only to be placed on hold for hours at a time. I have emailed the customer support email continually for the last three months asking to end my order and for instructions on how to return the product they keep sending AFTER I have cancelled. Every email gets an automated response and then nothing further. Follow emails get the same result. I have placed a stop payment with my bank because I don't know what else to do to get these people to stop taking my money for a product I no longer want. It's a shame that a friend of mine convinced me to try this product and I went went his word over warnings that this company was scammy. --- Additional Comments: I would like my money back for the last two months that I have clearly requested not to have delivered. The total is just under \$250.00

See Attachment

I made a purchase to try some products. I figured I had nothing to lose Bc they offered a 60 day money back guarantee. After day 45 I haven't seen any results and decide to get a refund. Call my ambassador who speaks with her upline b(6) who says they can't help me and gave me a phone number to call. So I call the number and get out on hold for 2 hours, call back 3 other times and waited over an hour each time ! So a total of over 5 hours and still didn't speak to anyone. I sent two emails and no response. I message my ambassador b(6) on Facebook and tell her I heard she can take care of my refund herself through her back office, to which she said was a lie. Disgusted. I planned to get my refund and just say it may work for some people but not for me. But after all this I truly see poor customer service and would never attach my name to such a company. --- Additional Comments: Refund and an apology

I ordered a one month supply from a friend who was selling this and tried it. It was a bad experience and I was no longer interested in continuing the program. I did not know it was going to be an automatic deduction and delivery when I agreed to try to product. On December 24 or so \$129 was taken from my checking account. I emailed the company that I was no longer interested and to please refund my money and remove my information. The product showed up in my mailbox on January 16th. I have been trying to call for days but continue to be left on hold forever. I have emailed my complaint and still no satisfaction yet. Now I wake up and another \$129 was taken from my checking account again. Once again I emailed the company and will continue to keep calling. I have contacted my bank also. I am a student and can not afford to keep losing this money each month. Is there no way to cancel this product?! --- Additional Comments: I want my name off the mailing list, and a refund of my money for the past 2 months (\$258).

I ordered Plexus on 12/30/15. After repeated tries to contact them, my sponsor sat on hold over an hour, twice now. They promised to ship my order both times. Her last call was 1/21/16. I got an email from the company the next day, confirming that the order shipped. That was one week ago. I've tried to track the order every day. ... usps says a shipping label was created, but they haven't received the order to ship. I've called, emailed, gone to their HELP site. now the website is down and gone completely. They got 130.00 of my money on 12/30/15. I get their emails, but they won't receive mine. I'd like my money back. --- Additional Comments: I'd like them not to do this to me or anyone else!

I want to report an aggravating and unbenevolent experience I had with Plexus Worldwide, located in Scottsdale, AZ, a multi-level marketing food supplement company. Their address is 8465 N. 90th St., Scottsdale, AZ 85258. Phone # 480/998-3490 Email: cs@plexusworldwide.com I ordered their ProBio5 & the Bio Cleanse on Oct. 30, 2015. When I hadn't received the products in a week, I called the company. I was on hold for 45 minutes, listening to glowing testimonies over & over from 3 of their ambassadors (distributors) about the products, esp. the M-CM-'M-BM-^@M-BM-^ Slim M-CM-'M-BM-^@M-BM-^ product & about the money they M-CM-'M-BM-^@M-BM-^Yd made with the company. I finally gave up & called my ambassador (distributor) and she said she M-CM-'M-BM-^@M-BM-^Yd call the company & get back to me. A few hours later a customer service rep., by the name of Ulonda called & had the ambassador on the line also. The customer service rep said she checked, and the order was cancelled. I said I hadn't M-CM-'M-BM-^@M-BM-^Yt cancelled it. I later checked with my credit card co. and was told there had been a refund from the co. The product was then re-ordered by the customer service rep. Ulonda assured she M-CM-'M-BM-^@M-BM-^Yd call me after the order was placed and give me a tracking number. Then surprisingly the products were delivered to my mailbox the next day, even though I was told the order was cancelled. After a week I hadn't M-CM-'M-BM-^@M-BM-^Yt heard from Ulonda, the customer service rep. who M-CM-'M-BM-^@M-BM-^Yd said she M-CM-'M-BM-^@M-BM-^Yd call, or received an email saying the 2nd order went thru. So I called the company again, & was on hold for an hour, listening to the same testimonies again. When someone finally answered I asked to speak with Ulonda. I was told I couldn't M-CM-'M-BM-^@M-BM-^Yt be transferred to her. So I had to explain everything to the 2nd rep. & then later asked to speak to a supervisor to report the mistakes. The supervisor said I was lucky as I wouldn't M-CM-'M-BM-^@M-BM-^Yt be charged for the 1st order even though I received it. I said I didn't M-CM-'M-BM-^@M-BM-^Yt feel lucky as I had rather things be above board & receive products & phone calls in a timely manner rather than receive free products because of their mistakes. In checking, she found a tracking number for the 2nd order & gave it to me, but also said it was to be delivered that day; and I did actually receive the order. Then I checked my credit card account a few days later & noticed I had been charged twice for the 1st order. The company never told me this. So I hadn't M-CM-'M-BM-^@M-BM-^Yt received anything free at all. As there were so many problems, I wanted to return the products and cancel the auto shipments, but was told a customer has to use the products for at least 15 days before they can return for a refund. That means contacting them again and being on hold again for heaven only knows how long!! I thought this nightmare was almost over. However, I received another pkg. from

I have received a full package of 5 products worth \$189 in the Plexus package (12/24/15). Earlier in December I had indicated to my ambassador that I did not want to receive the whole package but only 3 of the 5 supplements AND that I did not want them until January because I would be out of town for the holidays. She assured me that it was taken care of. Since that time, I have changed my mind about Plexus and have decided I do not want to continue at all with the program. I want to send back the unwanted supplements I have already received and I want Plexus to refund my credit card the full \$189. I have the supplements in a package ready to ship back to Plexus, but I need an authorization number for return. I have written the company several times and received no answer. They gave me a ticket number and told me it might be 2-3 days before they responded due to a high volume of emails. I have also called their number and am always being told to hold because we have a high volume of calls. I am sick and tired of writing and there is no answer. I am tired of calling and there is no one who will talk with me. I have waited up to 10 minutes and still gotten no one to talk with me. I want an immediate return number for the products, an immediate discontinuation of shipments, and an immediate refund of my money. I am tired of waiting. I have been trying for over 2 weeks to get a response and no one gives me anything. This is a poor way to do business. --- Additional Comments: I want a return authorization number to send back the plexus products. I want my credit card account charges reimbursed for the returned merchandise. I want to discontinue any further shipments from Plexus.

Ordered plexus slim on December 29, 2015. Today is January 17, 2016 and I have yet to receive anything. When I check the status online it does not even say that it has been shipped. I have called 20+ times only to be on hold for as long as 30 minutes and no one ever answers. I have also sent multiple emails only to get a computer generated saying that someone will get back with me which no one ever does. I have requested from them a refund and no one has done so. I would never do business with them ever again. --- Additional Comments: Refund

Placed a \$463.69 order on January 15th. Order b(6) Received shipment notice on January 15th with tracking number from USPS and email stated package should arrive in 3-5 business days. Tracking info showed 2-Day Priority Mail and showed the label had been created. On January 22nd at the end of my estimated 'delivery window', tracking info updated showed 'Pre-Shipment Info Sent to USPS'. There has been no updates since then. I have still received nothing and emailing customer support has resulted in no response. I am continuing to email daily until this is resolved. I don't have the time or desire to sit on hold for an hour waiting on telephone support. This is the 4th issue I have ran into this month alone -- I also had an order shorted a couple weeks ago. After sitting on hold for nearly an hour customer service shipped it out 'right away' stating we would receive it on Tuesday...only to receive our shipment notice on Tuesday...the day it was supposed to be received. One of my preferred customers on a monthly auto-ship also tried numerous times to cancel her auto-ship orders. It took her about 3 months and multiple phone calls to customer service before she finally got it resolved...IF it has been resolved. She should find out here in a day or two if her 'canceled' auto-ship order ends up arriving yet again. --- Additional Comments: Just send me my order...and maybe...just MAYBE hire on more customer service representatives to handle customer support issues. There is no reason a business should have such terrible customer service. ESPECIALLY when it affects the business of every ambassador out there. It's not just a poor reflection on your business, it's a poor reflection on OURS too.

I signed on to be an ambassador for this company about six months ago. The product isn't working so I decided to cancel my subscription with Plexus and to return the last order I had received. I started calling the day after I received my last order. Three weeks ago, I started trying to call them unsuccessfully. I have records showing I have called them nine times, each time the call was 20 - 22 minutes, but I never spoke to anyone. I was on hold each time. I am currently on the phone, still on hold, and it has been 22 minutes. During the past three weeks, I have also tried to contact them through email three times, asking them to send me the information to return my last order and cancel my subscription. This morning, I received an email from Plexus, congratulating me on my order and letting me know it was being shipped to me today. I immediately responded to this email, telling them I no longer want the product and I want to cancel my subscription and return the last order I received. They are impossible to reach. It is impossible to speak to anyone...I have tried many, many times. I don't know what to do. They keep taking my money and keep sending me a product I no longer want and I have tried to contact them many times. This company should not be allowed to do business in the United States. Their customer service is the worst I have ever seen in any company. --- Additional Comments: I want Plexus to accept the last order I received in December as a return and accept the order they are shipping to me today, January 25, as a return for a full refund. I have done my part in trying to contact them to get the return authorization. I no longer want to receive their product. It does not work. They guarantee it. It is not my fault I have not been able to get through to their customer service department. I have records that I have now called them ten times and sent them four emails about this matter. Please help me.

This product has not done anything for me. I don't feel any more energized then I was before and I have not lost a single pound from it. I have taken multiple products from Plexus for 4 months with no results. I didn't stop my last automatic order in time so I knew I was returning it as soon as it arrived. I have sent 2 emails and sat on hold for 45 minutes twice trying to reach someone by phone. There has not been any response. First email was 9 days ago. I have the return address but I need a Return Authorization #. By the time I might finally reach someone I will probably be out of my Day Limit to return. I am frustrated with Plexus right now. --- Additional Comments: I would like to get an auth # to send back the product and get a full refund for this order which is 115.56.

I enrolled in an auto-bill for a product from Plexus with the understanding (based on their website <http://www.plexusworldwide.com/products/guarantee>) that I could cancel the shipments at any time 15 days after receiving my first order. The product has caused many health issues for me and I have been trying to cancel for a month and can never get a response from Plexus. According to their website I can contact customer service via email or phone. I have emailed multiple times with no response and when I call the number I have sat on hold for over 30 minutes twice and never been connected with anyone to resolve my issue. I tried logging in to cancel online and the site no longer appears to have a place for logging in to cancel auto shipment. According to the website knowledge base the site should be <https://store.plexusworldwide.com/customerportal.asp>, but that returns an error. --- Additional Comments: I would like to return the unused product for the guaranteed refund and have my auto-bill and shipment cancelled. Plexus should also make it possible for someone to cancel their account with a reasonable amount of effort.

I have been a Plexus Ambassador since 2/2015, since January 2016 I have been trying to cancel my membership, I have called them several times (never under 30 minute hold time - sometimes hung up on when they put me on hold to check something), completed the cancellation form twice, emailed numerous times and they will not cancel me, my annual membership is due mid month and I do not want to be charged but I cannot get them to cancel me. One reason I want to cancel is you can never get customer service to do anything, awful customer service, worse I have ever seen. Please help me. --- Additional Comments: Cancel my membership before another year of memberships apply 2/2016

I am currently, unfortunately, an ambassador for Plexus. I have been trying since around November 2015 to cancel my ambassador acct. I have emailed, called (and waited upwards of an hour), filled out multiple 'Ambassador Cancellation Forms' on my ambassador login AND have requested assistance from my upline several times. It is now February and my acct STILL has not been canceled. The products are too expensive for me to keep using and I haven't used them in many months. I'm tired of hearing how much 'growth' this company is seeing and how they're trying to hire enough people to handle customer service stuff. The fact of the matter is, this company is a scam. And it's next to impossible to get in touch with anyone. Unless of course, you're wanting to buy something. --- Additional Comments: I would like for a Plexus representative to contact me, cancel my ambassador acct and send me confirmation of such.

I have tried numerous times to cancel my recurring order. I've sent e-mail, I've called customer service. I can NOT get this company to cancel my account. I have been trying for 4 months. I will call and hold for a very long time to just be hung up on. I will call and be told that they are unable to take my call. I want this recurring order to be stopped immediately! --- Additional Comments: I want my recurring order to be stopped! Why can I not do this online if you won't answer your emails or your phone??

Currently on hold from being hung up on multiple times. I sent in paperwork to cancel my account in 2014. I called and was told it was cancelled in 2015. It is now 2016 and I'm still being told my account is not cancelled like I was previously told. Do not join this scam. A company should never lie and tell people that their account is terminated as requested only to hold it open. This is beyond ridiculous and infuriating. I have done everything properly to cancel and to be lied to is beyond professional. --- Additional Comments: I want my account closed as promised. That's it. Just let me go. I've done the paper work. I've requested termination. You told me it was closed and failed to be honest.

I have been trying to call Plexus for weeks now, cannot get through on the phone after holding for up to 30 minutes at a time. I have emailed this Company more than 5 times asking for them to CANCEL my autoship, that I no longer want this product, they do not respond to emails. I filled out their cancellation form online and submitted it, and yet again there is a new charge coming out of my bank account and an email saying they shipped it. I faxed that form back to them and wrote across the front that I had cancelled my shipments. I do not know how to get in touch with this company and make this stop, it's a nightmare! --- Additional Comments: I would like a refund of the current order they charged me for and I would like the monthly Auto-Ship CANCELLED asap.

I ordered a product in August. I sent the first email requesting a cancellation of the account in October 2015. Since that time I have sent monthly emails, letters and phone calls (all unanswered) requesting cancellation. I have returned the first 3 packages and never received a refund. Their policy said to return within 60 days and it has been 7 months I have been waiting for an answer to my requests or a refund. At this time they owe me 1,043.00 calls, voicemails, emails, postal letters nothing has garnered an answer or reply.

I called them less than 10 hours to cancel an order that was made on my bank card and it was a fraud purchase. They said it had not been processed yet and would cancel the order and the money that was on hold at my bank would not go thru and it would be back on my account after midnight. I had called my bank and they said who had the \$150.00 on hold and gave me Plexus world wide phone number. So I called my bank back and told them and we blocked my debit card and she said if they didn't do as they said to call her and they will file a dispute against them. --- Additional Comments: I want my 150.00 dollars back

I could not cancel online because it was marked as failed each time...I finally cancelled on 01/22/2016 online only to find that my account had been charged once again on 02/09/2016.... they had failed to stop my auto shipment. It is also difficult to contact them on the phone I had to be very persistent. I was assured once again that I would not be charged. When I got off the phone this I had received a stop auto shipment on-line....it should had been handled on 01/22/2016 when I had cancelled. I still am not confident that the shipment will stop short of me cancelling my banking account which is my next option. Please stop this from happening to someone else....stop means stop!!!! --- Additional Comments: Refund and no other shipment to be billed or sent.

I have been trying to contact them by phone and email for weeks. No one answers the phone. Waiting 20 minutes is unacceptable! And still no one answers. The email for customer service autoreplies with tracking number and says to include the tracking number when replying to autoreply. Have tried to get results by contacting the person who I bought from and she says she checked with her 'upline' and I should go to the 'back office' on site. Tried to cancel my order and the 'bubble' tells me to call customer service. There is no number anywhere but 480-998-3490 and that is where no one has answered for weeks! Can you help me prevent this company from sending things I dont want and stop charging my card? --- Additional Comments: Stop shipments and stop charging my card

I have tried calling this company for over a month. Each time I call I am out on hold for no less than 30 minutes. Once I held for an hour and a half with no one EVER picking up the phone. I have sent emails only to be ignored. I am owed \$136.74 which may not be much to some but to us it will pay one of our bills which we desperately need to pay!! We need this money and can't get anyone to talk to us!!! --- Additional Comments: I would like a refund of \$136.74 plus \$2,000.00 for the time I have wasted with them and the inconvenience of having to constantly call over and over and over!!!!!!!!!!!!

In October I ordered Plexus and after a month decided I no longer wished to receive the product. I spent 2 days trying to contact them(480-998-3490) to cancel. Since no one answered (after about 50 tries) I contacted my credit card company(Capital One) to get a NEW card---thereby preventing Plexus from charging my card. On Feb 15th Plexus informed me that my order was on it's way! I did NOT order this...and with a new Capital One card that was 10 days old! OI calledCapital One and they said Plexus had to have gotten the new card number thru Mastercard! How can this be ALLOWED to happen? How can Mastercard give them my new number??? Today they wrote that the order is on it's way...which I'll immediately return as soon as it arrives. Help me PLEASE! --- Additional Comments: I want Plexus to get me OFF their list...I do not want their product.

I have requested to cancel my auto shipment of the body cream via email on 1/7/16 and 1/11/16 and received automated emails stating there may a delayed response due to the high volume of emails. Plexus has sent me the shipment for both January and February despite these requests. I called customer service today and was on hold for 22 minutes while listening to personal testimonials of Plexus success stories. I ended the call and then called back 3 times and tried 3 different extensions: however, I got the same recording and hold response, which was broken intermittently with the report that my call was very important to them and they were experiencing high volumes of calls. I then called the Plexus headquarters number that is listed to RSVP a tour of the facility but was again met with an automated response. I went to the company's website to submit another email to cancel the auto shipment. After I submitted this, the response page listed my email as low priority. I googled instructions for canceling auto ship and found the instructions. However, the link given came up as unavailable and I could not find the appropriate page via login on Plexus home page. I do not know how to actually contact a live person and actually get a response from the company. I am very disappointed in this company's customer service. --- Additional Comments: I would like to receive a shipping label to return the unused items from the January and February auto shipment that still has not been canceled by the company with no charge to me to return ship these items. I would like a full refund of these items, which would be a total of \$86.16.

I ordered Plexus about 2 months ago, after trying the product for about 2 weeks, I was not a fan, I emailed, called, did everything to find out how to return the product, No response, I sent 3 separate emails, on 3 separate occasions. No response. I filed a dispute with my bank, and they could not do anything because Plexus disputed my dispute. This is ridiculous. They wait to respond because you will run out of time for return! --- Additional Comments: I want the charges reversed.

I ordered a product from plexus just to try it. Well according to them when you order something it automatically sets you up for an automatic billing and send you the Product. So in December another charge came out of my bank account and I spend hours trying to contact them(finding out there is actually no way to speak to a customer service representative) they have an email that takes DAYS for someone to answer. Finally someone emailed me back with a refund notice and a cancelation notice, I never got my refund! Come today, they again take another charge out of my bank and I'm left with no way to contact this business or get my money back. This is the worst customer service and the worst business I have ever come across. Please help me. --- Additional Comments: I want my money for December and January back.

I cannot contact customer service to change or cancel my order. I have e mailed 4 times and attempted to call multiple times waiting on hold for longer than 20 minutes. They take money out of my account and ship my order each month but I cannot access my account on line or reach anyone by phone to make changes. Initially I wanted to increase my order because I like the products but now I just want to cancel as I cannot have a standing order without the opportunity to conveniently make changes. Nor can I recommend the company to anyone else. --- Additional Comments: I would like to cancel my reoccurring order.

I subscribed to plexus worldwide auto shipment in August 2015. The shipments started with no problems. On November 5, 2015 I called the company to cancel my subscription. The lines were busy and my call was disconnected. However, I was given an email address and told to put 'refund' in the comment box by a recording. My email has fone unanswered and I am still getting auto shipments. I have even returned the last shipment with 'return to sender ' written on the label. This being done and no refund granted, I feel they have also stolen from me. --- Additional Comments: I no longer want the products from plexus worldwide and I no longer want to be charged.

Plexus has been sending me products I did not order and making charges to my credit card which I did not authorize. I have emailed them dozens of times, with no replies other than automated responses that they received my email. I have tried numerous times to call, but cannot get through to speak to anyone. This has been going on since September. Even though I have contacted them and instructed my credit card company to not accept charges from them, no one from Plexus has attempted to even acknowledge my complaint nor to resolve the issue. I need to return product for a refund, but they will not send me the address to return it to. I sent two orders back to the online address, only to receive a message that t was the wrong address and would be sent back to me. --- Additional Comments: I would like someone from Plexus to contact me so the problem can be resolved.

I placed an order in November, 2015. When it arrived there was an item I decided I did not want. The packing slip indicates returns have to be made up to 60 days of purchase and that you must contact customer service for return authorization. I have tried calling over 20 times only to be told my call cannot be answered due to high call volume and to send an email. I have tried sending over 20 emails only to receive this automated response: 'Thank you for contacting us. This is an automated response confirming the receipt of your ticket. We are currently experiencing a high volume of emails. Please be aware that we may not be able to assist you within our standard time frame due to the upgrade of our new software system. We appreciate your patience during this temporary delay.' I have not been contacted at all by anyone. This company has made it impossible to communicate with them. My 60 days are coming to an end for the return period. They state in the automated response on the phone greeting how important their customers' business is. Why don't they show it and answer the phone calls and emails? --- Additional Comments: I would like to be contacted by this company and told what return authorization I have to have in order to send this item back and I want the refund in a timely manner.

In September 2015 I purchased Plexus weight loss products using my American Express and giving them permission to debit my card on a monthly basis. The company stated that the monthly shipments could be cancelled anytime after the first month. After one month I decided I did not want to continue receiving the Plexus products. I called them several times to cancel my subscription but was put on hold for over an hour each time. I then emailed them November 25th and December 2nd stating I did not want to receive the products and wanted my subscription cancelled. I have copies of the emails I have sent to them with their own reference number and they can be provided if needed. I have refused two months of supplies sent to me in the mail. The company persists in billing American Express and ignoring my request to stop sending their products. --- Additional Comments: I want Plexus to stop sending the products and billing American Express immediately. I want no further contact with this company.

I have been trying for months to cancel my auto-ship order of Plexus products. I was not satisfied with them, and didn't want to receive them anymore. They say when you sign up that you can cancel at anytime. I have not been able to get through to customer service at the phone number provided on the email they sent me, and I tried emailing them several times at the email address that is on that email as well. Each time I receive an email back saying that they received my email, but nothing is done. I ended up canceling the credit card that they were billing from, but I still get failed order notices every month, as they are still trying to bill me despite my several attempts at canceling. --- Additional Comments: I would like someone to call me and explain what is happening and why they haven't responded to my complaints. I would like my order cancelled, and all of my information removed from their database. I had explained in my email that I would contact the BBB, so this should not be a surprise to them, based on their acknowledgement of my emails.

I am a preferred customer and should be receiving 10% off my monthly order. In October, I was charged the full amount. I reached out and was refunded my \$12.49. In November, they charged me the full amount again without the 10% discount. I reached out to customer service 2x and heard from no one, nor received my refund. In December, they charged me the full amount AGAIN. I reached out again 3x and even had my ambassador reach out to customer service and I still have not heard from them, nor have had my two overcharges of \$12.49 (total \$24.98) refunded! --- Additional Comments: I would just like my \$24.98 refunded

Since my involvement back in June I have had one problem after another, since my order I have not been able to log back on to remove it nor have I gotten anything but an automatic response to my emailed complaints. Plexus has charged my credit card and caused me to go over my limit three times resulting in a \$25 overdraft fee, I tried to get them to refund it but they said I never returned the shipment, I NEVER RECEIVED IT!!! I have sent SEVERAL emails to which I have yet to get a response so I sat on hold waiting for my call to be answered three times, one was 96 minutes and I finally got through and was told that my account would be cancelled, this was on December 27th and that evening my credit card had an attempt again from Plexus! I now can not access my account it keeps saying email or password invalid and when I try to contact Customer Service I get NOTHING! I have been on hold now for over 105 minutes, I just want them to STOP trying to charge my card. I would like to get the \$75.00 for over drafting my card as well as the \$87 for the product they charged me for and I never received. I don't understand why this BIG company has so much issues with answering their customers! --- Additional Comments: I would like a refund and my overdraft charges returned!

I have tried multiple times to get a hold of a customer service rep for this company with no success. I have emailed and called multiple times. I have. Membership that needs cancelled but I cannot get a hold of anybody. This has went on for months. --- Additional Comments: Please call me so that we can delete my membership.

Worst customer service I have ever experienced (been holding on the phone for 69 minutes now after calling over and over today, since the 1st several calls said to try again later and disconnected me! Can NEVER get through to this company...been trying for MONTHS now). I have probably sent 50 emails since October 2015 and have NEVER received any response to even one of my inquiries! I applied my money from my Pay Portal in both Oct and Nov when placing my monthly orders and the orders initially reflected the deduction of that amount in my order total, but once applied, I was charged in full! Never a response when I contacted this company with my issues. When I didn't receive orders in a timely manner (but was already charged in full), they never responded to my email inquiries. In addition, this month I made my manual order (I am an Ambassador) on 12/14 in place of my backup order (which I always do, since I only have the backup order in place to make sure I earn commissions), but they sent me both the manual order I placed and then the backup order and charged me for both...right at Christmas! I checked the website and someone or the Plexus system changed my backup order from Conditional to Unconditional...I had placed my order by 12/14 to get the free shipping...and then they send the backup order and charge me shipping for that one! I cannot afford this at Christmas and will be contacting my CC company to dispute the charges! I cannot stand this company...they have caused me way more stress than their products can ever relieve! My experience when them is beyond NOT healthy for me...which is supposed to be the point of using their products. I will be going into their system today and removing my backup order to ensure I am not sent anything from them again! Beyond disappointed...what a frustrating situation this has been...and I am in software, so their excuse it is their new system is inexcusable...you don't roll out a system that is not ready. --- Additional Comments: 1) Billing adjustment for the pay portal funds due me, 2) contact by the company to rectify order that should not have been sent and charged to me in December (when I had already placed an order!), along with discussing other issues...3) review of ALL of my previous emails sent to them since October and a response for each and every one of those.

Requested my services to be canceled. Plexus withdrew funds from my bank account for two shipments that I did not want. First contact was on October 30. Have sent multiple emails requesting refund. Went in person to office on 12/04/15 and requested refunds for the following transactions and returned product. Have still never received refunds. My customer # b(6)10/28/15 \$111.84 order # b(6)11/28/15 \$107.79 order # 80673549Horrible customer service experience. --- Additional Comments: Refund my money! \$219.63

I signed up to be a Plexus ambassador on 12-31-15 and after ordering my products, my doctor advised me against taking plexus products. I have since called and emailed plexus without contact in return. Their telephone message seems to have an error. There is no menu after pressing 3 for purchasing or 6 for any other options (I've tried all of the options, they don't go to another menu!) - there is NO other menu! As an ambassador, you have 5 days after receipt of your products to get PERMISSION to send your products back for a refund, as long as Plexus deems them resalable. I am trying to avoid this and just get my money back NOW, as they have not notified me of shipment. However, I cannot get in contact with them. Please HELP! I am a working mom and do not have the luxury to just throw \$246.77 down the drain!! --- Additional Comments: I would like a complete refund immediately

After losing my debit card, and cancelling it, I received an email regarding my autoship order. I responded requesting to cancel that order. I received no reply, and knew that they did not have the current debit card information on file. 3 weeks later, I check my bank account, and there is a charge for a new order. Plexus obtained my new debit card information from the Visa Account Updater program, without my permission, and charged my card. I have tried to contact them 25 times via phone, 3 emails, 2 facebook comments on their page, and 3 facebook messages, to which they have not replied to anything. When you call customer service, they have a message that they are experiencing unusually high call volume and can't take the call and hang up. --- Additional Comments: I want them to contact me, and remove my information from the system. I have disputed charges with the bank already.

This merchant was set up as auto-pay/ship monthly. Per their terms cancellation of order could be processed within 24 hours. Shipment /auto pay scheduled monthly on the 22nd. Began calling customer service to cancel on December 1st and was not able to get a hold of anyone. Began emailing on December 15th as per my documented saved emails. Sent multiple emails and continued trying to call but could not get any response from the company. Call to customer service are not transferred to anyone and spent hours at a time on hold trying to reach someone. Company fraudulently charged my bank account as they were not provided with new CVC and expiration date which changed the end of November. To date, company has not responded to any emails which can be provided showing that auto confirmation of receipt was received. --- Additional Comments: As termination request was provided multiple times per the required 24 hour notice I am seeking a reversal / refund of charges to my account. If order was shipped I will return the package unopened if they provide the shipping information so it is of no cost to me to return.

They have locked me out of my account. I want to return 4 shipments of product and remove from shipping list-but can't. Calls never get answered nor do emails. --- Additional Comments: Return products and get refunded. Also to be off their list.

I placed my first order with Plexus Worldwide on 9/10/15. I signed up to become a Preferred Customer under the impression that I could cancel within 24 hours of my next shipment. November 8th I tried calling to cancel my Preferred order because I had a lot going on personally and needed to take a break. I was on hold for 33 minutes. I had to hang up because my cell phone was dying. I sent an email explaining my situation. I received the automated reply saying my email was received and they would contact me. Never received a response. I was charged the fee and product was sent. In December, same thing. I called multiple times and sat on hold for over 30 minutes every time. I sent 2 emails. Both times I received the same automated reply. I was charged for product again and it was received. I have called every day and sat on hold for over 30 minutes and I have sent 3 additional emails requesting to be canceled and to return the 2 packages I have sitting on my counter. I am now going to call my bank to cancel my card so I won't be charged again. This has been extremely frustrating and no longer worth the product. I just want my money back for the unused product and to never be charged again! --- Additional Comments: To return my unused product, get a refund and be canceled!

I ordered a product from Plexus to try out, only to find out I've signed up for some automatic shipment & withdraw of my bank account plan. I have tired to call numerous times to talk to someone, yet it refers you to send an email because they are busy. I've sent 3 or 4 emails on their contact us info on their website, and have not received any response to my cancellation request. I've already refused one shipment, and have not received my \$129.00 credit back to my bank account, and just today, they have collected \$129 from my account again for Januarys shipment, which I do not want. They will not respond to my request for cancellation of service. Help please. --
- Additional Comments: Would like the automatic withdraws from my bank account, and a refund of \$258.00 for product that I have returned, and what is coming in the mail to soon to be returned upon it's arrival.

On 12/16/2015, I contacted Plexus to request a refund because I was not satisfied with the product. After being on hold for over an hour my request was accepted and a case number was assigned to process the refund of \$299.05. I was advised not to return any product. I received an email from Plexus Customer Service that day to confirm the refund case number. I have sent emails directly to Plexus Customer Service requesting the status of the refund and those emails have gone unanswered. --- Additional Comments: Refund for Order placed on 10/20/2015 and Order placed on 11/18/2015. I was charged for shipping, even though Plexus was offering free shipping for November. I am requesting the promised refund of \$299.05 which includes the shipping for the November order.

I have tried to call and get a refund for an order I didn't order and I can't get through. It's been over 10 calls and 5 emails. This is ridiculous! Someone please get me back my money. --- Additional Comments: Two refunds of 75 dollars for shipments I didn't purchase

I have been trying to stop this company from sending me their product, 'Plexus Slim' since Oct 18, 1915. They keep sending me this stuff and billing me about \$90 each month. I have emailed them repeatedly and received back the following: They received the complaint and assigned a come #, the first was b(6), and b(6).Neither of these were followed up and they keep sending this stuff to me and billing me. Their phone service is a minimum 45 min wait, on a good day. The advise using email, but that doesn't resolve anything. They owe me at least \$180. I sent 3 unopened packages back last week, labeled 'refused'. I cannot seem to get any satisfaction here and their system is set up to continue sending their product by making it unstoppable. I have, after over an hour been told that a refund will occur. However, the stated 'money back Guarantee' is darn near impossible to secure, what with the lack of response via email and the lengthy wait time on the phone. Getting the product stopped from being sent to you is equally difficult or impossible to stop. --- Additional Comments: This company needs to totally revamp it's customer service. Contact via phone or email is non-existent. They do not carry out their stated (emailed) intentions. Only threats of contacting you got me resolution and a promised refund, and only after 45 minutes waiting on hold and a half hour dealing with the problem. They need to cut the wait time on the phone to less than 5 minutes and ANSWER their email follow ups.

I ordered product on Plexus' website on 11/13/15 (order #b(6)) and set myself up for autoshipment each month. The products I ordered were plexus slim and accelerator tablets for \$99.00. The package was only to take a few days to arrive. After ordering my shipment I emailed their customer service numerous times and finally called customer service. After being on hold for over an hour I was told that my product was shipped. I finally received my merchandise. I started taking the combo of plexus slim and accelerator. About a week into taking the accelerator I had to discontinue use as it caused terrible headaches. I emailed the company asking if I could refund or exchange the accelerator and did not receive any response from them for over 2 weeks. At this time I called them and again was on hold for about an hour until someone finally answered. They told me that my money for just the accelerator would be refunded within a couple of business days. I got my credit for \$20 on 12/21. I continued to use the plexus slim and wanted to use it for a full 30 days to see the effect that I got. I had another shipment of Plexus slim that was sent out on 12/13/15 for \$79.95. About a week after my \$20 was refunded I called Plexus back for a full refund for all the product that I bought as I did not notice any difference and I in fact gained weight. Plexus offers a 60 day money back guarantee. Again I waited on hold for about 1 hour and was told that all products would be refunded to my bank account. On 12/29/15 I received a refund for \$79.95. I waited a few days to see if the other refund was processed and it had not been. So I called again and asked for the status of the refund and she said it was in process and could take up to a month to be credited back. I still have not seen the other refund. I am getting nowhere with calling this company and frankly do not have the time to sit on hold for hours to debate this with them. My customer # is b(6). --- Additional Comments: I am looking to receive a refund for order #b(6) which was the order of Plexus Slim and Accelerator for \$99. I already received a refund for the accelerator of \$20.00. However, I am looking to receive the remaining refund of \$79.00 for the plexus slim that I was unhappy with. This company is terribly difficult to work with. Extremely long hold times and was not effective for me.

I had signed up for automatic withdrawal from my account for their product sent monthly. I sent an e-mail on November 5th, requesting that they discontinue the withdrawal and product sending. They were to do this on the 13th of November. They took the money out of my account anyway, sent me the product. I returned the product, received confirmation from USPS that they received product back, and than was sent an e-mail authorizing \$79.95 return of funds back to me. It is now Jan 9, 2016 and I still do not have my money back to me. You cannot call and ever get through, (high call volume), and each e-mail send you a ticket number and how busy they are due to a computer upgrade. Poor service, poor customer service, etc. --- Additional Comments: I want a refund of \$79.95 plus interest, since the day they took the money out of my account.

I ordered products and my credit card was billed by Plexus. The delivery on 12/21/15 was missing one item (XFactor, total cost \$31.95). Plesus' shipping slip provided an email for Customer Service, which I contacted via email/portal on 12/21/15, 12/28/15, 1/4/16, and 1/13/16, as well as called Customer Service on 12/28/15 and 1/13/16. Both times I called, the Customer Service line stated it had high volume and was not taking calls at the time, so directed me to the Plexus Customer Service email (cs@plexusworldwide.com). I have received no response whatsoever. Basically, they have taken my money and I have no way of contacting the organization. --- Additional Comments: I would like my product shipped free of charge or my credit card refunded for the amount charged.

I have tried to cancel membership to plexus auto ship unsuccessfully they keep charging me for shipments and will not refund money for shipments I have returned --- Additional Comments: I want my money back for returned shipments and no further charges to my account

I ordered Plexus slim in September, 2016. I sent an email on 10/15/16 to cancel my order, and to cancel the automated charge on my credit card. My order has never been canceled, and I am still receiving Plexus Slim each month by mail. Each month I email Plexus to cancel the order. I return the product each month. I have sent 14 emails to Plexus, and the response has always been an automated response. I have called Plexus, and have been on hold for 1 1/2 hours. When I called their number I tried the other options once connected with Plexus. All of the other options are only voice recordings. I can't talk with anyone from Plexus, because no one answers the phone. I sent an email on 12/15/16 stating that I would contact the BBB, if Plexus continued to disregard my request. Today another shipment of unwanted Plexus Slim appeared at my home. This is very simple. I want to discontinue the automatic charge with Plexus. I no longer want any of their products. 1/14/16 --- Additional Comments: I want to discontinue the automatic charge on my credit card, and I no longer want any products by Plexus.

On October 7th, I signed up to be an ambassador with Plexus World Wide. Upon starting up, you have to set up a backorder for auto ship. The first shipment of Triplex came without a problem. Expecting my 2nd shipment to automatically ship on November 7th, I waited a few extra days due to the holidays. It never came, nor was my card on file automatically charged. I could not get through to customer service so I was told by another ambassador that I had to cancel my backup order and set it back up again. I set my order on December 18th. They charged my card \$114.00 but no product was ever received. Irritated, On January 7th @ 4:44pm, I submitted the 'Cancellation Request' and received a confirmation that it could take up to 5 days. No big deal until January 18th, they took another \$114.00. I contacted my bank, and it costs \$32.00 to have it cancelled every month. I should NOT have to pay to have this stopped when I have went through the proper channels to have this rectified. I am VERY disappointed in the way this company is ran. I have tried numerous times to contact them by phone. I can not get through. I'm on hold for over 1.5 hours before I hang up. I was not going to pitch a fit over the first \$114 that I never received the product on. However, I am now requesting they refund my \$228.00 and stop my ambassador as it should have been done in the first place. Today is 1/27/16 and I have just logged into my back office and printed the screen on my shipments. December and January are paid but not shipped. I have Copies of EVERYTHING. I have copies of BOTH 'Cancellation Requests' as well. --- Additional Comments: I want a refund to my card on file for the \$228.00 worth of product that was not received, the ambassador fee I paid, and I want my auto ship to STOP. If this is not rectified, I will be contacting an attorney which is ludicrous on what that will cost me. It is becoming the principal of fact. This is happening to thousands of people which equals a lot on money.

Getting in touch with anyone online or on the phone is impossible. I am sitting on hold right now. I am in the preferred auto ship program. I was (so far) able to cancel future shipments on line. I am attempting to get a return authorization to return my shipments. I have the empty packaging in a box at home but have no place to ship them to. The products have not worked for me. My first shipment was wrong & it took several weeks. Instead of getting my slim, pro bio, accelerator and bio cleanse, I got the ease lotion instead (what the heck was that all about). My ambassador contacted them & she got them to ship my products & it took almost 2 weeks. I wish the products would have worked for me, but they didn't. I really just want my money back. This seems to be an ongoing issue & I hope the company gets this resolved. --- Additional Comments: I would like my Credit Card refunded for all charges.

I have requested my account to be cancelled on several different occasions starting on 10/27/2016. They still have not cancelled my account and are charging my credit card 202.12 per month for something I can no longer use for health reasons. I have disputed the charge with my credit card company and they can not block them because of the coding they are using to run the charge through. Each time I send them an email to cancel the services I receive notification that they are working to resolve the matter and will get back with me. Three months later and no resolution and continue to charge my card. I call the their phone system will not allow you to leave a message or speak with a representative because of high call volume. This is totally a fraudulent company with no support and I am looking forward to a class action suit being filed against them. --- Additional Comments: I would like a full refund of the last 3 months charges and a guarantee they will not charge me anymore.

After trying the product, I wasn't satisfied so I emailed them. After they didn't respond, I emailed them again 5 days later. (This was in Dec. 2015) I have never received a response. I then tried calling but after waiting on hold for 30 minutes I hung up. The local rep said she would call for me but after she was waiting on hold for 45 minutes, she was told I needed to contact them. Today, Jan. 27, 2016, I was on hold for 38 minutes before a rep answered the call. When I asked for a supervisor, I was put on hold another 20 minutes. By then, I was very frustrated because this is NOT a good practice for a business. After speaking with the supervisor, she did refund me and apologized. I explained that I would still write a complaint because people need to be aware of this. --- Additional Comments: After talking to the supervisor, I was told I am being credited and should check my VISA statement next week.

Hello, back in July of 2015, I contacted Plexus to change my previous order. While doing so, the customer service rep at Plexus changed my shipping method from Fed Ex to USPS. With that being said, my order was late as well, customs/duty were then charged upon delivery from Canada Post. I contacted Plexus to reimburse for my charges due to the fact that this was an error on their part. This is going back to August 8th and as of today, February 2, 2016, I have yet to receive a refund. I have been in contact with them, I have received responses stating that the process is complicated and the latest was that they would expedite my request (going back three weeks). I have given them the utmost respect and have sent them two e-mails in the last two weeks to follow up and let them know that I would be contacting the BBB, to no avail. I'm not looking for anything more than my refund (which is fair) but, I would also like others to know that this company isn't 100% about customer service. In my 7-8 months with them, customer service made 4 errors on my account that either delayed billing or shipping and never once took accountability for it. Thank you!! --- Additional Comments: I would like for my customs charge of \$29.56 Canadian to be refunded. Thank you.

I have not sold Plexus for Almost two years... They billed my account last January for yearly dues.. I have tried contacting them to cancel my account ... I can not get an answer or reply back.. Emailed and phoned.. When I call they never answer. I Have been sending emails and calling since 11/15 --- Additional Comments: So I don't keep getting charged yearly dues.

I have been trying to cancel my ambassador status since October 2015. Contact them through the phone several occasions I resubmitted, upon their request, a cancel request of my ambassador status December of 2015 and received confirmation it was received. Also confirmed via phone conversations the cancellation request was received. As of the date of this complaint the cancellation has still not been processed. I have been informed they are processed in the order of receipt, however, sufficient time has been given to have the cancellation processed. --- Additional Comments: Cancel the Ambassador status

We were billed for \$162 and never ordered a product. --- Additional Comments: Refund our money.

Complaint: Placed a \$367.60 order on January 21st. Order #b(6) Received shipment notice on January 22 with tracking number from USPS and email stated package should arrive in 3-5 business days. Tracking info showed 2-Day Priority Mail and showed the label had been created. On January 25 at the end of my estimated 'delivery window', tracking info updated showed no movement then on January 28 says 'Pre-Shipment Info Sent to USPS '. There has been no updates since then. I have still received nothing and emailing customer support has resulted in no response. I am continuing to email daily until this is resolved. I don't have the time or desire to sit on hold for an hour waiting on telephone support. This is the 2nd issue I have ran into with this scam -- . After sitting on hold for nearly an hour customer service Spoke to lady named Tandra who said the company does no compensate- Told her to give me full refund and keep product.. What kind of business s ths when we depend on the product an cat go month w/o it --- Additional Comments: I demand to be compensated \$200 or refund my entire order an keep your product...

I've been trying to cancel a standing order with this company since November. I've called all different hours of day and cannot get through past a recording. I've emailed them numerous times with no luck. I've returned unopened packages with no refunds ever received. I cannot get through to anyone and continually get shipments and charges to my credit card. I actually went on tonight to set up an account just so I can cancel and there isn't even an option tab to cancel! This product was causing me serious health issues. --- Additional Comments: I want to be refunded for three months. I want the order cancelled permanently. This is the worst company ever.

See Attachment --- Additional Comments: Unspecified

Even though the products are unopened they will not accept return even though an earlier opened product made me sick 3x --- Additional Comments: I want my money back

I was hoping to not find as many complaints similar to mine, but it just gives me more will to proceed. I'm extremely disappointed in this company. On 01/27/2016 I received an email from the customer service team stating that my order had failed due to a declined credit card. Which I knew it would and why I cancelled this order, prior to it attempting to debit...of I thought I did [but that's a whole other complaint]. In the email sent, tracking number: #b(6) --- it was made out that if I wanted to proceed or cancel this order I should contact Ambassador Relations via the telephone [which is impossible, because nobody EVER answers] or to send an email. Never, ever did that email state that they would try to debit my card again days later. The email very clearly stated 'Unfortunately, the credit card or eCheck transaction for your monthly Autoship has declined. Because there are many reasons why a payment may not have gone through, please contact Ambassador Relations to either complete or cancel the pending order. Ambassador Relations can be reached at 480-998-3490 or cs@plexusworldwide.com.'. So I attempted to call the phone number, again nobody ever answers. So the same day, 01.27.2016 - I sent a response saying 'Please cancel this and any other auto ship order [which again, I firmly feel I did, but w/this company you never know]'. 01/29/2016, conveniently after business hours are closed, I get an email that payment for the order [that I asked to have cancelled] was made to my card. \$139. Still of course, not being able to reach a soul at this place I reach out to my ambassador leader and she stated that Plexus moved into a new building, yadda yadda yadda --- however, back in November when I attempted to calls still no one. Oh and the email I sent received a response just last week. Almost 2 months later. Horrible customer service considering this stuff is expensive and highly touted. --- Additional Comments: I would like a refund of my most recent transaction where my card was debited \$139 and to be able to refund these items timely. My fear is that the customer service team is so unresponsive that I'll most likely miss the window to return and won't get a refund on products I no longer want....from a company that I know I'll never want to be a part of.

My husband and I have tried cancelling this account for over 3 months resulting in 3 months of unwanted product and charges. We have called the 800# given and waited for over an hour the 3 times we did so - never reaching a person. We have sent 11 emails with confirmation numbers from the auto response with no resolution. After cancelling the card associated with our account, we received notices saying product could not be shipped but then it was charged to our new card and just received another package. We have now resorted to sending a certified letter with all of our communications included to hopefully close this account and refund AT LEAST the last month payment taken from our account. We are EXTREMELY disappointed in the lack of response from anyone within the company. We were reassured that cancellation would be easy and it was not. We just want this closed and our account credited back for at least 1 month (ideally all 3 months). --
- Additional Comments: We want to be contacted by the company either by phone or email and our account refunded.

I am set up on auto ship. Last year I paused it with no problems. This month I have had no success reaching anyone to cancel. I was unable to login to to website. I sent an email to customer service which never got an answer. I tried to call on multiple occasions and held for 20+ minutes each time and couldn't speak to anyone. My rep that I signed up under has also tried to message them for me with no response. They have now sent the auto ship and charged my card even though I tried to cancel 3 weeks ago. I will probably have to dispute the charge with my credit card company. But I want my Plexus account stopped so I don't recieve another shipment next month --- Additional Comments: Cancel my auto ship and refund my \$113 for shipment I tried to cancel.

4 months of trying to cancel auto shipments. I have emails and confirmations that emails regarding the cancellation have been received. Calling the 1-480-998-3490 never results in speaking with anyone. No matter how long you are on hold. My debit card was compromised, cancelled and replaced. I thought that the cancelled card might finally put an end to their charges without the updated card info. Their first attempt declined and then miraculously a Plexus charge hit my bank account. Unbelievable --- Additional Comments: I am seeking a refund for November, December 2015 and January 2016 shipments that were unauthorized since I had provided cancellation notice in writing.

The company in question advertises a 60-Day money back guarantee and directs customers to email them at cs@plexusworldwide.com or call at (480) 998-3490. Though I have emailed them four times since mid-November and have called several times and left on hold anywhere from 20 minutes to 50 minutes at a time, I cannot get a hold of a customer service representative to give me the return authorization to return my product. I returned order b(6) on my own, and have not been reimbursed, and I have been trying to return orders b(6) and b(6) which have come in the mail after two requests to have my autoship order canceled. Though their website their core beliefs are 'Be Trustworthy, Be Honest, Be Reliable, and Be Responsible,' in my mind, they are none of these things. A customer shouldn't have to work this hard to return product to a company. And a quick Google search will reveal countless complaints from other customers trying to return their product to this company. --- Additional Comments: I would like to return the product I have been trying to return since November, and I am seeking the reimbursement of order #b(6) (\$204.95) the other two orders listed above once I've returned them. (two more orders of \$204.95 each - total of \$614.85 for all three orders that need to be returned and reimbursed) I would also like my autoship order canceled.

A friend of a friend started selling this product through facebook. I contacted her about it because I was interesting in learning more since she claimed that it's a more natural product, more like a probiotic than a weight loss product that could give you more energy. I told her I would give it a try, because the idea of a probiotic sounded safer for my well being then other products for weight loss. I didn't want to try it for weight loss, but the 'promise' that it would energize, regulate sleep etc. This friend goes on to tell me to sign up for 'ambassador' status just for the cheaper price and that you wouldn't have to sell any products. I said ok and sign up. Not only was this a lie, but when i received the product it made me very sick. I contacted my friend and had told her about what I was going through, nausea, headaches, dizziness, extra fatigue, she gave me some crap answer about how its some sugar build up. I eat very healthy already and do not eat a lot of sugar. To be honest, I'm allergic to many, MANY foods and have to eat very healthy in order to feel ok, and this 'probiotic' made me feel worse. I couldn't go to work on two occasions; once because I had such a bad migraine from these pills and another day because I was so nauseous I couldn't get out of bed. When I again contacted my friend she told me that i should 'stick with it' I'll start to feel better soon. This was only a week and a half in, but I know MY body. There was a 60 day guarantee if you don't like it you can get a refund. I contacted the company in which they told me i couldn't because it was past the 5 days that ambassadors have to return UNOPENED products. Nothing was explained to me like that when supposedly signing up as an ambassador was for the price cut only. Then on top of this i get sent an auto order I didn't want/ ask for, and the company wouldn't respond to me within the 5 day grace period for a refund. They have started a cancellation process but I want refunds on both. --- Additional Comments: I would like refunds on both shipments I received. I will send all the merchandise back to them of my own cost. I just want both charges refund. There customer service needs to be investigated because it is not good at all. I understand it is a living for people, but when they say sign up this way for a price cut, it should be just that, not secretly a hustle to make you try to sell their product.

On December 29, 2015, I placed an order for close to \$900 worth of product (order #b(6)). As of today, February 15, 2016, I have yet to receive it. I called customer service on January 22, 2016 and waited on hold for close to an hour to talk to a customer service rep. I finally got someone on the line, and she said that she would have the order shipped immediately. Two weeks later, I had yet to receive it, so I have since sent two emails to customer service to have it resolved, and I have yet to get a response from them. I called again today, and could not get through to anyone from customer service. After so much time of being on hold, the line would disconnect. I'm so frustrated... Just send me my order! --- Additional Comments: I want my product ASAP!

I submitted a request to customer service on 27Jan16. I received and auto generated email with ARC #MGL-480-30397 as a ticket number. I emailed again on 4Feb, 8Feb, 10Feb and today 11Feb. I have not heard back from anyone!!! I want to return my product and receive a refund during the 60 day money back guarantee and my suspicion is that they are trying to drag this out past my 60 day limit. My original order number is b(6) Today I called 480-998-3490, sat on hold for 16 minutes and listened to all these great testimonials about Plexus and then received a message M-CM-'M-BM-^@M-BM-^the number you have dialed has not been recognizedM-CM-'M-BM-^@M-BM-^]. WHAT!!? I would like a response regarding my refund. --- Additional Comments: I would like a full refund of \$159.81 per the 60-Day Guarantee. I will not be intersted in receiving any product in exchange. I don't plan to use Plexus or have any contact with them after this is resolved.

I used to be a Plexus customer, until I cancelled my order. I also changed my Visa debit card number, yet Plexus Worldwide STILL called my bank, got my new card number, and continued to bill me and to send product. I repeatedly returned their product, demanded a refund, and demanded that my account be cancelled. That was finally accomplished, but then Plexus tells me that their new software/update 're-opened ALL closed accounts' and I resumed receiving their product and bills. AGAIN--I returned their product, demanded a refund, and demanded that my account be cancelled. They indicated compliance, yet despite having returned their shipment from OCTOBER 2015, I STILL HAVE NOT RECEIVED THE REFUND!!! It is FEBRUARY 2016! What could possibly be taking so long? Despite countless calls, hours on the phone, empty promises for a refund, and unknown number of e-mails: I STILL HAVE NOT BEEN REFUNDED! I am a Combat Veteran of Operation Iraqi Freedom (OIF) and I suffer from Post-Traumatic Stress, Traumatic Brain Injury, and many other conditions. Plexus Worldwide has caused an INDESCRIBABLE amount of emotional anguish, which has caused significant damages (financial and otherwise). I want this to stop. I want my money. I do not want to spend one more second, dealing with these dishonest crooks at Plexus Worldwide! --- Additional Comments: I want an IMMEDIATE refund for the returned October 2015 shipment, and I will be seeking financial restitution for damages caused by undue emotional distress.

I tried Plexus for almost a year. The product did not work for me. (I gained over 30 lbs) On January 30th I cancelled my membership. On February 16, 2016, I was charged \$34.95 for the renewal of my membership. Their computer system is always down so you can not log into the account itself. The only way you can contact them is through email. which you get a automated response. --- Additional Comments: I want the \$34.95 refunded and a letter stating my membership is cancelled. I do not trust them. There are several people who are having the same problem.

I have attempted on multiple occasions to contact Plexus both via phone and email to cancel my auto ship products. When calling by telephone no one picks up the phone, you could be on the line for hours (if you have the time) and you will repeatedly hear a continuous loop of satisfied customers when all you want to do is be one of them! I have also tried to navigate the website to cancel my auto shipments, this is nearly impossible, I think the website is intentionally difficult to navigate with no clear customer service options, emails were sent by me and never responded to. I am now at my wits end, I have written letters and returned the product, I have also notified my credit card to not allow any further charges. I hope to have this situation resolved very soon. **I have no complaints about the product I simply do not want to be an autoship customer, I would prefer to order on my own at my pace. However this experience has left me feeling like this is not a trustworthy, customer oriented business that I would want to continue to have a relationship with** I also have very limited documentation at my disposal, the last auto shipment that I received did not have any documentation with it, no invoice, order #, etc., therefor in contacting the company I have very little documentation to provide - I have the original shipment invoice only. --- Additional Comments: I wish to cancel my auto ship products and proceed at my own pace. I have also returned two months of products that have been sent to me when I felt I had sufficiently contacted the company to cancel my auto ship - I would like a refund for these two months and NO further auto ship deliveries.

I have requested that my products from Plexus stop being shipped, as I no longer need any more. My representative tried several times to reach them by phone, but could never get through, so she turned it over to me to try. I couldn't get through either, after several attempts. I decided to email their customer service dept.. My first email was sent on December 15. I sent another email on January 15, and another on February 15, after receiving notice that my order was about to ship. I get an automated response from customer service each time, saying that a 'help desk' ticket has been issued, but I never hear from them again. They do not answer their phone, nor do they respond to requests via email. It is unacceptable customer service. --- Additional Comments: I want them to refund me for the product I returned in January and for the product I will return in February and to STOP sending the damn stuff.

I received a bag of Plexus Slim that tasted like moth ***** I made countless calls to Plexus Customer service and never reach anyone but the recording stating that someone would be with me shortly . . . and I never got to speak with anyone. I then resorted to sending several emails and received an initial automated 'your case with be dealt with shortly' . . . and I still have not heard anything more. I have followed up several time and still nothing. --- Additional Comments: My desired outcome would be a refund for the bad plexus slim that I received. I do NOT want another bag of it or a credit. This company is not one I will order from any longer based on how they have handled this problem.

Despite numerous contacts with this firm to cancel a subscription supplement service that my wife did not knowingly agree to, the firm continues to ship and bill for products we do wish to receive. As of today. wait times on their phone lines are to over 20 mins or worse. We are unable to cancel the service. The fir has repeatedly agreed to cancel the service but continues to hip and bill. --- Additional Comments: Cancellation of subscription and refund of money for unwanted products,

Some time ago, through the relative of a friend, my wife began buying products from Plexus, with the company charging our credit card. Over 4 months ago we emailed both the representative and the company to cease sending the products and cease charging our card. They did not, but continued to send and charge. About a month ago I sent a certified letter to Plexus, instructing them to cease sending products and to cease charging us for them. We received the return which indicated they received my letter. Just yesterday we received another email from Plexus indicating that they were sending another product package and charging us for it. --- Additional Comments: We want Plexus to cease sending products and charging for them, and we want refunds for products sent after our original email requesting them to cease.

I am a Plexus customer. I was on their automated program to receive product each month. I decided in December 2015 that I no longer wanted to receive the product, so I emailed their customer service asking for the discontinue of my account and that I no longer wanted to receive their products. I only received a computer generated response stating that they received my message. That was it. I went to my bank to get a new card so that they could not charge my account. At the end of December Plexus had found my NEW card number, charged me, and sent me their product again. I went to my bank and tried to have the charges reversed, but after their investigation they deemed that I had validated the arrangement. Lie.Again I emailed Plexus to cancel my account. Another automated response. Never did I receive an email from an actual person. Here we are today, February 25th. And I just got charged for a third time after sending two emails. I tried contacting the business from their number listed on the email in Arizona, no one answers, when I tried leaving a message, the answering service cuts the message off after literally 5 seconds. So now I have emailed the company and called them and I have yet to get this company to STOP shipping me their product. I now have 3 packages that I no longer want. According to their rules you have to get their approval to return merchandise for a full refund. Well I can't even get to that point where they approve me to send this stuff back! Frankly I don't trust to send it back for fear that I won't get my money. This has been a HUGE headache since last year. I want to send my money back! --- Additional Comments: I want a letter from the company stating that they are sorry for ignoring my multiple requests to cancel my account, and that they will fully refund my shipment when I send it by certified mail. I also want this process to be expedited and the return of my money within 7-10 business days of receipt of said product.

I signed up for autoship, then called to cancel. I was on hold for over two hours before I gave up and called the next day, at a different time, and was on hold for another two hours. I had already sent several emails explaining I'd like to have autoship cancelled due to needing surgery and being off work for a while. I tried to use the website to find a way to cancel and there wasn't one. I finally resorted to calling my bank and having the company blocked from being able to take money out of my account. It has been nearly four months and the company is still trying to take funds from my account. --- Additional Comments: It would be nice to be refunded for the last charge that was taken out of my account, considering I had followed their protocol on having an autoship cancelled. However, I'd be happy if they would just stop making the attempt to take my money.

Consumer reports she rcvd email from Plexus Worldwide stating her cc was charged \$137 for a product. Consumer she never ordered anything and none of her cc have been charged.

I have made several attempts to cancel my Ambassadorship through Plexus Worldwide. I have contacted customer service via customer service number, through three emails to the help desk and two submissions of the cancellation form. I have also contacted my mentors that I was assigned. I have not received any confirmation that my request has been honored. Nor I have I received any information on the progress of my request. No one at any end of this company even wants to acknowledge my request to leave the company. I want this resolved straight away before this company charges me for another year. --- Additional Comments: To have a confirmation that my membership as an Ambassador has been cancelled. For this company never to charge me again or contact me after resolution.

I would like to cancel 2 monthly ongoing orders and they will not answer their phone and will not respond to email requests. this had been going on for over 3 months and over \$300 of product charge to me that I do not want. orders are under the names of b(6). --- Additional Comments: I want to cancel my orders and receive a refund for products from November until present

I am beyond distraught regarding my experience with Plexus Worldwide. I became a customer in December 2015. My experience with my representative, b(6), has been nothing but positive. However, I have been completely ignored by the customer service division of this company when I tried to cancel. I notified the company of my desire to cancel all further shipments and returned the unopened last shipment (Return to Sender). I requested a refund. Although I have pleaded for a response, I have heard nothing verifying the returned shipment nor the refund request. Today, I received by email a payment receipt for yet another month. I emailed and tried to call. Their message has ALWAYS been that they are experiencing an 'extremely high volume of calls and to call back later'. I tried to fax them this morning as well. The fax number shown is apparently incorrect because it did not go through after two attempts. I see that you have a different fax number for the company. This is the most negative and frustrating experience I have ever had with a business. --- Additional Comments: Billing Adjustment Immediate Cancellation of Most Recent Shipment (February 2016)

On Feb. 16th I contacted you about my problem with Plexus (BBB complaint #b(6)) and within 30 minutes I'd heard from you and Plexus. Plexus assured me (via email) that they had canceled my order (I hadn't ordered anything) and that they removed me from auto-ship. Today I received ANOTHER product from them that I ALSO had NOT ordered (in fact I'd never heard of Bio-Cleanse) I want them to LEAVE me alone and to stop sending things that I did NOT order. I checked my Mastercard and as of this afternoon they had not CHARGED me----yet! I don't know what to do to get them to 'GO AWAY.'...and lose my address! I have no IDEA of the price of the product I received today...or IF they've charged me anything????!! The email from Plexus was from b(6). --- Additional Comments: Get my name and address OFF their shipping list..and STOP sending packages I did not order.

Not satisfied with their product and contacted them three times per their own instructions to email and NO ONE has ever gotten back to me about the return refund process. They do not even follow their own instructions on how to do this, instead they choose to ignore emails from customers. --- Additional Comments: I want my money returned and I would return the unused portion of their product.

I wanted to lose weight, a Plexus dealer came to my home to 'sell' me Plexus, If you are not happy with it, you can get your money back, full refund... then they told me I needed to sell it, I told her and her husband, I don't have friends and have an issue with leaving my home. They did some fast talking, next thing I know they set up a website for me to order my own product, unaware I have been set up as a 'seller' so now I am ineligible for a refund. product was charged to my card on several different time frames and shipped to my home, (which I still have) no refund was given when I contacted to get one, because they said I was an ambassador. I removed my credit card info from the site, when I figured how to get on it, I received harrasing phone calls asking me to place orders, I have contacted plexus on several occassions telling them to shut it down, NOW and as of todays date, (Dec 09, 2015) after sending an email just last week, I get another email, Welcoming me to the team. They are purposely harrasing me. egging me on trying to get me to log in... However I don't know how, so what do they do, they send emails with directions on how to log in with a password, I never asked for any of this, only a refund, I tried their product for almost three months and NEVER lost a pound. It is crap, and they are bullies. I want a refund, and I want removed from their website --- Additional Comments: I want refunded for my first intial order, and all the orders they sent to me without my consent and charged my credit card for before I could figure out how to stop the auto orders. And I want compensated for my time, and all the harrassment.

I have been trying to contact Plexus for about 2 months now to cancel my auto shipments. I have called them multiple times through their customer service center and have emailed their customer service 3 times. Everytime they tell me that they are busy with 'experiencing high call volume and to call back later.' Well I figured in about 3 months they would have fixed the problems and they have not. I have gotten 2 auto shipments thus far and I want it stopped, but can't get ahold of anyone to help me. I have received all of the product for the auto shipments and have paid them in full. I just want them to stop sending me the product and stop the auto shipment. --- Additional Comments: I want to auto shipment canceled! And the products to stop coming.

I became an ambassador for Plexus a few months ago and was only able to sell it in good conscious for about 2 months. Since the computer system changeover, I have had nothing but problems. As a matter of fact, I don't have enough 'characters' allowed in this box to describe all the problems that I've encountered. Before all of this started, I was working hard and making good progress, but now I don't feel like I can recommend these products to my friends and family because of the absolutely AWFUL customer service. Granted, it's not the individuals that I've spoken to- they've all been super nice and done whatever they could to resolve my issues (that is, when the phones were turned on to receive calls). Currently, I'm waiting on a refund that was promised to me on 11/17. I called last Monday to check the status of said refund and was told that it would be moved to top priority. One week later, still no response. This alone is a pretty big problem for a company who has a 60 day money back guarantee as one of their biggest selling points. How can I tell people this if I know how long it's going to take to actually get their money back? Also, this morning, I signed on to the back office to turn off my backup order and I can't even get the screen to come up to turn it off. What a great new system...Not. --- Additional Comments: I would like the promised refund of 81.45 plus a refund of my sign up fee because I will no longer be purchasing, much less selling, Plexus products. Unless I will still be allowed access to my Paylution account after I'm no longer an ambassador, the refund should be applied to my card.

I placed a complaint last week regarding charges and shipment I did not authorize. The complaint # was 10976461. They responded indicating they would refund the money. The complaint was closed, however, my account has not been credited. I have been unable to speak to anyone at Plexas. My debit card was recently replaced which may be what is preventing the credit from being applied. This has not been resolved. The complaint should not have been closed. --- Additional Comments: Refund!

The first time I ordered products, it took about 3 weeks to receive and I did not receive all of the order. On 11/25/15 the company debited my account without my knowledge on auto-ship. I have not received the products although I have been told they were shipped, and then told they have not been shipped but the company hopes to be able to fill the orders soon, and 'thanks for my patience.'

The company has emailed me multiple responses - none of which address my issues and none of which are accurate. First they tell me my order shipped, but cannot provide a tracking number. Then they tell me it will ship soon. I think they are banking customer's money and trying to play catch up after the fact to provide products. --- Additional Comments: I want my \$132.45 dollars refunded immediately and no further unauthorized bank debits on my account.

On or about 30 Oct I ordered 2 bottles of Dietary Supplements from the named company with the stipulation that if they did not work I could return them for a full refund. They did not work and I called their customer service number on 2 different occasions and had to leave a message both times because no one answered. In addition I emailed their customer service site multiple times and the only response I received was to ship me more unordered product 2 additional times, including a third product I had not even inquire about. --- Additional Comments: I wish to return all products they shipped me and receive a full refund per their own policy. The disputed amount is approx because I haven't received the bank statement I requested yet. I believe this is an unethical practice that should be investigated as well.

I have cancelled my order with Plexus via email 5 times (since September 2015) and they continue to take payment of \$108.00 every month and send me product. I finally, in December, 2015, cancelled my credit card and I still received a shipment. I have paid out approximately \$432.00 for product I do not want and have notified them 5 times to stop my service. When I call their telephone number, I am automatically put on hold for over an hour. When I send an email, I receive a ticket number and am told that they are very busy but will follow up with me. I finally faxed them all of my ticket numbers and still have not heard from them. This has been going on for 5 months now and have been unhappy with the product for the last 6-7 months. --- Additional Comments: \$648 for the 6 months of product that does not work and for 4 months of attempting to cancel, but unable to contact the company.

Complaint: I have requested to cancel my auto shipment of the body cream via email on 1/2/14/15, 12/31/15, 1/25/16, and 2/3/16 and now I receive an email that you have charged my acct again. I received automated emails stating there may a delayed response due to the high volume of emails. Plexus has sent me the shipment for both December, January and February despite these requests. I called customer service today and was on hold for 22 minutes while listening to personal testimonials of Plexus success stories. I ended the call and then called back 3 times and tried 3 different extensions: however, I got the same recording and hold response, which was broken intermittently with the report that my call was very important to them and they were experiencing high volumes of calls. I then called the Plexus headquarters number that is listed to RSVP a tour of the facility but was again met with an automated response. I went to the company's website to submit another email to cancel the auto shipment. After I submitted this, the response page listed my email as low priority. I googled instructions for canceling auto ship and found the instructions. However, the link given came up as unavailable and I could not find the appropriate page via login on Plexus home page. I do not know how to actually contact a live person and actually get a response from the company. I am very disappointed in this company's customer service. --- Additional Comments: I want a refund for all three months. I will send the orders back once I talk with someone.

119-Negative Option --- Source Agency Contact Method: Online --- Indiana Consumer Age: 60+

I send a message to their customer service department online this morning and keep getting emails saying they have just switched over computer systems. I then decided to give them a call so that I can get my refund. I have just gotten off of the phone after over an hour on hold with their customer service automated system. I hung up and tried again and got a message saying they are experiencing high call volumes and to call back at another time. I have tried to get information on where to send the leftover product to receive the 60 day money back guarantee and I cannot get ahold of anyone to find out where this needs to go. I have done 2 months with plexus and I have not liked the outcome. I would like the 60 day money back guarantee they offered me when I signed up. I never would have tried out the products if there wasn't a guarantee. Highly disappointed in their customer service. --- Additional Comments: I want to return the unused product and get my 60 day money back guarantee. I spent almost \$280 on the products and just want back what was promised.

After multiple attempts and several months (hours upon hours of time/energy) to cancel my autoship along with request to delete account in full since before September 2015, I FINALLY received (3) months worth of credits (this did not include my interest charged to my account while I spent time resolving this issue. At that time, my account was to be deleted from their system in its entirety. I even went to the extreme of paying off my credit card in full so that I could close the account they had on file because Plexus continued to charge my account without my authorization. Plexus somehow charged my account AGAIN just one day prior to my credit card being cancelled. I have an unauthorized charge to my credit card in the amount of \$174.78. I immediately sent them an e-mail stating that I did not authorize this autoship or the charge to my account. They continue to ignore my MANY e-mails and phone calls to cancel my Plexus account. This has been going on now for 6 months. I need assistance in recouping this charge and having my information permanently deleted from their system. --- Additional Comments: I want my \$178.78 refunded immediately so I do not accrue interest on my credit card. I do not want this product authorship per my request MONTHS ago. I want my information permanently deleted from their database. I am beyond frustrated with the amount of my personal time, energy and money spent on these unauthorized ships/charges.

I have been attempting to contact Plexus Worldwide via their customer service email address, phone number, Facebook multiple times since December 2015. They will not reply to emails, no one ever answers the customer support line and they deleted my comments/blocked me from their Facebook account after politely requesting assistance from customer support. I have emailed the customer support email address as well as a gentleman, Vincent, from Plexus Slim's Facebook account who has helped other customers with their inquiries. They continue to charge my credit card monthly and ship a product I have been attempting to cancel for 2 months. This has cost me nearly \$230.00. --- Additional Comments: I would appreciate if someone from Plexus Worldwide would contact me and refund me 3 months worth of their Plexus Slim product that I did not want to receive which would total to \$224.97.

On January 25, 2016 at 9:54 am I received an email that my order (b(6)) had been placed. I placed a help ticket (b(6)) on 1/25/16 at 11:08 am for the same reason. No response. On 1/25/16 at 3:00 pm I received an email telling me that my order had shipped. I replied to this email on 1/25/16 at 3:02 pm to their customer service email, the only correspondence address on file, that I wished to cancel the order as their policy states there are only 5 days upon receipt in which the order can be canceled. No response. The order arrived to me on 1/29/16 (USPS tracking available upon request; this web based system believes the number to be a credit card number and will not let me include the number) and I refused the shipment as I was barely within my 5-day return window. This shipment was delivered back to the company on 2/1/2016. I emailed the company on 2/9/16 and 2/11/2016 with no response. To date, nothing relating to their customer service has been answered: my original message, my help ticket - nothing. Evidently, this is their game to let the 'return period' expire so they are not 'required' to refund products that have been returned in good faith. --- Additional Comments: I expect a refund of \$123.11 as I do not expect the \$4.05 shipping to be refunded to me.

I bought a product called Plexus Triplex on 2-11-16. I received an email on 2-11-16 stating it has shipped and that it would take 3-5 business days to be delivered. I was provided a shipping number but USPS never updated it, until today. On day 4, Thursday February 18, I called Plexus customer service only to be told that there was nothing they could do except send it to a shipping supervisor. Today I found out my order shipped. My email on 2-11-16 already stated it had shipped. Customer service was terrible and the email I was given was a lie. I should have my package today at the latest and now I won't receive it until Monday. --- Additional Comments: Since you lied to me about my package being here Friday, February 19, I expect a full refund. My blood pressure has dramatically increased because of your arrogance and lies. Nobody should deal with what I have.

Tried to call, sent emails and created tickets on plexus website to return 3 orders of product. Since its covered by the preferred customer return policy stated on their website and my receipts, it should be easy. But I have never received any response and they keep charging my credit card every month. This is a scam and all should people should be informed! So far they have scammed me out of \$400. --- Additional Comments: Want my \$400 refunded.

I have try ed calling was on hold almost 1 hour. Called again on hold 30 minutes. Have emailed up teen times to stop order. I was on monthly order. Had to change my bank account to stop them from taking my money. Now every few days I get a email that they have try ed to take money from bank but order failed. Very bad company not to answer emails or calls. Just want it to stop. I try ed after 1st order but they got 2 more payments from bank before I change my account. Would like refund of 2 months and they just stop trying to go through my bank.c --- Additional Comments: WA nt refund and them to stop trying to get money from my bank

I placed an order with PLEXUS WORLDWIDE on February 5, 2016. I have called and have still not recieved my order.can someone please help me resolve this issue. my order #b(6)customer b(6) --- Additional Comments: I want to recieve my order

I've called all last week and this morning and can't get in touch with any one at customer service. It's very frustrating. My issue is that I purchased plexus on the Saturday feb 20th at 8 pm. Since then I have not received any tracking information or any update as to when I will be receiving my order. My sponsor ordered and received his order just 3 days later. I don't understand wth is going on. Why are they great with taking money from you but can't give me my damn order. --- Additional Comments: I would love for my order to arrive in a trimly manner. If I want to refund I would like to be able to do so as well.

Had auto ship with Plexus but I cancelled early December, received confirmation email however they still shipped in January and took \$116.50 from my acct. Sent another email and called, which I held for over hour more than once, and finally spoke with rep who gave me a return authorizaion and told me to write it on package along with return to sender for full refund. I did that but have still not been refunded the cost I was charged. I have sent couple more emails as I've not been able to speak with a rep because when I've called I either get a message that they are too busy so I need to call back or I hold for over hour with nobody taking call. Today they took another \$116.50 from my account for another auto ship...which I cancelled early December. Received ticket ID b(6) for original email I sent to stop auto fill. Received return authorization b(6) for return/refund of product that was shipped after my cancellation. --- Additional Comments: Refund BOTH charges of \$116.50 for a total of \$233.00 AND cancel auto delivery as I requested in December. DO NOT want to receive anymore and DO NOT want to have anymore money taken from my account.

I have tried multiple times since 1/15/16 to contact Plexus via email to cancel my autoship. I have also tried a couple times to call only to be put on hold till I finally hung up. There are been no response except for their automated email. I requested a return label for the product on 1/15/16 for the product that shipped that day along with requesting to cancel. I never received a response or label. On 2/15/16 I received an email that another one shipped. I now have two shipments, one that I should have been able to return and refunded and another that should never have been sent or charged. I am requesting a refund in the amount of \$278. The total for the two shipments (\$139 each). I also am requesting to be removed from the autoship program and my billing information removed from their system. I am hoping to resolve this issue as soon as possible. --- Additional Comments: A refund in the amount of \$278.

This company is nothing more than a scam. i have been attempting to cancel my auto ship for over a month. have called there CUSTOMER service number 10 times and can never get a live person on the phone. i have submitted a email and recieved a ticket back stating someone will contact me. still no one has contacted me. On the company website it states the only way to cancel is speaking to a real live person but they make it impossiable to actually speak to anyone. Plexus has many bbb complaints for the same reason to stop the auto ship and refund. i have emailed, called, sent a face book message and here it is 1 month later and still no one calls. --- Additional Comments: the only settlement accepted is a full refund for the recent item shipped and once i get my full refund and i am removed from auto ship i will send back the recent order. i no longer want to receive any items from plexus! WILL NOT ACCEPT ANY OTHER RESOLUTION.

I joined PLexus on February 5, 2016 and realized that I would not be able to afford the monthly cost. I tried to submit a cancellation request online on February 12. I have not heard anything from the company regarding my request. I called customer service and was on hold for 45 minutes before giving up. I contacted the company through their 'ticket portal' and inquired about my request for cancellation on February 22 and 24. I have heard nothing from the company. I canceled my credit card in order to prevent Plexus from charging me for another order. --- Additional Comments: I simply want my subscription/membership canceled immediately.

On 2/10/16 I ordered \$144 worth of products from Plexus. The product was finally put in the mail on 2/23 according to the USPS tracking, 13 days after ordering and 11 days after my credit card was charged. The notice that its finally in the mail say it could take another 3-5 business days to arrive, which means I may not get it till March 1st or 2nd. I tried to call (480) 998-3490, the phone number for customer support on my order and got a message that due to high call volume they can't take my call and I'll need to call back. It should have been put in the mail on the 11th at the latest. What's the point of a 60 day money back guarantee if the first 30 days are waisted waiting on a product. The straw that broke my back is that between 3:45 a.m. and 9:48 p.m. on 2/23 the package literally travelled only 20 miles, from the location the label was slapped on it in Scottsdale to the actual post office in Phoenix, which means it wasn't actually dropped in the mail till 9:48 p.m. on 2/23/16! If Plexus wants to maintain any goodwill with me, they should overnight the products to me and comp me an extra month of them. I've read on the BBB site that this issue has been ongoing since December and Plexus was blaming it on a recent computer conversion. It's been over a month now and they are still having the same shipping issues. Time to fess up that it's no longer a computer glich; its just poor customer service toward those not part of Plexus' Ambassador pyramid scheme. --- Additional Comments: Overnight the ordered and paid for products to me immediately and comp me an extra month of products, which would almost need to be ordered now if I wanted to continue use uninterrupted for a straight 60 day period.

Plexus is a multi-level marketing company that is predatory in nature. It lends itself to be a Ponzi scheme. The representatives claim wild health benefits from its products, but they are only natural supplements. It lets its ambassadors claim they are 'healed' from many outrageous ailments. All the while it is collecting money from others underneath them. The ambassadors are constantly posting on Facebook with outrageous testimonials. On their website the claims on their products are not wild. However, they allow their representatives to make over-reaching health claims and benefits from their product. That allows the company to look innocent while all along they are letting the false claims to continue. The multi-level marketing is a ruse hiding their Ponzi scheme. --- Additional Comments: I would like Plexus to cease proclaiming false health benefits from their representatives. They are taking advantage of less savvy people. Their products are no better than ones that can be purchased from a local health supplement stores. They need to be honest in their dealings-both in the false claims and their business model.

I have been trying since December 24, 2015 to cancel a recurring shipment of their product to the tune of \$177 a month. I have contacted them via their website 3 times. I have called their customer service office and was on hold for over an hour. I have faxed their customer service office twice. And I called another time and still have not gotten this taken care of. They simply will not take the call or cancel the service. I do not want their product. And so far they have taken \$531 from my checking account when I have asked repeatedly to stop. --- Additional Comments: I want my money credited back to my account (\$531), as well as a return authorization label so I can send this stuff back.

I placed an order on 9/1 for \$140.20. After a month, I did not notice a difference in my life but wanted to try it for one more month. On 9/25 I placed another order for \$84.00. By 10/23, I still did not notice a difference in my life so I decided to take advantage of the 60 day money back guarantee. I contacted the company on 10/23 and requested a refund and for the company to cancel my autoships and account. I received an automated email with my M-CM-'M-BM-^@M-BM-^Claim Ticket IDM-CM-'M-BM-^@M-BM-^] with a link to view my claim. When I click on the link, I see my request was received on 10/23/15 at 6:59am. Listed there is every communication attempt I have ever made with Plexus Worldwide with nothing from the company. Owner is listed as Private, Priority is listed as Private, and Status is listed as Private. There is no way to update my claim via this link and Plexus Worldwide has made no communication attempts or updates via this link. I emailed for an update on 10/29, 12/19, and 1/25 and heard absolutely nothing back. I called customer service on 2/2, and after almost an hour wait, spoke with someone who submitted a refund claim and told me to expect a refund within the next few business days. The representative emailed me the claim information with a link to update my claim if needed. However, every time I try to update my claim via the link in the email, I am told I do not have permission to access that page. I emailed for an update on 2/9 and heard nothing back. As of today, 3/2, I still have not received my refund and have heard nothing from Plexus Worldwide and am still unable to access anything via the link in the email. --- Additional Comments: \$224.20 refund as guaranteed by the company

I asked for my membership to cease via email on 2/16/16 because I did not know if you were on blood thinner you should consult a doctor well on 2/24/16 I was charged again \$36.29!!! They had over a week to cancel and this was one of their recommendations on how to cancel their products, via email. I just tried to call and I received an automated system that tells me they are experiencing high call volume and can't take the call now and to try back again later. GREAT CUSTOMER SERVICE!! --- Additional Comments: I want this cancelled and I want refunded the full amount.

I have returned product and have not received a refund for the product that I had returned and they are impossible to reach on the phone I. --- Additional Comments: I would like to be refunded the 113.28 that was charged for the product that I sent back.

I HAVE CANCELED TWO ORDERS AND RETURNED THEM AND I STILL HAVE NOT GOTTEN A REFUND. I PAID FOR THE PRODUCT WITH CREDIT CARD AND PAID IT OFF BUT STILL NEED A REFUND ON THE TWO ORDERS. I HAVE CANCELED THE AUTO SHIP AND WE DO NOT WANT TO GET ANY MORE. THEY HAVE RECIEVED BACK BOTH ORDERS AND I HAVE CONTACTED THEM FOR THREE MONTHS NOW AND HAVE NOT HEARD ANYTHING FROM THEM. I HAVE BEEN VERY PATIENT BUT HAVE RUN OUT OF PATIENCE NOW. THEY OWE ME \$279.26. I WANT MY MONEY BACK NOW. --- Additional Comments: I WANT MY TOTAL REFUND BACK THAT THEY OWE ME. I WISH NOT TO DEAL WITH THEM EVER AGAIN AFTER I RECIEVE THE TOTAL AMOUNT BACK IN A CHECK.

i have been on the products (as a direct marketing sales person) for 90 days now. EVERY month there is an issue with either me getting my products or the customers I HAVE RECRUITED to make them money getting theirs. they are SUPPOSED to be on an autoship and they are charged and money taken on the autoship date but can take up to 7-14 days to actually get the products. since these are health and wellness products being without them is really NOT a good idea. when I call customer service and wait on hold (Minimum of 45 minutes) often I am disconnected and have to call back and when I finally get someone I get a OH IM SORRY WE HAD A GLTITCH?!?! really?! every month almost every customer?! and they don't even seem to resolve or be the least bit concerned with the fact that they are taking money and NOT sending products ?! spoke to a supervisor and i get a patronizing i am sorry for your frustration?! --- Additional Comments: i think the customers this has affected need to get a refund or discount at the very least if they expect these customers to continue putting up with the unprofessional and bad service

I have called numerous times and to no avail. NOBODY answers the phone. I have sent emails - no reply. Asking them to refund my money and STOP my auto shipment. I can not get any answers. I have sent the product back and still no refund!!!!!! --- Additional Comments: and to stop auto shipment of product that I have asked over and over to stop.

I ordered Plexus Slim in November. In January I called and asked to cancel my subscription and requested a refund of \$120.00. In February instead of a refund an additional \$120.00 was removed from my account. I called again. They walked me through the steps for a refund. I followed their steps for a second time. I have still not received a refund. Plexus still owes me \$240.00. I have made numerous attempts to call. I am put on hold for 45 minutes to an hour every time with no one answering. I have tried sending emails. I also never received and email response. --- Additional Comments: I would like to be refunded \$240.00 for the month of January and February.

I purchased Plexus products on 2/2/16 order # b(6) for a total of \$239.10. The return policy states 'Retail Customers: If you are unsatisfied with a product purchased from Plexus, you have up to 60 days from the date of purchase to contact customer service for a return authorization. You will need to return any unused product along with its original packaging to Plexus prior to a refund being issued. If you have purchased directly from a Plexus Ambassador, please contact that individual for a direct refund. You will need to return any unused product along with its original packaging to the Plexus Ambassador whom you purchased the product from.' I have tried calling Plexus a countless number of times only to be put on hold in excess of 25 mintues and never able to talk with someone. I emailed customer service on 2/24/16 requesting a Return Authorization # with no answer back from them. I emailed again today 3/3/16 stating I was contacting the BBB and I expected to hear from them as soon as possible. All I am asking is to be able to return this product and receive the refund I am entitled to according to the return poliy. Without the shipping and handling I am owed a refund in the amount of \$235.05. Thank you. --- Additional Comments: I want to return the product and receive a refund of \$235.05.

I joined Plexus as an ambassador in March of 2014. I took and sold Plexus products until about September of 2014. At that point, I decided to no longer continue taking the products, and tried to contact Plexus in November to cancel my ambassador membership and customer account altogether - so I would no longer be an ambassador or a customer. Long story short, I was on hold on the Plexus customer service line for hours multiple times from November through January, and never got an answer. Prior to that, I had tried to delete orders/customers of mine who wanted to get out, to no avail. They continued to get charged and receive product, even though they had followed proper channels to either opt out or change their products. So...I finally contacted the ambassador who got me into Plexus in the first place. She helped put me in touch with a CS Rep at Plexus, who sent me a form to fill out and email back requesting to be removed as an ambassador. I did so immediately, and never heard back from them. Today, end of February, I received an email from Plexus congratulating me on my 'Plexusversary' and reminding me that I will be charged my annual fee for renewal in March. If I have any questions, I can call the CS line. Um. No thanks. Can't afford the time to be on hold for another few months. --- Additional Comments: I want Plexus to cancel my account altogether once and for all. I do not want to be an ambassador. I do not want to be a customer. EVER AGAIN. I want them to honor my exit email, remove me from all email accounts and never contact me again once it's resolved. Please be advised, Plexus, that you ought to hire several hundred more operators who can handle 'Extremely high call volumes' - this is VERY poor business. And I was working for YOU? And you couldn't even answer my call? Or my emails? Seriously. What a disappointment.

I am an ambassador for Plexus, and I need to cancel my ambassadorship. I have attempted to call the customer service line multiple times, and I either receive an automated message that the lines are very busy, and am hung up on, or am told to expect long wait times. I have sat on hold for up to 40 mins, two times now. I have also filled out the automated cancel form, twice, as well as sent a fax, twice. I want to cancel my ambassadorship, effective immediately. --- Additional Comments: Please cancel my ambassadorship (Ambassador ID b(6)), effective immediately.

I signed up as an ambassador to buy the products at a decent price and, if they worked, I would start selling them. The products did not work. I have been trying to cancel for a month. I have emailed multiple times, filled out the cancellation form several time, and called more times than I can count. No one has responded to any of the attempts. I did comment on their Facebook page and after they deleted the comment, they blocked me from being able to comment anymore. I do not want to be charged again for this service. I want this resolved. --- Additional Comments: I want the membership canceled and if it isn't done before they charge me, I want a refund.

This product was shipped to me on 2/7/16 and on 2/8/16 i cancelled the order which then was sent to my house on 2/10/16 I returned the product on 2/12/16 and still have not received my refund.. I contacted to Company thru email and was told to busy to process refunds at this time...I will never use or refer this company to anyone..I want my refund processed to my bank account right now it has been 17 days waiting on my refundThank You --- Additional Comments: Refund ASAP

In August of 2015, I placed an order for \$472.07. The order was lost in the system, but I was finally able to connect with them and the order was sent to me. However, once it arrived in Canada, it sat in a post office for a few days, and then it was sent back to Arizona. This is extremely frustrating. I have tried calling them over and over to see what can be done with this package, but I get the same message each time: 'We are experiencing a high call volume and cannot receive your call. Please call again later.' Then the system hangs up on me. I even tried calling 20 minutes after they opened for the day, and I got the same message. Ridiculous!! How can their system be so backed up 20 minutes after they open? I am extremely frustrated. If they are not going to give me my products, I want a refund. Now. --- Additional Comments: If they are not going to give me my products, I want a refund. Now.

I ordered the Tri-Plex Combo in December of 2015 and paid \$134.95 for the product (Order # b(6) charged to my Visa on 12-7-1). I was not satisfied with the product so I emailed Plexus in December to cancel my subscription. I never heard back from the email so I began calling. When I call I get a 'due to the heavy call volume' message that does NOT allow me to leave a message. I have called hundreds of times on different days and during different times of the day, but always get the same message. I emailed again in January with no response. I emailed again in February did get a canned email response back stating that 'We are currently experiencing a high volume of emails' but no response since, and that has been 2 weeks ago. Since the original order Plexus has charged my Visa twice (1-6-16 and 2-8-16) for \$139.32 each time. I am not asking for money back for the original order, but have tried my best to cancel since December and should not have to pay for the last 2 orders. I will be glad to ship back the unopened packages (2) if they would send me a prepaid mailing label and refund these charges to my Visa card. I want to cancel the subscription and don't want any other charges to my Visa card from them. --- Additional Comments: Cancel subscription and refund back \$139.32 for January and \$139.32 for February. Send prepaid mailing labels (2) and I will send back unopened packages to them. No future charges to my Visa Card.

This company advertises that you will receive a 60 day money back guarantee if you are not satisfied with their product. They require that you send back the unused product in its original container. I sent back the unused product, I discussed the lack of weight loss with my sales rep too. I tried calling the company, emailing the company and they NEVER answer, and the only response you get from email is that they received and will reply, its an auto reply message. While I was waiting for them to reply I received another shipment that I didn't want. I returned an open shipment, the original, and the unopened product. I sent it certified mail, I have the tracking number and verification that it was received all BEFORE 60 DAYS WERE UP. --- Additional Comments: I want a FULL REFUND for two months of product that they billed me for, which I returned. I want my guaranteed money back, a total of \$350.62.

I have been trying for quite awhile to contact Plexus. I have called at least 10 times, each time either being told 'call volume too high, try again later' or am on hold for at least 45 minutes before I need to hang up. I need to cancel my auto ship, and have sent e-mails, as well, regarding this...only to receive an auto-response e-mail that states they can't answer the e-mail in a timely fashion due to volume of e-mails...I have been auto-billed again since my e-mails and calls, and I will dispute the charges on my credit card. They state there is a 60 day money back guarantee and charges will be refunded if remaining product is returned to them with their return authorization; however, you cannot get in touch with them to get a return authorization. They don't allow their 'ambassadors' (salespersons) to help with the cancellation-it has to be done directly, but you can't reach them. --- Additional Comments: I am requesting a return authorization, credit for auto-billings and discontinuing of future shipments.

I signed up as an ambassador to try plexus. I began taking it and developed a rash, I was told that the rash was just a reaction from having too much yeast, but I do not want that so I stopped taking it. I immediately put in to cancel everything and return the remainder of my unused product, now not only have I had no response but they have charged my card for another shipment that I put in a separate ticket in to cancel. that is \$400+ dollars including shipping. --- Additional Comments: I would like my membership canceled, and a refund for the unused product

b(6) makes false medical claims about Plexus on Facebook. According to her, it makes you lose weight, stops cancer, fixes thyroid issues, eliminates acne, stops the growth of candida, repairs the heart, treats neuropathy and infertility and prevents stroke. she claims you can stop taking your medicine and instead buy all the Plexus products instead and be cured.

over the past two years several plexus Distributors have gotten in touch with me to tell me how they're pink drink will cure my son's type 1 diabetes and cause him to have stable blood sugars also they have blamed sugar as the culprit for his type 1 diabetes this kind of misconception disabled children and allows for stereotypes to continue that are very damaging for type 1 diabetics within their community. I find it very difficult to overcome the stereotypes perpetuated that sugar and poor diet are the cause of diabetes. The company has some little to educate their reps about diavetic type 1 and type 2 differences and continue to make false medical claims not only about the cause of diabetes but also false cures. I recall one occasion on a yard sale site that excited my 11 year old son to tears after reading claims that the ridiculous "pink drink" by pkexus could cure and reverse diabetes. One distrubutor who claims to be a type 1 says she no longer needs insulin also claimjng such an amount of daily insulin that she was obviously lying. I reached out to the company to recitify abd potebtially educate them to gave distributors stop making false diagnostic and cure type medical claims in regards to thier diabetic statements they were rude. This has further infurated the type 1 parebts support groups many of us myself included have saved social media screenshots of the unfortunate cures and causes Distributors have bee posting and making in relation to diabetes in general. I will gladly supply them upon request.

Consumer purchased a product online with Plexus World Wide for a diet supplement. Consumer claims the product does not work and has been wanting to cancel but they do not answer. Consumer states that they have been charging him since 10/2015 for the amount of \$114.48 to his CC.

I placed an order with Plexus Worldwide on their website 2/19/2016. I purchased the triplex at 155 dollars which the company withdrew from my account on 2/22/2016. I still have no product as of 3/3/2016 and only a shipping label created on 2/25/2016. I contacted customer service and was hung up on several times saying they are experiencing extreme high call volumes, this happens every time I call. I reached out to the ambassador and was told many different days but by the latest today on 3/3/2016. The ambassador also informed me she has done all she can do I have to get ahold of customer service myself and dispute the issue whenever I am able to get through. The status hasn't changed, I am still charged for a product I don't have and can't contact the company to get the issue resolved due to them not answering customer calls. The ambassador or sales person is no help. --- Additional Comments: For the company to either give me my money back or give my my product as fast as possible . I would really like them to make it right. I would also like to make it so no others have to go through this, that is a lot of money to give to a company that is not delivering and making excuses.

All of the products sold by Plexus state that they are backed by a 60 day money back guarantee. I first waited over three weeks for the product and then when it was received it did not work for me. I tried to contact them to return it. After four different phone calls and sitting on hold a minimum of 80 minutes each time, I emailed them. I have three emails that have gone completely unanswered and one that stated in order to return he product it must be unopened. I am now out \$189.00 for a product that doesn't work for me. I had signed on as a distributor and I am not asking to return any pamphlets or training material for a refund, only the product. One of the bottles is unopened but no one will respond to me with a way to return it and I don't have 90 minutes to simply sit on hold. I was originally upset over the length of time for shipping and tried to cancel the order. It shipped anyway so I decided to try it based on the 60 day guarantee. I could not drink the slim and then contacted them to return it again. --- Additional Comments: I want a refund for the 3 products ordered. (Plexus slim, Accelerator, and block,

I placed an order on 02/22. On 02/23 I received an email with my sales order showing a shipment date of that same day, but the tracking field was blank. On 02/24 I submitted a ticket on plexusworldwide.com to request tracking or shipment update. I received an email with log in information to plexus help desk to keep track of the status of my ticket. I did not receive any response to my ticket, so I called Customer Support on 02/26. After waiting nearly 30 minutes on hold I gave up. On 03/01 I tried responding to the email that sent me the sales order requesting tracking with no luck. On 03/02 I logged into the help desk and updated the ticket with a request for tracking, advising that I had tried calling, and asking for a refund if my product was not going to ship. Today I again waited on hold for 30+ minutes, followed by trying to get in contact with any other department other than Customer Care, but with no luck there either. In a last ditch effort, I looked up the Plexus Worldwide Facebook page. I sent a message but at this point have no faith I will receive a response. As of today the help desk ticket is still 'unassigned' to any owner within the business. --- Additional Comments: I need a full refund of \$168.24 and to have my efforts to contact the company reciprocated so that I can speak to a manager regarding this interaction.

I ordered a product on Monday morning about 10 minutes later I cancelled the order but they still took money out of my acct. I have emailed over and over with no response. I have called over and over as well but no one answers. Most times I get recording saying to try back --- Additional Comments: Want my money back

I constantly receive emails saying I have a new message but have to log into my virtual office to read it. I've tried logging in and can't even reset my password. I've tried calling at least 3 times over the last couple months and the last one I was on hold for 15 mins and then disconnected. I've sent 3 emails to their customer service and 2 messages to their Facebook page all without a single response. I purchased from them only once 2 years ago. I was charged a renewal fee last year and want to ensure my account is closed before they charge me again. --- Additional Comments: A business needs to ensure customer satisfaction and respond to customer inquiries

Within 12 hours of ordering I tried to cancel my order. My health advocate reviewed ingredients and told me I could not take these due to my health situation and prescription I am already taking. I cannot cancel online as I was led to believe. I sent an email to customer service and they are blowing me off. Called the number given on the bbtobill and no matter which extension I press all I ever got was recordings of glowing reviews I.e. advertising. Waited on the phone for over 30 minutes on one extension line. --- Additional Comments: Cancellation of current and any future orders. Do not ship product to me. Completely remove all of my information from all of their company files.

I joined Plexus in January 15, 2016. They messed up my order, sent me the wrong order, sent me someone else order, then I finally got my order. I talked to someone about canceling my back order they told me I do not need to do anything else. I see my credit card charger for \$156.01. I have been on hold for an hour+ three different times, left 3 voicemails, and emailed. I have gotten no response back from any one. I have no idea how else to get in touch with anyone at the company. I want to be taken off all auto ships, back orders or whatever else they are trying to charge me with. If I can not get a hold of someone at the company then I am not interested in being apart of Plexus. I am so disappointed in this company. --- Additional Comments: Be refunded for the \$156.01. And they have a 60 day money back guarantee so I want all my money back from them because their product don't even work. So my order that was \$295.77 and they random order they charged me for \$156.01=\$451.78

They have canceled my delivery for 2 months in a row, you can't talk to customer service at all, you sit on hold for over an hour and then they hang up on you. This is the worst customer service I have ever seen, You sign an agreement for auto ship but can't cancel unless you talk to them, but can't talk to them because they won't answer the phones. They won't answer emails either, They say in auto emails for the last 2 months due to computer updates ect. Well it's not my fault you are doing updates, you make us sign a contract for auto ship, then ship it when it is due to ship, every month!! or answer your phones so we can cancel or talk to someone about it. I want my March order as it was supposed to have been shipped or cancel my account period. --- Additional Comments: Either ship my March order now or cancel my account and refund what I have spent

Feb 26b(6)A read message From b(6) Subject: No Refund for return shipments. One authorized, one delivery refusedI have received a refund for \$119.95 on 2/1/16. (I tried to cancel the shipment before it went out, due to the delay in response from Plexus, it shipped anyway. I sent a cancel request on 1/16/16). I have attempted to reach them via phone as well. Their phone system doesn't allow you to hold until you reach an agent. I, in total, returned 2 packages. 1 was delivery refused, the other I used the return information provided by Plexus. I am still due \$132.47Below is the copy of the email I sent them. I also have 3 or 4 work tickets that I submitted via their customer service database. I can provide that if needed.No Refund for return shipments. One authorized, one delivery refusedb(6) to you (Bcc) + 1 moreFebruary 26Show DetailsI delivery refused a shipment. The tracking numbers were: This was delivered back in Scottsdale, AZ on 2/19/16. I have not received my full refund for this yet. I was also given authorization to return another shipment. I returned that under tracking number:This was delivered to Scottsdale, AZ on 2/19/16. I have not received a refund for this either. I am DUE a REFUND FOR BOTH. I do NOT UNDERSTAND why Plexus takes so long to process customer requests. This is why I have chosen to not do business with this company, due to this exact reason. Lack of response time. I am disheartened by this. I cannot in good faith recommend this company or product to anyone I care about. Please let me know how much longer this refund will take. Thank you!!!b(6) --- Additional Comments: That Plexus resolve this matter

My husband b(6) is an ambassador, I placed order on 2/24/16 and received email/tracking number. This is 'stuck' in the system. I called and received the ever popular message 'we are too busy to take your call'. Finally reached CSR on Saturday after more than an hour hold..my order would be given priority but mailed within 3-5 days. Today it still sits in Arizona. I also placed an order on 3/3/16, hoping it would get here sooner than the stuck order..So far on our back office the order shows paid, but not moved/picked/packed or shipped. I know there is an issue with new computers, I get that...but since joining in November we have experienced more delays than on time deliveries! This is a reflection on US to our friends and family that TRUST US and our judgement. Very frustrating to say the least!! You received payment, you have our commitment as Ambassadors for the product, at the very least treat us like we ARE IMPORTANT. We have reached out to our upline, no help. Have emailed, have posted to Plexus Slim FB, even PM to b(6) on FB. Somebody should be able to assist! --- Additional Comments: We DO NOT want to cancel, we just want the company to Complete the orders! Ship the orders! Get more help if needed! Instructions to your Diamond, Rubies and Emeralds on how they can help instead of saying 'There's nothing I can do'...this is not the right answer especially if you want to keep customers & ambassadors. I sent in my complaint this avenue as it seems to get results.

Plexus guarantees a 60 day refund if you are not satisfied with the products. I have taken one month and saw no changes, felt nothing. I cancelled my auto ship and tried to call for a refund, only to give up after waiting on hold for 30 minutes. Since then I have been charged another \$143 for another shipment that I had cancelled. Now I need a return label to return all of this product and a refund for two months worth of products. I have tried to reach the company through phone twice, both times I was on hold for AN HOUR before giving up. I have tried to email twice and write their facebook page. I have received zero response for over a week. --- Additional Comments: I would like a full refund for both the products I took and did not like, and the products I was shipped when I cancelled the shipment. In total it should be \$286.

I received someone else's order in the mail. I have sent multiple emails to company starting 2/19/16. I have called the customer service Dept everyday during operating hours and get the response 'we are not taking calls at this time'. My order was over \$200 which I have not received product but has been billed/paid for. --- Additional Comments: To receive some sort of communication from this company. As a new customer this is appalling service. Then to receive my correct order in a timely fashion.

I have repeatedly tried to discontinue use of this product. I contacted them by phone after waiting on hold for almost an hour. I spoke to a customer representative and was assured that pre paid deliveries would stop... they have not. I have spoke to my personal 'Ambassador' and another Ambassador seeking help, to no avail. My emails go unanswered, even though I have asked by email to discontinue use multiple times.... they just continue to bill me. Please help. I have hundreds of dollars in unused product with no end in site. Thank you in advance, b(6)--- Additional Comments: Removal from email, refund on unused product, discontinuation of billing and product.

I first purchased the products from Plexus on 1-12-16. It was my understanding from the company I should receive the products I ordered and paid for in 7 business days. I waited 10 days and attempted to call them for the entire week. I called several times a day, Monday through Friday of that week and was put on hold for no less than an hour each time. No one ever picked up the phone. I always received a message that they were receiving high call volume. I then turned to emails. I sent 2 emails to find out where my order was. I received the same message about high volume, but when I look through the history it shows I never sent an email. Went through my ambassador and received the product nearly a month later on 2-6-16. Now a month later I am waiting a refund. Product states you can get a refund for up to 60 days if not satisfied. I have called for 2 days now and get the high volume message and get hung up on. Sent 2 emails and get the same high volume message, but once again it deletes the history of the message. I think this product and company is a scam. I want my money back before its too late. I don't know where else to turn since they don't answer or respond. They owe me \$109.90 per their guarantee. --- Additional Comments: I want a refund of 109.90 per their 60 day money back guarantee. I ordered on 1-12-16, but did not receive the product until 2-6-16. My order number was b(6) I purchased PROBIO5 for \$29.95 and Plexus Slim for \$79.95 for a total of \$109.90. It looks like \$5.40 went to shipping at taxes so they owe me \$109.90 per their money back guarantee.

I have complained previously about this company, can't find my file #. I have also called and added info to this file. Plexus was located at a different address last time. Court documents reveal that this company has operated as a TAX FRAUD. "In the sur-reply, plaintiff argued that the Partnership Agreement was a tax fraud and that the arbitration provisions are unconscionable. The Court rejects the claim that these arguments require the Court to determine arbitrability." here is the link to the court document.

<http://www.courtminutes.maricopa.gov/docs/Civil/032016/m7279159.pdf> I have come to learn that plexus is trying to operate as betrmarket.com and has allowed me to join their distributor program, which is all false as the products come from "oh botanicals", and their forms that they have as agreements are just generic babble when one makes a new website. I have been talking with the FDA for well over a year about the false claims plexus makes, about all of their bogus operations, I have a zillion screenshots of you name it I have it. Other-Other Update

Consumers card was charged 1300\$ to a company called Plexus Worldwide.

I don't know what this company sells exactly, but I received a charge of \$149.79 mysteriously on my checking account. I did not authorize this and after several phone calls all resulting in hours on hold, I have been unable to contact the company. I want a full refund and my account blocked from being used by Plexus, or an explanation of this charge. --- Additional Comments: Explain the charge and, if unfair or unauthorized, give me a full refund of the \$149.79 that was drawn from my account.

I have been trying to cancel my account with Plexus since November 1, 2015. After two weeks of unanswered phone calls, I sent my first email on November 19th. Since then I have sent three additional requests in writing and have made 17 phone calls. When I call I either wait with hold music for over an hour and a half or get a message saying they cannot take my call due to high call volume. I have gotten no response to any of my emails and am yet to be able to get a human being on the phone. Every month they are charging my credit card and at this point I have been charged for over \$400.00 worth of product that I do not want. You need a return authorization from customer service to send product back, but you cannot get customer service on the phone or via email. I have gone to my credit card and disputed the charges but since Plexus has my credit card information they keep charging me every month. I have all the product ready to send back but I cannot get anyone from the company to help me. --- Additional Comments: I would like my account cancelled and a refund for the past 3 months when I receive an authorization to return the months of unused product.

I ordered Plexus and received my products on March 19th, 2016. I tried Plexus for 3 days and found that I am not able to tolerate the products. I contacted Plexus customer service by phone at 10:30AM EST and was informed that there was extremely high call volume and that they could not take my phone call. I proceeded to e-mail customer service and received the following e-mail in reply: 'Thank you for contacting Plexus Worldwide. This email is to confirm we received your ticket. Because of the high volume of email tickets weM-CM-'M-BM-^@M-BM-^Yve been receiving, we may not be able to respond to your request in a timely manner. At Plexus, weM-CM-'M-BM-^@M-BM-^Yre committed to creating positive relationships, and we want you to know that the slow response time weM-CM-'M-BM-^@M-BM-^Yre experiencing is not up to our standards. While we have frequently had long hold times over the last few months, you can speak with someone directly at the Ambassador Relations Center by calling 480-998-3490. We sincerely apologize that we may not be able to respond quickly to your email.' I again attempted to call customer service and again received the automated response that there were extremely high call volumes and that they can't take my call. I have 5 days to get authorization to return this product after delivery. This is the 3rd day. This is horrible customer service and very unprofessional. --- Additional Comments: I would like a refund on the product and would like my account fully closed. I will return product that was not used once a refund is guaranteed. However, I want this account fully closed immediately with no further shipment of items.

I have attempted to cancel my Ambassador membership with Plexus as well as my spouse's recurring order with Plexus. You cannot get through on their phone lines - and they will not respond to email (which they tell you to do on the phone). I have now been billed for 6 months of product I did not want (\$1000). I cannot block their charges with my credit card company - I am at my wits end with this fraudulent company. Again, I am out almost \$1000 and have product that I do not want. --- Additional Comments: I would like all of the charges refunded to my credit card for the product that I have repeatedly told Plexus I did not want - however they continue to charge. I also want them to be held responsible for not only placing customers - but their actual Ambassadors (sellers of the product) in a looping circle of fraud.

I have called & emailed the Plexus Worldwide company to request that the autoshipments of Plexus Slim (2 packages per shipments) be stopped. Initially making calls that kept me on the line for upwards of 45 minutes & still no live person to talk with. The company sends an immediate automatic response confirmation (ARC) email that is generated and sent in response to emails I send the company. It states that due to a high volume of calls and emails they may not be able to get to my issue right away. I have never received a response telling me what to do with the shipments I have gotten that I want to return. *An ambassador is to notify the company within 4 days that they want to return product for a refund & the company lets the ambassador know where to send the product.* I began calling and emailing the company in October 2015. I have now received 6 shipments of double packages of Plexus Slim. The company will not stop sending them through autoship. I have requested each month to stop shipping and for a refund of my product. Each month the cost is \$142.00 (137.95 product & 4.05 for s&h). My account is charged this every month & I do receive product but I don't want it. Calls: 10/5/15, 10/7/15, 10/16/15; emails: 10/23/15, 11/2/15, 12/1/15, 1/4/16, 2/1/16, 3/5/16, 3/29/16. One request should have been enough to stop all shipments. --- Additional Comments: I want Plexus Worldwide to discontinue the autoship of a double package of Plexus Slim to me immediately. I want my money refunded for the autoshipments of product for October, November, December, January, February and March (\$142.00 x 6); this includes shipping. I requested the shipments to stop in October 2015 and I should not have received anymore shipments from then on and had to pay for the product or shipping.

I joined Plexus as an ambassador on 5/13/14. My Preferred Customer, b(6), has tried to call Plexus since Oct., 2015 to stop his monthly orders and was always disconnected. As his ambassador, I have tried to call in Nov & Dec and emailed as Ticket #b(6) on 1/11/16; Ticket # b(6) on 1/16/16; Ticket #b(6) on 1/26/16; Ticket # b(6) on 2/8; Ticket # b(6) on 2/12; Ticket # b(6) on 2/25; Ticket # OWY-806-51890 on 2/28, and Ticket #b(6) again today. No response or contact has been received. Why are they that far behind in answering emails!! b(6) has notified his credit card company to stop payments to Plexus because the orders kept coming in Nov & Dec. Now his credit rating has been affected by this situation, and it's not his fault. I have worked for a company with a Customer Care Call Center. If they cannot check their emails, they should not offer this option and if the Customer Care Center cannot handle the calls, they should hire more employees. It's not that hard to take care of customers as the Plexus profits are reportedly doing very well! They have removed b(6) January order from history but still have open orders for Feb, Mar, and Apr. Why don't they call him to learn why he stopped payments to them. Today when I tried calling Customer Support at (480) 998-3490, I was disconnected. This was after receiving this email: 'Hello Ambassadors, Our phone system is currently experiencing intermittent issues and very long hold times - with some of those who are on hold not being able to get through to one of our agents. We are working with our phone system provider but do not currently have an ETA on a resolution. For the time being, we have pulled a team of our phone agents to work on emails that are coming in today. If you have a current issue this morning, please email cs@plexusworldwide.com. We will send out a follow-up message.' I called & emailed. No solution yet. --- Additional Comments: Plexus has answered two other emailed questions for me! However, it seems they cannot answer an email for a customer's plea to discontinue ordering their products. I have warned them several times that I would attempt to resolve this continuing problem with the help of the Better Business Bureau as I don't know where else to get help. I request that they CONTACT EITHER b(6) OR ME with an apology and the assurance of a resolution to this customer's concerns. I request that they will DELETE CURRENT ENTERED ORDERS AND STOP ANY FUTURE ORDERS AND SHIPMENTS. I request that they should also MAKE A CORRECTION TO HIS CREDIT REPORT as it was not his fault! Payments were good when he requested the products. I look forward to your help. b(6)

I have repeatedly tried to contact this company to return 3 months worth of product only to never be contacted back. I originally tried to cancel my shipments but could neither log onto my account or get ahold of anyone via email or phone, if it wasn't for my rep who finally got thru they would still be sending me unwanted product and billing me. --- Additional Comments: I want a full refund of 3 months worth of what they sent me and told how I can send it back to them.

I ordered products on 2/27/16 in the amount of \$149.81 and tried these products as directed and did not receive any results/benefits from these products. I emailed the company twice and once never received an email back and the second time got a form email about how my request could take weeks to resolve. I want to return this for a refund ASAP. I tried calling the customer service number and was on hold for 30 minutes so I hung up. --- Additional Comments: Refund of order b(6) in the amount of \$149.81

I signed up as a preferred customer in February and decided to switch to an ambassador order before my monthly order was to be shipped. I filled out everything for it to ship on the 16th and on the 8th of March, \$108 came out of my checking account for a preferred customer order. I have called numerous times as well as sent customer service emails to try to cancel the order and can't get in touch with anyone. Every time I call, I get a recording that they are experiencing high call volume and to call back later. --- Additional Comments: I would like a full refund of \$108 and any future orders that may be in the system to be cancelled.

I tried contacting customer service several times, through email on website and calling. I signed up for auto shipment and wanted to just change my order and I can't get ahold of anyone or no response back. I tried calling and emailed to cancel and I am still getting billed and shipments received. I was on hold in one day for 2 hours straight no answer. I cannot get a response to cancel, or send back my products that I don't want! --- Additional Comments: I would like to speak with a representative to cancel my auto shipment, stop billing me refunded for February and an address to send back my products. I want no part of this company.

I have tried contacting Plexus for 3 months with emails and phone calls that are never answered. I was trying to cancel my membership, do to the faked they never returned my emails or answered the my phone calls my bank account was charge an annual membership. I want that refunded to my account ASAP and my membership canceled. --- Additional Comments: Cancel my membership and refund my money!

My wife ordered Plexus International products through a family member who is an 'ambassador' for the company. The products she used included Plexus Slim, Bio Cleanse, Pro Bio 5 and Plexus Boost. The monthly fee for the triplex plan (Plexus Slim, Bio Cleanse & Pro Bio 5) is roughly \$120.00 a month (per person) plus an annual fee of \$34.95. My wife saw no results after using the products and, in fact, developed an increased number of headaches. My wife decided to cancel future orders that were on an auto shipment plan. Despite numerous attempts to cancel, our credit card is still being improperly billed. Plexus International offers a '60 day money back guarantee' if the consumer is not satisfied with the product(s) and the company boasts only a 1% return rate on their products. Following my wife's negative experiences, I decided to research Plexus International and found several online complaints filed by customers who were unsatisfied with the products and or the billing and business practices of Plexus International. Several of the complaints included improperly billing and involved customers who were ignored when they tried to obtain a refund under the '60 day money back guarantee'. I also discovered Plexus International received a warning letter from the FDA concerning false or misleading advertising practices. In April of 2015, a consumer filed a lawsuit against Plexus International in California following the discovery of lead in some of the company's products. While some customers feel they see results after using these products, many others see nothing at all. Plexus International's business practices are 'shady' to say the least. My motivation in filing this complaint is to protect future unwitting consumers who are duped into false promises of better health and are bilked out of their hard earned money.

In 2015, I started using Plexus to help with weight loss and to feel better. I was not satisfied with my results after 6 months of using. So, I tried and tried and tried some more to contact the company. I called on numerous occasions and was put on hold for hours at a time. I then started emailing and no one would return my emails. Finally in February of 2016 I had to cancel y debit card so the transactions would stop coming out of my account. I sent back to whole packages of product and the money was never put back in my account. The amount of the two packages was over 150.00 dollars. I am very upset with this company and would like a refund on the packages I sent back. --- Additional Comments: I would like to stop using the product and just get a refund on the two packages of plexus slim I returned to company.

In November I tried to log in to my account but I apparently forgot my password, so, I did the 'retrieve password' link on the site. I did it like five time and each email I got, the temporary password location was blank. So, I emailed the email address listed cs@plexusworldwide.com from their website about that issue. I received an automated response that I would receive a response within 24 -48 hours. I never heard from them. I wanted into my account to suspend my shipment b/c I didn't have the money that money or the following month. I emailed the email address directly, received another automated response, and then no real response. When it came time to ship, my order didn't process b/c I didn't have the funds. It's done this for about four months in a row, and I have emailed them each and every time with no response. I received an email this weekend that my Plexus order had shipped...but I didn't have the funds on the credit card listed on my account, so, I'm not sure how that order was able to go through. So, I called the customer service number listed in the email and I literally waited on hold for over an hour before I hung up. I screen shot it on my phone so I have the proof. Now, I have a notice today that my credit card is over the limit. I WILL NOT be paying for this product; and I have a good mind to demand every penny I have ever paid to Plexus back in full. This customer service experience has been horrendous...simply for the fact that it's non-existent. As a former National Customer Service Director for 7 years, I am surprised your rating is only a C. I have so many friends that are selling this right now and I will be telling each and every one of them about this experience. --- Additional Comments: I would like a refund of all money that I have paid to Plexus. My experience with them has been horrible and I have received ZERO benefit from their product. I couldn't have returned it within the first 90 days, their guarantee, even if I had wanted to b/c they never responded to any of my communication with their customer service department. I will be filing an unauthorized purchase with my bank as well since I have asked multiple times through email to the customer service department, the email that is provided EVERYWHERE on their site and in all correspondence, and this has not been honored.

On 3/13 I placed an order (order # b(6) \$191.58) with Plexus Worldwide and was given a shipping tracking number. It was never shipped. On 3/19 I checked the tracking information and it showed that the pre-shipment information was sent to USPS. On 3/23 I called Plexus after being on hold for over an hour and was told it would be shipped within 24 hours. 3/28/16- It still has not shipped. On 3/24/16 I placed another order (# b(6) \$495.29) and it has not shipped. I have lost customers, had to cancel an event, and I am completely out of my supply. I have called and it hangs up. I cant even leave a message. I have emailed and no one will respond. I want my product ASAP. There is ZERO excuse for this. These 2 orders equal \$686.87! Plexus Ambassador # b(6) --- Additional Comments: I want my order, BOTH OF THEM, asap. The products are great, you as a company should hire and train staff to handle these issues. 247 complaints to BBB is not something to laugh at.

I canceled my order before it was shipped, then after I canceled and made a complain it was shipped to the wrong address. I have tried to contact plexus several times, and no one ever answers for their email or phones. I just want my money back. My tracking info sais it's going back to the company. --- Additional Comments: I want my money back now

Hello, I was recommended this product from a friend and proceeded to order the 7 day trial package at 34.95. I was charged this amount and when i tried to access my account to read shipping details i was unable to have access, with teh USERNAME i was provided. Nothing has worked out, i have called and called and been put on hold for many hours, this product has had great reviews but now i am thinking this is all lies. I would like to actually try the product but I actually need to try it first. I am awaiting to hear back from two emails that i have sent with information about my shipment. I placed my order March 31d 2016 and my id number i was given is b(6) i have not heard back yet. please help! --- Additional Comments: delivery of actual order of my 7 day trial or a FULL REFUND

I returned product with the proper authorization code and did as the representative instructed about writing on the package. The package was received by the company on February 26th according to tracking for the US postal service. It is now March 31. Over a month after the company received the product back and I have yet to be issued a refund. Furthermore I have called everyday for a week (at different times in the day) and every time I am promptly told my a recording that they are experiencing high volume of calls and it hangs up on me. I am just looking to get my refund. --- Additional Comments: I would just like my refund.

I am not happy with the product. It came with a 60 day money back guarantee. I have been trying for days to get through to this company. I have spent hours on hold and finally get the message 'we are not accepting phone calls at this time please try later' I have tried this for days. i have also emailed the company and received a message back that they are not accepting emails at this time - -- Additional Comments: I want the money back guarantee of 85

I placed an order on March 13th. I only received part of my order. I have attempted calling, and have not been able to reach a person. I get a message saying call volume is high, and to call again later. I have sent 3 emails to customer service and have gotten no reply. --- Additional Comments: I would like to receive the rest of my order, or a FULL refund. The product I received does not fully work without the part that is missing.

Plexus sent me an email that I did not have a current credit card on file. They were trying to bill me for the auto ship order. Note this was not for any type of service already rendered or for any past due balance. My bank had recently sent me a new credit card with a chip in it. When I activated that credit card, the credit card I had on file with Plexus became deactivated. Since I did not need any product I did not contact them to update my card. Plexus somehow charged my new credit card and sent me an email telling me that my order shipped. I immediately emailed them and told them they better not ship it and I had not given them my updated card information. My card has now been compromised and I am stuck with product I can't use. Their first email did not say that they would fraudulently attempt to get my updated credit card information. I find their practices to be illegal. --- Additional Comments: I want them to refund the amount charged and to send a return kit to ship the product back at no expense to me.

Requested cancellation in January via email, repeated request after January item shipped and had a claim ticket opened. Repeated request via email and claim ticket after February item shipped; no response. Item was refused and returned, charge was refunded on my credit card. March item has shipped and it has been two days with no response via email. --- Additional Comments: I would like my subscription cancelled, the rest of my information deleted (it looks like my web login is no longer working, ironic), and no further contact from the business shipment or billing or otherwise. My account was paid in full (I paid for January's shipment, even though I didn't want it).

I am an new ambassador with Plexus. As such, I currently using the products and have friends who want to try them. I placed invoice b(6) for 199.97 USD on 3/11/16. Plexus back office website shows that it was 'shipped' 3/13/16. USPS shows that the package was never received. I sent 2 emails to the company with zero response. Yesterday, I called customer service and waited >30 min (long distance call) for an agent to assist me. She specifically told me that she would escalate my inquiry to shipping. I called back today to check on the progress. Customer service agent said my inquiry had been sent to the supervisor and was NOT escalated to shipping but would do so. Thus agent 1 LIED to me. I asked for someone to overnight my package and was told it could not be done. I asked for someone to call me and let me know the plan for shipping these items, could I speak to someone in shipping? No, I cannot speak to shipping. The agent told me that he would call me and let me know when the package was sent, that his supervisor was now aware of it. As of close of business today, there is no movement on the package. I did NOT receive a phone call. Plexus has had my money for two weeks and, according to their computers, has sent it. I am now out of my own product and have to explain to new customers why they haven't received theirs yet. I would like to receive my package in a timely manner. Based on the lack of customer service assistance that I have received to date, there are zero assurances that this will happen. I would like someone to contact me via phone and let me know when to expect this package. As an ambassador, I am a customer too. Returning emails and calls would be an example of good customer service, neither of which I have received in the short time I have been with the company. - -- Additional Comments: Please call me and let me know when to expect my order. Then please actually send me the package. Thank you.

I want to cancel my autoship and have asked for an address to return my products. I have called several times, waiting up to an hour and a half and still not getting through. I have emailed 4 times with no response. --- Additional Comments: -I want to cancel my autoship, no more orders taken out of my banking account.-I want an address where I can return the products for a refund.

I cancelled an order and called and spent over an hour on the phone last week and was told my refund was being processed and I still have not received a refund and I am on hold again this time over two hours I was told by the first rep that answered I will not receive a refund until I return the product I did not want. I was talked into being an ambassador for this company the product did not work I was told this back order would not ship and it did anyway now I can't get a refund for an order I did not want to ship to begin with and I had cancelled. Calling customer service is a joke. I asked to speak with a supervisor and I was not given one after being placed on hold to wait for one for over half an hour. --- Additional Comments: I want my money back.

Relying on the integrity of so called 'friends/acquaintances, I became a Plexus Ambassador in the Spring, 2015. Admittedly, I should have done my own research prior to 'jumping on the bandwagon' but I did not do so. I sold my first order to a friend who broke out in a rash after consuming this product. She returned the product to me and I promptly refunded her money. I returned the remainder of the product to Plexus. Instead of processing a refund, they promptly returned the same package back to me stating that it had been used and therefore they could not issue a refund. So much for their 60 Day Money Back Guarantee. With that being my que to sever ties with this company, I began calling them only to never get through to their 'NO' customer service, I have sent email after email, no success, and I continue to get correspondence from their company with the latest email stating that they were going to charge my card for no activity. This company is absolutely the worst that I have ever been associated with. I began researching to determine if I could possibly be the only person with this situation and have found that there are many people experiencing the same problems that I have with this company. It seems that this company is a complete scam and confirms my belief that it is a pyramid scheme and the only people that are being helped by this product are those scamming others. Additionally, I have become very skeptical of those that represent this company. Best advice, stay away from this company/product and warn your friends. Thank you. . --- Additional Comments: Scam company decease selling false advertising.

I made a purchase of \$145.25 of Plexus products for my hubby and myself. My order b(6) on 3/7/16, I am disabled and my hubby is also a part time working disabled person. We are trying the products to see if they could help us because if they did work ' there is a no question 60 DAY MONEY BACK GUARANTEE, NO QUESTION ASKED'. With the health issues we have after taking for a few days we decided these products are not for us. We were given the phone number to call for a RA number....HAHAHA, I call the infamous number, from my home phone, (the only number I gave them, not even ringing, my hubby tried his cell, he got ringing, I tried my cell, I was put on hold by machine for 1 hour 20 mins, then they hung up, tried again hung up on me after 45 mins. The email address they give you does not work either. I thought that this company was legit....but we all get caught in these scams once in a while. The lady I bought from so called cancelled the instant auto ship. well we are not rich, I want all my money back and I cannot afford any further auto ship issues. I have a disease CRPS and STRESS makes things worse. Please help me get my money back. I am looking for a refund in a very short period of time and make sure that there are no more auto ships. After I hear from your company I will immediately watch my bank for a refund minus shipping. --- Additional Comments: I will be happy when I get all my monies due , my name will never appear on a list for your products and you will never play the games of the auto ship system with me.

I have sent at least three emails from my work email requesting to cancel/close my account. My first contact via email was on Feb 1, 2016. With each email, I receive an automated response back with the following message ****Thank you for contacting us. This is an automated response confirming the receipt of your ticket. We are currently experiencing a high volume of emails. Please be aware that we may not be able to assist you within our standard time frame due to the upgrade of our new software system. We appreciate your patience during this temporary delay. Our team will get back to you as soon as possible. When replying, please make sure that the Ticket ID is kept in the subject line so that we can track your replies.**** I have even signed into my account and signed into the Back Office, completing their required form for closing my account. I completed this on 2/16/16 and have still not received any type of response from the company. I included my home email and my cell phone number. I have called the customer service number several times and either receive a message to call back later, as they are unable to take my call at that time, OR I am on hold forever waiting for a representative that never answers. On Friday, March 25th, I did reach someone who told me they could not help me and they needed to transfer my call. The person she tried to transfer me to told her they did not have the ability to close my account. The lady on the phone was very nice and said that she would speak to her supervisor on Monday, March 28th and give me a call back when the account was closed. After not receiving a call on Monday, I called yesterday and held for 33 minutes and today for 1 hour 15 minutes, with no luck of contacting a representative. I have lost my patience with this process and do not see why I cannot get this resolved with a person! I am telling everyone I know, DO NOT do business with Plexus Worldwide. There is NO Customer Service!! --- Additional Comments: To receive an email confirmation showing that my account has been closed and to be removed from any of their email listings after that point!!

I have called and emailed more than a dozen times to get a return authorization for the product purchased. The product was ineffective for me. So I went ahead and sent back the packages and receipt of purchase for a full refund. I sent it via usps and received confirmation that they received my package. They did not refund my money to date. I continue to email and call and no one answers. Very frustrating!! --- Additional Comments: I want my money credited to my credit card
See attachment of consumer's complaint. --- Additional Comments: Money back.

I have not been satisfied with the products after giving it a six month trial. I have tried to cancel my auto-ship order since February 23, 2016. I have attempted numerous times to contact the company by phone with no success. I even waited on the phone for 30 minutes during one of my attempts and still no human representative. I then sent an email requesting they cancel my order and I made a request for them to contact me to confirm cancellation. A form email was sent back saying that they were reviewing my request. I sent another email on the same day, and no response. Today, a month later I get an email stating that my next order is on the way. I WANT MY AUTO SHIP ORDER CANCELED. I have made attempts to reach them by phone over and over with no success. Attempting to fax a request as we speak and I sent another email. I want to be done with this awful company I wish I had never dealt with. Please help. --- Additional Comments: I want my auto ship order to be canceled immediately and I want to return the order that is on the way and a refund put back on my account for this month.

I have tried 4 times by email and twice by phone in the last 3 weeks to cancel my auto ship program. They charged my credit card and shipped the product anyway. No one has ever responded to a single email and I have never been able to talk to a human being. I sat on hold once for 15 minutes and another time for 20 minutes. This is beyond ridiculous. How many good faith attempts does a consumer need to make before something is done?? I do not want this to go another month where I am charged yet again! --- Additional Comments: I want the auto ship cancelled, I want my \$39 from March refunded and I NEVER want to be charged by them again!

I have attempted to discontinue my order with Plexus for the past 6 months. I currently have an auto-pay plan and have asked them to cancel my order 4-6 times via e-mail. Additionally, I have attempted to contact Plexus to speak with an ambassador 4 different times, however, each time, the voice message says they are experiencing high call volumes and to call back later. Currently, my bank account that is tied to this auto-pay plan is no longer in use, but is still open. At this time, whenever Plexus bills me in the middle of the month, it is declined and I am charged a \$35 fee from the bank. Plexus then will attempt to re-run the transaction 2 more times, each time incurring an additional \$35 fee. I have received 17 e-mails stating they have attempted to deduct money from my account totaling \$595 in bank fees since I have asked them to cancel my order on November 24, 2015. I would like to be reimbursed for the bank fees incurred from November 24, 2015 up until this matter is resolved. --- Additional Comments: I would like for Plexus to stop billing my account for unwanted goods and I would like to be reimbursed the \$595 in bank fees incurred since November 24, 2015.

On March 15th I ordered products. My credit card was charged and a pre shipping information was sent to the usps. A tracking number was generated but it does not show any activity on the shipment. The ambassador I ordered through has made several phone calls and sent an email to try to locate the shipment. She was told that the post office has it. The post office assures me they do not have it. Order Number: b(6) --- Additional Comments: The products shipped overnight with a valid tracking number or a full refund.

Plexus charged me 34.95 on a debit card that I deleted from their site and after I had contacted them to cancel membership. I then waited on hold for more than an hour --- Additional Comments: I want my account cancelled and refund applied

I am an ambassador for Plexus as of 3/5/16, I need to cancel my ambassadorship. I have called customer service multiple times, first time it hung up after 45 mins, and the two times after I was waiting for an hour and I have yet to actually speak with someone. I've never used plexus but have heard great things from a few people. So I figured since I'm dealing with a few health issues why not give it a try since plexus stands behind their product with a 60 day guarantee. The ambassador that set me up was really nice and helpful. She signed me up as ambassador which I didn't realize until later. I contacted her on 3/7/16 and told her I wasn't interested in selling the product until I've tried it and can stand behind it. She said she could switch me to preferred but either way I have 60 day guarantee. She tried calling plexus since 3/8 and today 3/17 she finally got through to someone who said I only have 5 days to return unopened product since I'm an ambassador. I received product the evening of 3/11 and started using it on 3/13. I want to cancel my membership, auto order (which I've cancelled online), and I would like to get a full refund \$151.18. I can send back product since I've only used 4 days of product. If ambassador s only have 5 days to return product and only if it's unopened they need to make that clear. The ambassador who signed me up originally told me I have 60 days until she spoke with customer service rep today after I had already opened product. I don't think new individuals to plexus should be allowed to be ambassador until after they've tried the product. --- Additional Comments: I want to cancel my membership, auto order (which I've cancelled online), and I would like to get a full refund \$151.18. I can send back product since I've only used 4 days of product. My ambassador ID is b(6) order b(6)

I decided to try Plexus at a co-workers suggestion. I was assured they have a 60 day guarantee can stop the auto ship process at any time. I tried the product for a month and decided I did not like the product. Every month they continue to send me the products and charge me for them. I have emailed and called every single month to have them stop my shipment. Their phone message says they are too busy with high caller volume. Their auto reply from email says the same thing. I have no been able to reach them for 7 months. --- Additional Comments: I will return all product as it is unused and want my account refunded.

I purchased a product called plexus slim for the company plexus and decided to order on Auto Shipment with a lower monthly price. I recently went to my doctor and was told to stop using plexus slim immediately. At that point I contacted the company to stop my auto shipment. I E-mailed once on 02/22/2016 and never heard a response. I also sent another request in March and still have had no outcome. I have also contacted ambassadors of the plexus company and no one seems to know how to delete this auto shipment. I am being charged monthly for a product I can no longer use. Their website is very confusing and offers no place to cancel or return a product. --- Additional Comments: I want them to permanently cancel my order of plexus slim. I also want to return a never opened plexus slim for a full refund.

I placed my order on 3/2/2016 and still have not received my order or a USPS delivery update. Plexus charged my credit card \$121.64 before the order was even filled. I feel that I should not have been charged until the order has shipped and tracking has started. This is hour long waits to speak with customer service is unacceptable. I have made multiple calls and sent two emails with no response at all. It is sad that the ambassador I signed up with will not get her commission from this sale due to the companies lack of carrying and customer service. --- Additional Comments: I want what I paid for OR a full refund and my account closed.

I signed up for Plexus Slim in late July/early August 2015. Within 2 weeks I couldn't tell any changes and gained weight instead of lost it. Immediately I attempted to close my Ambassador account and eventually just sent an email requesting it be closed due to unsatisfactory. Next thing I know I am being billed and still being sent their products. I tried calling and emailing multiple times without and response to phone calls. I contacted my credit card company and had the charges disputed. Returned their unopened packages and products immediately. I had my credit card number changed in December. I received emails of attempts to gain my new card number but I wouldn't respond. March 26th, 2016 I woke up to an Alextent message that my new card had a pending charge from Plexus Worldwide. I immediately called my credit card company to file a dispute and find out why they were given my new card number. They told me that due to it being an reoccurring charge, Plexus can access my account. Again I tried calling Plexus and their answering system always says they are having a high call volume. This system will say this even when you call in the middle of the night. This company gets your information and that's all they want. They closed my account so I have no access to it, but continue to be charged and have my account compromised because they won't respond to calls or emails. They send responses to any emails to my account which is closed. Their products don't work and I don't want any part of their company or anything they have to offer. I just want them to leave me alone. --- Additional Comments: Stop charging me for products i dont want. Stop sending me their products. Quit accessing my account. Then leave me alone. I will never do business with Plexus again. And I have and will continue to share my negative experience with anyone and everyone even thinking about using their products or signing up with their company.

I purchased Plexus products a couple of months ago and the product did not work for me. So I called the company to see about returning the item for the money back guarantee, only to find no one answers the phone, or the phone will hang up on you. I have tried for over a month to call when I did not hear anything from the two emails I have sent. Then, I was sent a second shipment that charged my credit card another \$110. I immediately returned the item to sender on 3/4/2016 and of course, have still not gotten a refund for THAT order. --- Additional Comments: I would like a refund for the initial purchase, that I was unable to return because I haven't been able to get ahold of an agent, or response from my emails, PLUS a refund for the second shipment. I would also like to be removed from their 'auto ship' program.

I place an order for products on 3/20/2016 (order #b(6)) and have yet to receive the product or even an email that the product has shipped. The website only shows PAID for the status (they shouldn't bill my card until they ship the product) without any indication of a time frame as to when the product will show up. We do have one item on auto-ship and that arrived in 5 days after the requested ship date. I've called the HQ several times only to get a recording that they're not able to take calls at this time. Maybe everyone's out working on shipping issue? --- Additional Comments: I would like the order that I placed on 3/20/2016 (order #b(6)).

On numerous occasions I have tried to connect Plexus Worldwide via telephone (customer service) to cancel my ambassador status/membership. Each time I have been placed on hold for more than 20 minutes. So I then reached out to Plexus via email cs@plexusworldwide.com to cancel my membership effective immediately in late January, early February. I then submitted the online ambassador cancellation form on 2/2/16 in which I received an automated response so I know they got my email. On 2/17/16 I received an email from Plexus that my cancellation form had been received. I assumed that all matters had been handled. I didn't receive any shipments for the month of February. On 3/15/16 I received an email stating that my order had been placed and was being sent. I didn't place an order. I had actually deleted all backup orders. I no longer want to be a Plexus ambassador and I no longer want to receive products, but Plexus is refusing to do those things. Now I have \$150+ charged to my credit card once again and products I do not want. The customer service, shipping, and billing departments have a long ways to go considering since signing up with Plexus I was always charged a month before ever receiving products and I only received products every other month. --- Additional Comments: My desired outcome would be to have PLEXUS WORLDWIDE cancel my membership and refund my last unauthorized purchase including shipping. I will gladly return products if they will please cancel my membership and refund me.

I am a preferred customer and receive monthly shipments of Plexus Slim. On 2/27/16, I received an email (with tracking information) that my monthly ordered had shipped. As of today, 3/19/16, I still have not received my order and my credit card has been charged. I have contacted both my ambassador and Plexus customer service requesting shipping information about this package. My ambassador can not provide me with any information and Plexus customer service has not responded with shipping information. The status of the package when I check the tracking number is 'March 4, 2016 - Pre-shipment info sent to USPS' --- Additional Comments: I would like to receive the package that should have been shipped on 2/27/16. Also, I should receive a refund for the product due to the delayed shipment.

I wasn't sure which 'primary nature' to select, as it is customer service, delivery issues and refund issues. I have been a Plexus autoship customer for over 1 year now, meaning they draft my account & automatically ship the product I use regularly. They drafted my account (over \$100) at the end of November like normal, but though they initiated my order, it did not ship for quite some time. I attempted to call customer support at the # they provided, and after being on hold for 20 minutes in their automated system, I hung up. I contacted them via email & received no response. I went to the person who sold me the product, & she went to her 'upline' & they were able to make something happen. I received the product a month after they drafted my account. I was told by my supplier that they had a glitch in the system with all orders due to a change in their computer system. Nothing would have happened had I not heavily pursued - and customer support never did respond, & no offer of discount or compensatory product, etc. This product is something to be taken daily, and I was out of it for a month. I stayed with them because it works well for me, and things were ok for 2 months. They drafted my account on 2/26/16, & I do not yet have the product. Again I tried to call the only # they provided for customer support, & I was on hold for over 20 minutes & had to hang up. I emailed cust supt several times & only received automated responses - the final one apologizing for the fact that they probably wouldn't be able to get back with me anytime in the immediate future. Also stated that while people are general on hold for long amounts of time, I can try to call the cust supt #. That's it. That response was to my email demanding a refund of the \$ they drafted nearly a month ago. I received an order confirmation on 3/11, & it provided a tracing #. When I ran the trace again a few minutes ago, it showed no activity, only that shipping label was created, basically. Please help! --- Additional Comments: I spoke with my direct supplier in this 'pyramid' & with her upline, who relayed info up the chain, but nothing has happened. At this stage, I just want a full refund. What would make me feel even better would be a refund, an apology from a human high up in the company and an offer of free product. But mainly, I want the refund. My husband & I wonder if they are having cash flow problems & using people's money. What makes it seem deceitful is the fact that the contact info they supply for cust supt is bogus - they don't want to speak with the dissatisfied customer, nor will they even reply to an email, regardless of the severity of the problem.

I ordered Plexus, was told 60 money-back guarantee. The young lady I ordered products through signed me up as an ambassador to. I ordered products, did not like them, then received another shipment. ... I've contacted the company and was told as an ambassador the 60 day money back guarantee did not apply. ... I was then told if I did not fill out an ambassador cancel form I was going to be charged an ambassador fee.... I was never informed of the ambassadors fee... I was told if I did not like the product I could get my money back which this company has not honor. ... I contacted b(6) who I ordered through and was told sorry for the misunderstanding, she signed me up the way she did because she thought I would take the product more than a month --- Additional Comments: I want a full refund of my money for the products I used... Was told if kept packaging would refund. Want full refund of second shipment that was sent to me that I didn't order and have not used.

Very disappointed in my experience with plexus. Don't let (I was naive) someone convince you to sign up as an ambassador like I did. She convinced me that in the long run, by paying the extra 34.00, I would save money. I ordered my first month in order to try it and a few days later they offered an unprecedented discount so I went and ordered my next month to save money. I took the slim drink and vitamins for one week and could not sleep and had the jitters. Concerned as a diabetic, I called them. Well as an ambassador, I could only return the items within 5 days of receiving them. I was at day 6- NO RETURNS. The business is horrible apparently if they do not stand behind their products more than that. Had I signed up as a preferred customer, I would have had 60 days. Total sham and I am out 275.00! Since the FDA does not regulate the product, who knows what is in them. They won't refund my money!!! Horrible business. --- Additional Comments: At the very least, they should refund me for the unopened amount in my second order as well as the 34.95 paid to be an ambassador. I will no longer be ordering for them and have never sold anything, so I would like a refund of 135.00

I have been trying to contact this company for over a MONTH!!! They do not answer calls at their 480-998-3490 number and have not responded to my emails through their 'Contact Us' on their website!!!! I have submitted multiple times within past month and have called endlessly just to never be connected to a live person. When purchasing their website stated that there was a 60-day money back guarantee. I purchased on 2/4/16 and got item delivered on 4/21/16. I was originally unhappy that it took over 2 weeks to get shipped less than 4 miles away and tried contacting them right away. I then tried the products and had a bad reaction and tried again to get in contact with them. It's clear to me this must be a common issue and the reason why it's impossible to get through to them!!!!!! They need to stand by their product and honor their guarantee! Plexus, if you are finally willing to respond here is the order info I have sent you numerous times: Amount \$155.13 Date 2/4/2016 Time 10:14 PM Transaction Type Sale Status Success Auth Code b(6) TransID b(6) Customer Name b(6) Reference Number b(6) Purchase Order Number Payment Receipt b(6) --- Additional Comments: I want them to refund the purchase price due to their 60-day money back guarantee and actually provide a contact I can speak to a live representative. Am I able to just go to distribution center and return in person? I feel this is a deliberate stall on their part until it's past the 60 days. Please just give me an authorization code so I can return the items and get a refund!!!!!!

I would like to return an order to Plexus Slim but must have a return authorization number in order to do so. I have been trying to contact the company for several months by email and phone and have gotten no response. When you call the customer service line there is a recording that states that they have high call volume and to call back. When I have emailed them I get the following response... Thank you for contacting Plexus Worldwide. This email is to confirm we received your ticket. Because of the high volume of email tickets weM-CM-'M-BM-^@M-BM-^Yve been receiving, we may not be able to respond to your request in a timely manner. At Plexus, weM-CM-'M-BM-^@M-BM-^Yre committed to creating positive relationships, and we want you to know that the slow response time weM-CM-'M-BM-^@M-BM-^Yre experiencing is not up to our standards. While we have frequently had long hold times over the last few months, you can speak with someone directly at the Ambassador Relations Center by calling 480-998-3490. We sincerely apologize that we may not be able to respond quickly to your email. Ticket ID: b(6) Subject: Return authorization Department: Customer Support Type: Issue Status: Open Priority: Medium This is terrible customer service and the company makes it impossible to return their items in a timely manner because they don't allow you to get a return authorization number, which is required for a return. --- Additional Comments: I would like to return my unopened orders and receive my money back.

I received a coupon from Plexus to receive 15% off of my next purchase. I used the coupon on my internet purchase. The discount was taken off initially, but after checkout, I was charged the full price, not the discounted amount. I called the company to dispute the matter. I was on hold for over one hour. Then they said they would not honor the discount or give me a refund and the coupon was not working right for many customers. Instead they said they were sorry, but I would have to 'try' and purchase an additional product to see 'if' the coupon would work. (Great marketing scheme to get customers to buy more!!). I spoke to my Ambassador who also called her 'higher ups' who confirmed the story, that the coupon is not working and will not be honored. This company has horrible customer service!!!! IN this not the first time they have made mistakes! In November, they changed their website and it took almost a month to receive the products I ordered. You could not get a customer service rep to answer the phone. They are not concerned with customer satisfaction, but with getting their money first. I am so frustrated with this company. --- Additional Comments: Please give me 15% off of my product as your coupon indicated. This is false advertising!!!

I became an Ambassador about i April 2015 with Plexus Worldwide through discussions with a mutual friend that this would be more beneficial than just ordering through her. I realized very quickly that this company/product was not for me. Plexus also promotes the 60 day money back guarantee. I tried to log in to my account to deactivate the autoship option, but could not remember the password, so I reached out to Customer Service with no response. When I received my first 'automatic order' (shipped on 5/24), which was roughly about 2 months after I signed up, I sent a email to the customer service asking to return it (6/3). Because this fell on Memorial Weekend, I was out of the 5 day compliance of 'contacting' Plexus to receive a refund. The policy states that I must 'notify' customer service and receive authorization, but Customer Service said that I could not receive a refund because I didn't ship the product back in the 5 day window. This is contradictory to their return policy. The return policy stated I needed to contact customer service first. That was \$127.54 for the order. That's the first issue. The second issue is that I have tried multiple avenues for cancelling the ambassador account and membership. The first 2 emails received no response. The 3rd email received an automated response 'Due to a change in our software system, there may be a delay in responding to your message'. I waited for 2 months to hear something back and never did. I found a cancellation form online and sent that in, but have yet to receive confirmation that my account is cancelled. They auto-charge an annual fee that I want to make sure I do not get charged. I also want off their ridiculous email distribution lists. I cannot get resolution because of a lack of customer service. --- Additional Comments: I would like a refund from the original overage of the autoship package (which I still have in the postal package) and I want cancellation and confirmation that my account is closed with them. I also do not want to receive any additional/further spam emails from Plexus.

Placed an order on February 26, order wasn't received for two weeks, and was sitting for over a week with no tracking movement. I had to borrow product from upline, because I ran out before my purchase came in. Corporate sent out a statement for next order to have 15% off promo code, however, I am unable to use this code. I've sent email with no reply. I've called customer service, which seems to be an all day event, waiting on hold, ect. They tell me they will fix the problem in 24 hours multiple times, but I still can not apply code. I only have a little bit of product left (since Ive been sharing with friends and family) and I need to place an order as soon as possible! --- Additional Comments: I would like Plexus to ship my back order immediately with discount applied, and overnight shipping! I feel 15% off for all the recent trouble and unprofessionalism should be increased due to the wasted time and hassle of being on hold for over an hour more than to be told issue will be fixed but is not.

I bought a health supplement product from Plexus Worldwide, LLC that they charged \$144.00 on my credit card for, but they never shipped or sent the item. I have been placed on hold for over 3 hours on multiple occasions through the customer service line. I have never spoke to anyone in the company, due to no one answering the calls. I am now thinking that this is a scam. All i want is a refund, but they have no one to answer phone calls or emails. --- Additional Comments: I would like my credit card refunded for the full amount charged.

I ordered once from them and received the order. They then automatically billed me for Feb and never shipped. I called and emailed and received no response. I just learned they billed me again for March. I emailed. no response. --- Additional Comments: I would like a credit for both Feb and March transactions as well as a promise to never charge or contact me again.

I recently became an ambassador and purchases a bunch of products in which I want to return. I understand that you have so many days BUT I have called several times and it says that due to the high call volume no one can take my call and I've also emailed them and never got a response except an automated one. I just want to return my products and get a refund. --- Additional Comments: I just want to be able to return the products and get a refund.

I decided that I no longer wanted to receive any more of this product. I e-mailed customer service on February 7th, 2016 and gave them my name customer id and my intent to cancel. March 7th I discovered they took money out of my account and sent me a package. I returned the package and e-mailed customer service 2 more times and called twice and left a message. I cannot get a hold of these people and they are not returning calls or e-mails and I am still out of 144.00. --- Additional Comments: I just want my money back, and they need to return phone calls and or e-mails to customers. This is no way to run a business.

I have tried repeatedly to modify and/or cancel the products. I have called repeatedly, sat on hold and then had the phone system hang up on me. I have repeatedly attempted to email. I have repeatedly attempted to use the website, but my password and username wont work. When I ask for a password reset, they send me a blank email. As I sit here on hold, again, I am hoping to actually talk to a person, but, not holding my breath. I began my attempts on 8/9/2015 to resolve this and the orders keep coming. --- Additional Comments: I would like to have my purchases refunded as I have at least two extra months of product and seem to keep get more every month.

I ordered Plexus Slim over a year ago, online. I ordered through Plexus' website through a distributor of theirs. I don't know who the distributor is or was. I've called the customer service phone number many times and am never connected with a person to actually speak to. I've also emailed the company several times and get no response. I have wanted to stop all future shipments and cancel my membership. I need someone to help me! The phone number i call is 480-998-3490 and the email address i use to email the company about my issue is cs@plexusworldwide.com They are virtually impossible to get through to and to actually speak with a person. It should not be this damn difficult for a consumer to halt their membership and stop being charged on a monthly basis! --- Additional Comments: I want the company to call me and cancel my membership, immediately, and apologize for being so poorly customer oriented.

Hello, today the ambassador I signed up under called to have my order discounted, due to me trying to use THANKS promo, and it not applying to my account, she also asked for expedited shipping due to it being 5 days of trying to order with no results, we both called customer service who stated it would be fixed in 24 hours, which never happened. The customer service agent stated she could not offer faster shipping and charged me full amount, no discount of 15% was taken off. She then stated customer service agent said she would credit back 15%, but my card should of never been charged the full amount, I didn't give permission for this at all! SO now I am short money. I am very frustrated with this company, I love the products, but I am considering discontinuing usage due to the horrible customer service and issues I have had. My second order took weeks to get to me, I had to borrow from my up line, and now I'm running out again, since I have been sharing with family as well. I even tried to place my order early but the promo code was not working with my account for some unknown reason. --- Additional Comments: Need a different way of communication between customers and business. Hold times should not be over an hour, should have call back options, or even an estimated wait time. I feel I should receive some form of discount or refund for all the unprofessionalism and frustration. I do love the products but the business and customer service aspect to this company is horrible! How can I get others to join, when I have such negative experiences.

I have a normal recurring Monthly Order that never shipped. I went online on 2/29/16 to check tracking only to discover the order never went through. I proceeded to update the order and the Backup Order processed on 3/2. I received a confirmation of this order on 3/2/16 and my card has been billed. I went online to verify shipment and it has not been shipped. I am very frustrated that this keeps occurring and would like my orders to process and ship as scheduled. This is unacceptable. I have attempted to call numerous times (but since I'm at work I can't hold for an hour plus). Currently I have been on hold with customer service for 45 minutes....we'll see how long I can keep holding since I am at work....Absolutely absurd!!!! --- Additional Comments: Just send me my order...and please hire on more customer service representatives to handle customer support issues. There is no reason that customers or ambassadors should have to wait on hold for 1+ hours to speak to a representative during normal business hours. Also maybe someone could respond to the the emails as well. I have sent 3 separate emails with absolutely no response back....It is unacceptable to have this poor Customer Service, especially when the issue affects the business of every ambassador as well. It's not just a poor reflection on Plexus, it is a poor reflection of me because I can't meet my client's needs or answer their questions.

After placing an order about 2 weeks ago, I have had no confirmation from this company about the status of my order. I tried every single way to contact them email, phone, social media but no one has been able to help answer a simple question on when my order is supposed to arrive. They immediately took my \$150 but they couldn't even send an email letting me know the status of my order. For the past several days, I have tried to contact them via the phone, each time I give up after being on hold for over 60 minutes (each time!). I am done and just want my money back. This is absolutely ridiculous and I am infuriated --- Additional Comments: My money back

I placed an order to Plexus as a retail customer online through an ambassador on 3/1/16. Plexus immediately took the money out of my account, as was expected. What was NOT expected was that I NEVER received a confirmation email or shipping request email about my product. I have emailed cs@plexusworldwide MULTIPLE times, with no response. I have called Customer Service MULTIPLE times with either being told they cannot take my call due to high call volume or being on hold for HOURS, to not ever getting anyone. Still have not received a single product email or a product at my front door. --- Additional Comments: I have never had such customer service for a company before, and at this point I want a refund of money which totals OVER \$100 or my product to be shipped to me immediately. I feel like I have been frauded by Plexus, since they can take my money, but not send me any information about my order or make it possible for me to contact them.

I placed an order with this company on 2/27/2016 they sent me an email saying it was shipped on 2/29/2016, but it had no tracking number, then I get another email that it shipped out on 3/08/2016, this time with a tracking number, but when you look it up it just says in route. I signed up as a preferred customer, so they have my credit card on file, and autoship information I have sent an email, tried contacting them by phone numerous times but no response from them. --- Additional Comments: They can keep the order, if they havent sent it, and credit my \$103.90, cancel my preferred status with this company, and no longer receive any more product from them, and no more charges to my credit card, and cancel all future contact with them.

March 2, 2016 contacted Plexus via their website to cancel on-going orders and return current order within 60 day return window. The default message is that they are busy and you will get a reply in 2-3 days. I have now been charged for another shipment. I have tried calling. Their message says they are too busy and to call back later. I have tried email and received no response. I have opened a ticket on their website and left two more responses. I have heard absolutely nothing. --- Additional Comments: I want to return ALL product, shipment 1 and shipment 2, and get a full refund for both shipments since they are both within the 60 day money back guarantee.

i ordered a product and no longer wanted to continue to with the product. I immediately tried to get in contact with them to cancel my order so next months shipment would not be charged. well, nobody ever contacted me and of course, my credit card was charged another \$100. I think this company is a scam. when you call the number to their company, they keep you on hold for hours. not one person has contacted regarding the multiple emails i have sent. i need to have that money reimbursed to my account. this company is shady and i will never use them again. --- Additional Comments: i want my \$103.00 credited back to my acct and take my credit card off file.

I would like a full refund on this item. I have emailed and called Plexus worldwide several times with no response. I was not satisfied with their product and would like to use their 60 day money back guarantee. I am unable to contact them for a return authorization code. I would like a full refund due to an unsatisfactory product and very poor customer service. Thank you. --- Additional Comments: I would like a full refund due to an unsatisfactory product and very poor customer service.

I have been on the phone for hours with this company. Someone stole my debit card numbers and spent over \$200 with this company. I have been trying to get them to refund my money but no one will answer the phone.

I previously had an autoship set up with products from Plexus Worldwide. My previous credit card expired. I receive monthly messages that my autopay declined. Yet a week later, they charge a different credit card associated with a different account and send me the products anyway. I have written to costumer service multiple times and never receive a reply. I also try to call the phone number and never reach a person. There is simply a message that says they are too busy to take calls. I do not want these products and I want the charges to stop. There is not a packaging slip included with the package, so I'm hesitant to send back the products for a refund without proper tracking information. --- Additional Comments: I would like the payments to stop. I would like to return the products that have been shipped to me that were unauthorized. I would like a refund for these products.

On December 26, 2015 my card was charged for an autoshipment of Plexus Slim. It should not have been charged at that time per my account. I immediately called to have them cancel, but CS indicated that was not possible. I was told that I would need to send the product back once I received it, and that I would not receive a refund until they got the product back. I called again at the beginning of February to check on the status. I was told that they would have the product checked in in the next day or so, and would then process my refund. I checked in with them again on multiple occasions throughout February because I had not received a refund. I continued to be told that they had issued the refund, so if I didn't have it, it was my bank's fault. During this time I received emails indicating a refund had been processed. On March 2, 2016 the Ambassador I ordered from contacted them and was told that there had been a delay on release, and they would rerelease the funds. I was assured it would be in my account by 3/9/15. Again, no money. I called Plexus on 3/10 to find out what was going on this time, and after 2 hours on the phone, I was told that there was no refund to be sent as I had never gotten the product in the first place, that the transaction had been voided. However, I received an email stating a refund had been processed, but had never received an email indicating that the transaction had been voided. Because I never received a tracking number, I can not prove otherwise on the shipment. I also received an email stating that because of the way they handled it, I would not be able to see the transactions on my bank statement. I have proof of payment through the Plexus website, emails, etc. I asked that they pull my previous calls to verify that a refund was in fact due. All they said in response was that if I can't prove it through my bank, I'm out of luck. --- Additional Comments: I would like a full refund of the amount paid, \$85.05

I've been trying to cancel this product since December 2015. I've sent multiple emails and called them several times. I've had to contact my bank to dispute the charges and they have been credited since. I closed my credit card to stop the charges and they got the new card and continue to charge me. The dispute resolution department at WellsFargo has not been able to contact their customer service either. --- Additional Comments: I no longer wish to receive product from this company.

I've been waiting on my order for 3 weeks now. Going on a 4th week. I have spoke to customer service 3 times. Spoken to several sellers of plexus. Everyone keeps saying my order is on its way. 10 people claim its on its way. Im tired of getting lied to. I have even received several emails claiming my order is on its way. Im tired of waiting. They shouldn't get to take my money and not send me product. A preschooler could run this business better --- Additional Comments: Actual delivery of my items. Not told theres a tracking number and its on its way. That would be a lie. It does have a tracking # but i assure you it isnt on its way. Also i would like the company to stop lying to their consumers.

Ordered product through them. When I decided I wanted to cancel I called their phone number and it never goes off of saying 'we are experiencing a high cal volume we can not take your call!!!' I have called at least 100x and nothing. I emailed them regarding my complaint concerning their customer service. Letting them know I want to cancel my monthly billing of my card as I no longer want the product. Now they have made it to were I can no longer send an email and it says my email is invalid. I am extremely upset!! Contacted my rep who sold me the products through plexus and she says just keep calling them. The phone disconnects on you when you call there is no waiting and getting your call answered!! The absolute worst customer service for a huge company I have ever dealt with. --- Additional Comments: I want them to stop debiting my account over 114.00 a month and I want it in writing!

I have tried to reach this business to inquire about an order and shipping and have been sitting on hold for the better part of an hour. This is quite possibly the worst service I have ever experienced. Consumer WARNING!!! If it is this terrible just to track your order, I cannot imagine what it would be like to try and file for your money back. This place is a SHAM! --- Additional Comments: Keep the product, I want my money back.

I have been trying to contact this company to cancel my account since the end of January after my last shipment via email and phone. I started by calling the customer service number on February 1st. I was on hold for over 25 minutes, so I hung up and called back later. I again was on hold for almost 1/2 an hour. This went on for several days. That was in February. If you call the customer service number now, which I have been doing every day for the past 2 weeks, it tells you to call back later. I have sent several emails to this company. They have responded with a ticket number, and a message saying, 'Because of the high volume of email tickets, we may not be able to respond to your request in a timely manner'. I have several emails saying this. I tried to log into the site. It says I don't have an account with them. But I still receive emails, PRODUCT, and get charged. I have now notified the credit card company to stop allowing the charges to go through. I need to speak to a human. I've been trying to cancel my account since FEBRUARY. --- Additional Comments: I want them to CONTACT ME to say my account is closed. I also want them to stop emailing me, sending product, and charging me. CANCEL MY ACCOUNT.

I ordered from Plexus and the only correspondence I have received is an emailing confirming my credit card has been charged. I cannot find any information on when my order will ship, or if it's even being processed. I sent an email and got an auto replay that a ticket had been opened. I have called twice, been on hold for a half hour, and then it says 'the voicemail is full' and hangs up. I have also sent a follow up email. I refuse to give my money to a company with such poor customer service. I have notified the company that I would like a refund issued. --- Additional Comments: Immediate refund of \$123.00

I was charged this month for a purchase 136.68 Order # b(6) I did not make purchase, I have been trying to cancel my account that is 35\$ a year since March 14. I have called everyday And sent email no contact from company. I found complaints on line with the same experience. I will like my account b(6) canceled and my money Reimbursed. I never received product. --- Additional Comments: Cancel account and reimburse funds.

I placed an online order on March 15, 2016. My credit card was charged on March 17, 2016. The tracking information keeps saying my package is in pre-ship. I tried to call and check on the package but gave up after remaining on hold for over 30 minutes. --- Additional Comments: I would like the product I have already paid. I would like to have it expedited so I could receive it sooner rather than later. It has already been 2 weeks.

I have tried multiple times by both phone and email to cancel the product and request a refund. I have been unable to a reply. The package claims a 90 day satisfaction guarantee. Additionally, I did not sign up for a subscription. When I ordered the product it was supposed to be one time, not recurring. Every attempt to cancel this service has failed. I have tried a number of times to call and i get a recording with no option to leave a message. Only once was my email request acknowledged. The info below is dated 3/3. Ticket ID: b(6) Subject: request Department: Customer Support Type: Issue Status: Open Priority: Medium --- Additional Comments: I want a refund and I want the subscription to stop.

I placed an order with plexus on 3-4-16 for 281.85. b(6) Ref #: b(6) Ref #: b(6). I placed my order in advance so I would not run out of my supplements. On 3-10 I received an email apologizing for the delay and should be shipped in a couple of days. On 3-10 shows printing label printed. I sent 2 messages on 3-15 inquiring status of my order. No response. On 3-16 shows USPS notified of possible shipment. I believe I've waited long enough or someone should reply with a response. I like the products and do not want to try something else. --- Additional Comments: I just want to know when my items will be shipped.

I've contacted Plexus customer several times by phone and email. Unsuccessful in reaching anyone. I'm requesting to return product and receive a credit on my charge card. I'm within there advertised customer satisfaction guarantee for returns. --- Additional Comments: Refund authorization and refund of money spent.

I placed an order on February 29, 2016 and my credit card was charged the same day. I have not received the order or any order confirmation, tracking number, etc. I have sent numerous emails and have received no response and have placed several calls only to be left on hold and never getting to talk to anyone. --- Additional Comments: I would like the order shipped immediately or if that is not possible a refund.

Feb 18th received approval for a refund of \$26.40 from Plexus. I never received this refund. Called Plexus on Feb 25th and they stated refund was issued on Feb 23rd. My credit card statement did not reflect this credit. Submitted my current credit card statement on March 8th, showing no credit was issued. Called Plexus again on March 15th. Plexus stated a credit would be issued. I still have not received a credit to my credit card. --- Additional Comments: I would like to receive my refund of \$26.40 applied to my credit card Plexus Worldwide has on file.

I placed 2 orders with Plexus Worldwide. The first order was placed on 1/31/16 (order #b(6)) and the second order was placed on 2/27/16 (order #b(6)). The guarantee at <http://plexusworldwide.com/products/guarantee> states the following: 'If you are unsatisfied with a product purchased from Plexus, you have between 15 M-CM-'M-BM-^@M-BM-^T 60 days from receipt of the product to contact Customer Service for a return authorization. You will need to return any unused product along with its original packaging to Plexus prior to a refund being issued for your product purchase, less shipping & handling. You may request a refund or cancel your auto-order 15 days after receiving your initial order.' I called Customer Service (480-998-3490) and after waiting on hold for almost 4 minutes, I spoke to a representative that did give me return authorizations (RMA b(6) & b(6)) but when I asked for the return shipping address to return the unused product, the rep. stated that unused product did not have to be returned. After the phone call, I was concerned that I the rep. was incorrect, so I sent an email to cs@plexusworldwide.com asking them to confirm that the unused product associated the RMA number did not have to be returned. I received an automated email response saying that because of high email volumes they were not sure if they would be able to respond in a timely manner. I am concerned that if I do not return the unused product, I will not receive a refund, even though that's what I was advised, and I do not have a return shipping address to return it on my own. Due to the high call wait times and automated email response, I'm concerned that I may not be able to get an answer from customer service within the 60 day period, and do not want to miss the window on my refund. Please contact me if further documentation is needed. Thank you. --- Additional Comments: Since the representative's instructions are a contradiction to what the written guarantee says, I just want clarification & confirmation of whether my unused product should be returned so that I can receive a refund.

After being on hold with customer service for 2 hours, I was finally able to cancel my order that didn't ship yet, even though they already took money out of my account. They said my order would be transferred to the return and refund department to put a cancel notice on my order. However, I still received the order I didn't want and cannot find anywhere on their website on how to return this order and get my money back. I don't want your product, I just want my money back. --- Additional Comments: I would like a full refund of \$121.92 and if you want your product back you can email me a prepaid shipping label.

I signed up to try Plexus with the 60 day money return guarantee, After the 60 days I decided I saw no results so I opted for my money back. I received a 30 day return only, but that's not the main reason for my complaint. My supplier encouraged me to continue so I signed on to continue with the product. I had numerous issues with my account, credit card and back up order. I was sent the wrong order (3 bags of pink drink, not what I had selected on my re-order.. apparently this just disappeared) for my back up order AND when I tried to order the face /hand lotion which I was billed for I was finally sent my back up order instead, I still haven't received the lotion although it clearly says that's what I was billed for on my checking account. I was very frustrated as I had made numerous attempts to call and e-mail for help and resolution with no response. The phones say they are experiencing high call volumes and I have sat waiting for over 45 minutes with no pick up. I sent in an e-mail to cancel my 'membership' and that I wanted to be contacted ASAP as I was not satisfied and still have not gotten anything. I removed my credit card from my file but was still getting failed notices, I had to reach out to my rep's rep to cancel my 'membership' and was told it was cancelled but just received a failed order notice, so clearly my account is still active. --- Additional Comments: I currently have product that I do not want and didn't order AFTER I had cancelled my 'membership'. I would like to be contacted, or if apparently all your customer service reps are always on the phone, simply sent the lotion I ordered and sent a package to return the shipment I received AFTER I cancelled. I would also appreciate being refunded the remaining 30 day trial offer as listed. I could see how receiving the product would be a reasonable trade for the 30 day missing refund, however I do not wish to continue the product and don't want to mess with trying to sell it. I'm mostly upset by the absolute lack of customer service and reliability/safety of my selected order and credit card information. I attempted to reach someone a few times to address my credit card issue as well as the incorrect order, so I chose to quit, and the fact that you have to call in to cancel your membership and the lines are ALWAYS busy and no e-mails are every returned is shady to me.

I have been an ambassador with Plexus Worldwide for 2 years. My first complaint is that my customers and downline have not been able to reach the company for months the majority of the time, causing me to lose members of my downline and preferred customers. The reasons they try to get through to the company is often due to non-delivery, or not getting paid for commissions. I personally placed an order on March 2, 2106 for two bags of Plexus Slim. On March 16, I called the company because it had not come in the mail yet and no tracking order had been generated. On that phone call, a representative went ahead and sent my request for order fulfillment to the shipping department. On March 22, it still hadn't come through, so I called again (after calling several times and not getting through due to an automated message that stated they cannot take calls due to high call volume for severe days). The representative told me they would send the fulfillment request again. I spoke to escalations and then requested a manager and the manager told me they would immediately send me a new order. They told me a new tracking number will be generated in 24 hours. It's been 48 hours and I still do not have a new tracking number. I tried to call them again to find out why and got the automated message that said they can't handle the call volume. On that particular order that I placed on March 2, I turned my backup order on before placing so I would be commission qualified as an ambassador. On payout day, I noticed I didn't get paid. Somehow, my backup order had been turned off, making me ineligible for commission. All of my emails (all three regarding this particular problem) have gone unanswered by Plexus Worldwide. So in a nutshell, my problems are: 1) my order didn't get shipped 2) I did not get paid for commissions when I had turned my backup qualification order on 3) They have inadequate staff to handle their call volume and growing business. Refund requested. --- Additional Comments: I want the company to call me and explain why they can't be responsible by hiring enough staff to handle their growing business. I wanted my order in the mail, but since that's too difficult, I want my money back immediately.

I ordered my product on March 19, 2016. They emailed me a e-receipt for the amount of \$155.20. I have tried repeatedly to cancel my order since it hasn't even shipped yet. I follow their instructions of calling the phone number. They are not accepting phone calls. Shady. I emailed the help desk. Still have no response. I am ready to change my card number unless I get the refund I have requested over and over again. This is a shady business. --- Additional Comments: I request a full refund to my card.

On 2/2/16, \$108.00 was taken out of my checking account for an auto-pay order (Order # b(6)) of Plexus Slim/Block combo. On 2/12/2016 I emailed them and informed them that I have not received the package yet and requested a cancellation of membership. The cancellation was granted. On 2/14/2016, I sent another email stating I still have not received the package and would like to have a full refund of the product. Their response: 'Thank you for contacting us. This is an automated response confirming the receipt of your ticket. We are currently experiencing a high volume of emails. Please be aware that we may not be able to assist you within our standard time frame due to the upgrade of our new software system. We appreciate your patience during this temporary delay. Our team will get back to you as soon as possible. When replying, please make sure that the Ticket ID is kept in the subject line so that we can track your replies...' It has been 23 days since my purchase of the product and I still have not received it. The delay of the product negatively impact my diet plan as well since the instruction of using the product states to use it daily for maximum benefit. Since my diet plan was interrupted, I feel I should have a refund not only of this month's purchase, but my first purchase in January 1/2/2016, \$108.00). The agreement was monthly and continuous access to the product for the maximum benefit of the product. --- Additional Comments: Refund of \$216.00 returned back to my checking account and assurance of cancellation of membership and future payments.

This company Plexusworldwide, phone #480-998-3490 that I have never heard of before changed my debit card twice for something I didn't order (\$258.80 and \$263.95). I have been trying to contact them for 2 days and got no answer. Sometimes I'd get a voice machine saying they're too busy with calls and to call them back and then the phone went silent. Other time it would put me on hold with this musical playing on and on forever, no one ever answered the phone. I'm very frustrated with this company. I don't know if this is a legitimate company or not because I have never heard of it before. Whatever it is I need them to credit my debit card back for the amount they charged me. My name is b(6), phone #b(6). I'm going to keep on calling them until I get an answer., hopefully. BBB can you help me or do anything about this? Thanks. --- Additional Comments: Credit my account for the amount they charged me \$258.80 and \$263.95.

I have returned product I did not want per their return policy to be able and have a refund issued. I sent those items back via Priority UPS mail on March 21, 2016. They were received via confirmation on March 24, 2016. I have contacted Plexus NUMEROUS TIMES only to get a pre recorded messages all hours of operation all days of the week for the last 30-45 days. Not only have I returned product and they have received it, I have cancelled all of my autoship items. They have charged me more than \$340 in items including my product returns. Their customer service is a joke. I also contacted my local ambassador who said she would contact her ambassador and so on. The only thing she did was get me a log in to cancel my shipments...Which they charged me for anyway. I sent a formal letter to their headquarters on March 21, 2016 stating I would have my attorney contact their business if a return was not issued for the outstanding charges as soon as possible. Still no response. I can confirm via tracking they received my product. I have placed an alert on my credit card account for fraudulent charges so they cannot get away with their poor customer service and stealing from their customer base. I have also issued a contested issue to not pay the charges on my credit card. --- Additional Comments: I want the full amount of the auto shipments plus the refund amount for the products I returned that were not satisfactory.

I previously filed a complaint against Plexus Worldwide because after 22 days and multiple phone calls, all but one of my calls went unanswered due to high call volume. In 22 days, my order had not only not shipped, but hadn't even been put together yet by the shipping department, according to a representative in the escalations department. Then, after a promise for them to re-ship my order within 24 hours from that phone call, it never happened, even THREE days later. I tried four more times to call through to resolve the issue before needn't to go to the BBB, but they continued to leave their phones on the automated message stating that they were unable to take calls due to high call volume. Finally, I filed the BBB complaint and they agreed to refund my money in 5-7 business days. I am filing again today because it is now day seven and they have failed to refund to my account as promised. Furthermore, once again, I am not able to get through to customer service because of 'extremely high call volume'. --- Additional Comments: I want my money back TODAY. Not in 5-7 business days. I want my money right now. I've been patient with your issues and even tried to stay on board as an ambassador. Give me my money back or my next step is the Attorney General.

I ordered a probiotic shipment when I received it I was put on a auto fill where they send me this product I don't like and bill my credit. Card every month I tried calling them several times they leave me on hold and never answer this product has made me feel very sick I contacted the girl who sold it to me she just gave me the same number and a website that doesn't answer back think it's a scam --- Additional Comments: Not to bill my credit card and a refund talk to a real person about the issue

I placed my order on 3/10/16. On 3/11/16 my credit card was charged and a shipping label was created, according to the USPS website. On 3/18/16, I tracked my package again and no change. I emailed support and lo and behold, a pre-shipment notice was sent to the USPS. On 3/23/16, no change on the USPS website. I called support and after 50 minutes on hold and speaking to two different people, one of which is a supervisor, I was told to wait two more days. So on Friday 3/25/16, I checked my tracking number again. Guess what? NO CHANGE, NO SHIPMENT, NO NOTHING. So I called AGAIN and finally got a return authorization and was told that it would take at least one billing cycle for my refund to show up on my credit card. MY CARD WAS CHARGED ON 3/11/16, BEFORE MY PACKAGE WAS SHIPPED. I have checked every day since 3/25/16 and the USPS website says the same thing, 'Pre-shipment sent on 3/18/16'. I have emailed repeatedly and placed two VERY LONG phone calls and still no resolution, and no refund. --- Additional Comments: Customers should only be charged AFTER their order has been received by the shipping company, not when the label is supposedly created.

I submitted a form to discontinue my contract with Plexus on Feb 19th. I was charged an annual membership fee in March. I have called and requested my membership be cancelled and my funds be returned as well as emailed the company on numerous occasions yet keep being told my request cannot be processed because they are changing their computer system and no one can help me. --- Additional Comments: Cancel my membership and refund my money

I have a friend who is an ambassador for this company and is always posting the great benefits of their products on facebook. So one day I decided I'd give it a try and ordered the pink slim drink and the bio cleanse pills. After I put in the order, I looked up reviews of the product online and let's just say that some people's experiences scared me into not even wanting to try it (I know I should have looked up reviews prior to ordering but it was a friend who suggested it.. and I just got suckered into trying it.) After reading a ton of negative reviews about the product, I decided I didn't want it and maybe I would order the trial pack which was only 24.95 instead of the 118 I had just spent. They have a 60 day refund policy so I didn't think it would be a problem... especially considering I just put in for the order the day or so prior. I tried to call the company to exchange the 118 pack for the 24.95 pack... couldn't get through on the phone. Was on hold for 30 minutes so hung up. This started maybe 3/7/16. I emailed customer service through their website... never received a response from that. Finally on 3/11 I called again and got someone on the phone. They put in to start the refund process and told me that when I receive the product (118 product) to just write "refuse" on the package and send it back... which I did when I received it on 3/17/16. She said she would start the refund process even before receiving the product. At this point I no longer wanted the 24.95 package because I realized that I'm dealing with a shady company. I just wanted my \$118 and to move on. After speaking with that rep, I did get an email on 3/11 confirming the refund process has begun. Since then, I have emailed them numerous times as today 5/3/16 and I have NOT received my refund. The last email I received from them was on 4/7/16 where they said refunds are processed in the order received and they can take up to 1 billing cycle. It has now been 2 months... and way over 1 billing cycle. They have not responded to any of my other emails since then. I have tried to call and now you don't even have the option to wait on hold for a rep. It says they are experiencing high volume and hangs up. I have NEVER filed a complaint on a company... \$118 is a decent amount of money that I could have spent on diapers for my daughter. It's not only the \$118 but at this point it is also about principle. I can only imagine how many other people this has happened to with this company and I want my money back. You can't do this to consumers. Thank you so much for reading this complaint and PLEASE HELP! Sincerely, b(6)

Wants to cancel order, return items and get refund --- Note: For additional information on this complaint, please contact the South Carolina Department of Consumer Affairs at scdca@scconsumer.gov.

I ordered the auto ship of 3 products. The first month that I was to receive the order, I instead received breast care checks or something of the sort. I called the company who informed me that with the auto ship, you have to change a setting in order to receive the actual products, not the breast check kit. I was told by Customer Service that my rep should have informed me of this and they should have walked me through my first auto ship order. I asked them if I sent it back, on my dime (I'd pay shipping), if I can have the products I ordered. They said no. So now I am stuck with \$100 worth of breast exam kits. The rep at Plexus had the nerve to suggest that I turn around and sell them. --- Additional Comments: I would like my order of Pink, Bio, and Cleanse.

I have requested a autoship cancellation 3 times and it still has not happened. My original request was Jan. 14th. (I have the email to prove it) Then Feb. 14 and Feb. 23. I checked the status of the tickets per the website and I am only finding two, the most recent. Neither have been assigned according to the website but again I originally requested the cancellation Jan. 14th. I do not want this autoship any more. --- Additional Comments: I want the autoship permanently cancelled and a refund for the ones that were sent after the cancellation request.

I requested my money back as per their 60 day money back guarantee because the product doesn't work, I was told that being signed up as an ambassador I was not entitled to the money back, I wasn't told this by the person signing me up, I emailed the company requesting my money back & no more product be sent to me or billed to me, I haven't been contacted by the company, I tried customer service phone number & was not successful in talking to anyone because of the extremely long wait & their website experiences excessive down time. I am out \$263.10 on their product that doesn't work, this is strictly a pyramid company, I have looked at your website & seen the many complaints just like mine about Plexus. It is a total scam, I want my money back! --- Additional Comments: I want my \$263.10 back I will be happy to return the unused product @ their expense.

On I believe 2/2/16 I ordered 153.00 worth of product through a rep of this company. The product has not been shipped (yes I already know there have been shipping issues). I have called the company 2 times, the first time I was on hold for 46 minutes, the second time I was on the phone for 2 hours and 34 minutes. I was told the items would be shipped, but they haven't been yet. --- Additional Comments: Ship my 2 bags of slim to me

I placed an invoice 82121049 with Plexus totaling 154.00 on 3/11. I received notification via email on 3/11 with the tracking indicating that it would be shipped 3/12. The product to date has not shipped, as per USPS tracking Plexus sent notification to USPS to expect the package, to date only a label has been created. I made many attempts to call Plexus holding up to 40 minutes and unable to get to a live person. Finally holding over an hour I was able to speak with someone who offered no resolution and I held an additional 20 minutes to escalate to a supervisor who assured me she would escalate to shipping. She assured me her experience was that once escalating it normally ships in a day and that she would email me with updates on shipping, that was 5 days ago and it has not shipped and not one email. I emailed and got a response that a case (b(6)) had been opened and someone from Plexus would contact ASAP, that was 3/30 to date no response. I have attempted call at least 10 times and most cases a recording telling me to call back a later time due to the high call volume. On 3/31 I placed a 2nd order (b(6)) hoping it would go out with no issues and I would either keep both if I liked the product or return. I received an email confirmation with a ship date of 4/1 with no tracking information. I have no spent close to 300.00 and not received anything from Plexus --- Additional Comments: I would like the product delivered immediately

I emailed customer service asking to cancel my auto shipment renewal on 11/21/15. I received an auto response but no one contacted me. I followed up, still no answer. I called multiple times and receive the message 'due to high volume of calls' they are unable to take my phone call. I emailed again asking to cancel my auto shipment and receive the auto response. I'm frustrated and extremely disappointed that I contacted them and no one has the time to respond to my request in FOUR months and they continue to charge me. --- Additional Comments: I would like my auto shipment cancelled and my account closed with the company. I would greatly appreciate if they would refund me for the continuous charges after my 11/21/15 cancellation request.

I have tried for several months (since November 2015) to cancel my subscription to Plexus products. I have tried contacting the customer service phone number (490-998-3490) only to receive a message that no one is available and please leave a message (no return of messages) or that their customer service department was too busy to take any phone calls, and there was not opportunity to leave a message. I have also e-mailed customer service (cs@plexusworldwide.com) requesting that my account be cancelled, and I have never received a reply. I also contacted the person I originally ordered through to find out how to cancel, and she directed me to the customer service number (which was not accepting calls). In desperation, I contacted my credit card company to decline any charges from Plexus to my credit card. That worked for two months (February and March), as I received notifications from them that the credit card was declined. I was completely surprised yesterday when I received notification from Plexus that an order was on its way, as I had not authorized a change with my credit card company. I called the credit card company (American Express) and they told me that Plexus used a different vendor number than the one that was blocked, which is why the credit card was charged. This is unbelievable. I have never had such a problem cancelling services for which there is NO CONTRACT. --- Additional Comments: I would like the company to CANCEL my account. I do not wish to have any future products from Plexus.

I placed an order of over \$2500 with plexus for products that was made and payment cleared 3/22 a shipping label created 3/24 USPS notified 3/30 and then my package never moved not got sent out. 14 customer service calls have been made with over 13 hours of hold and call time documented, more than three supervisors spoken with, 13 emails sent and yesterday 4/4 I was told specifically thru a supervisor my order had been escalated and shipping and warehouse spoken too and my order WOULD go out LAST NIGHT. I received notice from UPS to expect delivery next day air then the notification and label was cancelled for shipment. The tracking number thru USPS is also still assigned and has had no pick up. I have requested multiple times with multiple reps to either have my money refunded for products not received or to recreate my order and ship as well as I was happy to receive package finally next day air yesterday however none of these things have happened. I have on three occasions been told I would have follow up and receive a phone call from the company in regards to answers and resolution the next day and this has never happened either. None of my email correspondence have been answered. My money has been collected and kept for over two weeks and I have received no products for this and no help in resolution in getting this taken care of. In any of my 14 documented phone calls there has never been less than a 40 minute hold time to speak with someone. They have the capability of next day Air shipping to me thru UPS obviously by the notification I received last night and I need answers why this was cancelled after being promised after so many phone calls and promises I would have my products for TWO WEEKS. --- Additional Comments: I want an immediate refund or next day shipment guarantee of the products that have been paid for. I would like direct contact by someone in management role to assure me this is being handled without having to call, hold for an hour and go thru whole 14 call, two week long explanation of what I've reviewed already with multiple customer service representatives.

I had a recurring order that I wanted to cancel. On the website it says you can cancel within 15 days of the next order. I have sent 5 emails requesting a cancel my ongoing order. Each email I receive back says the following: Thank you for contacting Plexus Worldwide. This email is to confirm we received your ticket. Because of the high volume of email tickets weM-CM-'M-BM-^@M-BM-^Yve been receiving, we may not be able to respond to your request in a timely manner. At Plexus, weM-CM-'M-BM-^@M-BM-^Yre committed to creating positive relationships, and we want you to know that the slow response time weM-CM-'M-BM-^@M-BM-^Yre experiencing is not up to our standards. While we have frequently had long hold times over the last few months, you can speak with someone directly at the Ambassador Relations Center by calling 480-998-3490. We sincerely apologize that we may not be able to respond quickly to your email. Ticket ID: b(6) Subject: Plexus: cancel/change Department: Customer Support Type: Issue Status: Open Priority: Medium You can check the status of or update this ticket online at: b(6) Kind regards, Plexus Worldwidel have never heard back from them. I have also tried calling the customer service phone # 5 times but am always on hold. I am currently holding right now and have been doing so for 21 minutes with no answer.I have also tried doing a stop payment at my bank. Plexus tried to run an order thru and it was stoped so they used a different company and amount which then went thru. --- Additional Comments: Stop my ongoing order.

I have requested my & my husbands money back since they had me sign him up as preferred customer used same credit card under their 60 day money back guarantee. In less then 60 days they have got us for \$788.20! This product does not work I have tried calling & on hold for 2 hrs & never got through, I have e-mailed 7 times only to get an automated e-mail back. I was never told as an ambassador that I would never get my money back. My husband has been stuck with two orders & one for \$230.42 that we never received but still charged! All I want is our money back & I will never say the word plexus again! This company is strictly a pyramid & not out for peoples health only for their pocket books which ours is now empty. I do see on your sight I'm not the only one this has happened to, I only want our money back & I will be done but I cant get through to anybody at this company! --- Additional Comments: I want my \$289.87 & my husbands \$267.91 & \$230.42 back it was purchased with same credit card! Gladly return all products at their expense but again the one for \$230.42 we have never received so how do we return something we don't have?

This company guaranties a 90 money back ,if you for some reason do not want this product. This product was not good for me , I did not like it and tried to contact the customer service which never picks up the phone ..you get a recording every time that says call volume to high try again later. I also contacted them by e-mail which basically says the same thing .Do to high volume we can not get back to you right away call customer service . I am on an auto -ship so now even though I do not want this product I find no way to stop it !! I have contacted the dealers or whatever they are that recommend this product and tell you not problem if you don't like it you can stop it and get your money back .. this is not the case. --- Additional Comments: I want to talk to a human and have this issue resolved! I want a billing adjustment for the product they just shipped out even though I tried to get it stopped before they shipped it out on 4/9/16

I have two orders that I have been trying to return since 3/4/16. I actually tried to cancel one of the orders before it shipped but could not get through to anybody. I have called multiple times to return these two orders (3/16, 3/22-twice, 3/29, 4/4), and have never been able to get through to a real person (even after remaining on hold for 30 minutes!!). I have not gotten a response from any of my many emails. I contacted my salesperson on March 16 and 22 and she assured me she was looking into it but I have not heard back since then. --- Additional Comments: I want to return the products and be refunded for both orders.

I'm an ambassador for Plexus and my very 1st customer placed an order back on 03.17.16 Order b(6) and still has not received her products. When i called customer service they said USPS has 5 days to pick it up from the day the pre-shipment was made but that was back on 03.25.16. They also said for me to call back in 5 days there was not an update but I work full time and dont have an hour or more to spare holding for someone to answer the call. It doesn't even show its left the shipping department. I also placed an order back on 04.01.16. Order b(6) and it says pre-shipment was sent to USPS on 04.07.16. I just don't get how they expect us to make money when we are having to give free products away because they can't get the shipping issues under control. All I want is for my customer and myself to get our order SOON

I have ordered the product which the money has been taken out of my bank account on 4/1. The company who charged it through my bank account is Plexus Worldwide. I sat on hold for 40 minutes!!! Just to be told that my order was STILL pending. I would like to know WHY money was taken OUT of my account 7 days ago and my order has still not be shipped! --- Additional Comments: I want my order delivered and I want a discount for the time I have waited! This is ridiculous. I friend of mine ordered hers a day after me and has already received her order! How have I paid for this (\$150 is no longer in my bank account- approved and taken out of my account) I want my money back!!!!

I purchased Plexus product for the first time on February 26, 2016 for \$295.85. I was told by the person that sold the product that they have a money back as per their 60 day money back guarantee. In the meantime I received another package of the product on March 18,2016, which my credit card was debited for \$124.00. I tried to contact the person that sold the product to me, but she has not returned my call. As for the company my email did not go through and calling them is an extremely long wait & their website experiences excessive down time. I am out of \$419.85 on their product that doesn't work, this is strictly a pyramid company. I have been told by other people and looked at your website and seen the many complaints about Plexus. I will be happy to return the unused product back to them. I would like my money back. --- Additional Comments: I want my money back in the amount of \$419.85 because it doesn't work and its under the 60-day money back guarantee.

Since February of 2016 I have been trying without success to reach the customer service department of this company to cancel the monthly automatic shipment of health supplements. When you call the only number, you are prompted to select a department and then placed on hold. An automated message says that your call will be answers momentarily, but after an hour on hold no one answers. The email response is no better. I have submitted 3 emails, and also 2 through their website portal. No response through anything. I have disputed the charges with my bank, and this company is still taking money out every month and has not cancelled my account even though I have requested through email and through their portal. --- Additional Comments: I would like a representative to contact me via phone so that I can once and for all cancel this horrendous monthly subscription to a health supplement that causes my body more harm than good.

I purchased products from them in January. Not knowing it was an auto renewal every month, in February, I received another order. So I started calling Plexus to stop the auto renewal. I would stay on hold for 45 + minutes or either get a recording saying 'they are at high call volumes to try calling back at a later time'. I have called several times during the month of February. In March i received another email confirmation that they had charged my account again. On the emailed invoice was a customer service email and the same number I had been calling. So I emailed them twice, but did not hear anything. I never received the package for March so I assumed they had received my emails and stopped the package. A refund was never applied to my account. So this month, April, I received another email saying the product was shipped again. i called once again from my work phone, putting it on speaker, and sat on hold for over an hour. I have not yet received the product but I called my bank and had to end up canceling the card all together. I also sent them a fax this week clearly stating all the charges and my complaint. I am asking that they refund me for this month and March.

I signed up to receive this product as an auto-shipment. After the first shipment, I was charged for the product and it took about 3 weeks to receive the items. I tried calling multiple times, emailed multiple times to have the shipment stopped. Plexus still charged me and shipped another package. At that point I tried to call again a number of times and send emails with no answer or response. I finally typed a letter explaining what I wanted, included copies of the emails and the items. I requested a full refund but have not had any communication from Plexus. I sent this package with tracking and a signature required, which was all done. And still no communication or refund. This is horrible business practice and customer service. --- Additional Comments: I would like a full refund for the purchases that I have made to this company. Had Plexus answered the first time, I never would have been charged 2 additional times for these products.

I've been emailing and calling Plexus worldwide to cancel my order, for a month. They do not respond to my emails. There is a message stating they are experiencing such a high volume of calls they cannot answer calls. Tonight my next order went through. I'm afraid I'll never be able to get a hold of them and cancel, and keep getting charged for something I no longer want. I want is my last order refunded, and for all future orders stopped. --- Additional Comments: I want a refund for my last order, and I want them to stop charging me for their product. I don't want it.

I can not log into my Pplexus account in order to cancel my subscription. It is impossible. They changed my login information and when I attempt to use th new information it does not allow me to access the the system. I no longer want the product and I can't access my account at all. I notified them on December 30, 2015 to cancel my subscription and they will not respond. I call the customer service and they say they cant take the call. I email and I get no response. They keep charging and sending the product even though I have given all required info to cancel. I signed up with an ambassador and she quit and she can't help me either. --- Additional Comments: I want a refund and to cancel my subscription. The company needs to contact me and cancel.

Signed up for product. they put me on authoship. They have a 60 day refund guarantee and a cancel anytime. I tried to cancel via phone on 3/26 and then email. No answer. They sent me a ship notice on 4/1. I emailed again to cancel and refund April (pending package) and March (unused portion per their guarantee). They did not answer. more email and phone calls on 4/4, 4/6/4/7. Tried to call again today, no answer. Talked via email to the lady who signed me up. She can't help. Tried to log into the website they gave me to manage my account (when i set up original order). It says 'forbidden'. Terrible, terrible terrible. They get your credit card number and run. NO response to my repeated inquiries. I have the unopened package from 4/1 order that just arrived and a partially used one from March. I cannot tolerate the ingredients (makes me very sleepy and itchy). I have filed a stop payment with American Express as well so no more charges hit my account. I am very frustrated that they will no respond to any of my emails or even have someone answer the phone. My longest hold time was 18 minutes before I gave up. --- Additional Comments: I want a refund for both March and April and I want them to STOP billing me. I want to cancel. Plexus Customer ID: b(6) . I have done everything within reason to cancel. I just want a full refund and for them to stop using my card. It's no longer authorized charges.

I have canceled my membership several times and they keep charging me. I contacted PayPal (my payment method) and was told they weren't on my authorized prepayment merchants so they wouldn't be able to collect anything further from me without my approval. I don't know how they did it, but someone on their end manually entered my credit card info they must have had saved on their site and acted as if they were me for it to go through as a new transaction. I want them out of my life! Worst company and products I have ever dealt with. Their customer service is non-existent. I've emailed and called many many times over the past 6 weeks and have yet to get a single response through email or phone. There's no one on the other end of their 'customer support' line. It's all fake! --- Additional Comments: I want a full refund of the amount, \$147.57, they charged me on 4/13. I want my name and all of my information removed from their database and never want to hear from them again. I'd like them out of business because obviously they engage in fraudulent business practices and do not follow through.

I ordered the triplex and used it for 3 months, my issues got worse so I sent the unused product back for a refund. Before doing so I contacted customer service 4 times and always got the email that they made a ticket but never heard from anyone. I did not want to pass the 90 days so I sent back the products with a note explaining I have tried contacting Plexus but no one will respond to me and I want my money back. I paid extra for a signature so I know for a fact Plexus got the package and I still have yet to receive my money. They are ignoring my emails and their phone line is a disaster, I will not wait over an hour to ask where my money is. I am owed my refund, I know they have the product as well as my information but choose to pretend like I do not exist. --- Additional Comments: I want my refund

I placed order# b(6) on 3/15/16. I was charged for the order on 3/16/16, \$85.05. On 3/28 I contacted my ambassador to tell her I had not received my order. On 4/5 I called customer service direct and after being on hold for 53 minutes, I was told that my order was being disputed with the USPS. A tracking number had been assigned but no shipment. I contacted my ambassador who went to her boss, she talked to Plexus and said my order had been 'escalated.' For my troubles, they were shipping a 'free' bottle of probiotics. My original order was 'moving' and I should get it in a few days. To date, I have never received my order. I would like the products that I ordered. I still like the product even though the company's customer service is horrible. --- Additional Comments: I would like my order shipped.

The last time I ordered anything from Plexus was back in November and I had given my card information to the account manager I was working with directly. I recently had a \$155.93 charge on my credit card and I have called Plexus multiple times this week to resolve. Their automated system says they are unable to assist anyone due to their call volume and they have yet to assign my customer service ticket to an agent to resolve. This charge was not authorized and they are refusing to get back in contact with me. This is a completely unacceptable business practice. I want my \$155.93 back because I didn't authorize this charge or order anything! --- Additional Comments: I want my money back for \$155.93 for products I did NOT authorize to be ordered and I DID NOT have my credit saved on file.

For the past three months I have been trying to cancel my autoshipment with this company, as well as receive an authorization for return of product in a timely manner. Several emails have been responded to 'we are experience high volume.....' Phone calls have me on hold for hour+ then disconnect. The latest several phone calls have a recording that 'due to high volume we are unable to answer your call.' --- Additional Comments: Refund/Return authorization code for last two months' of (unopened) products.

I ordered two bottles of probio5 on March 10, 2016. I received confirmation and money was taken from my checking account on March 12, 2016. By March 28, 2016 I still did not have my product so I emailed the company. In did not get a response. I started trying to call and never got thru to anyone. I emailed a second time on March 31, 2016 and did not receive a response. More calling, no way to get thru. I want my money back or my product. --- Additional Comments: I would like delivery of my order or my money refunded.

On February 26, 2016 we were charged \$230 for an order that they have never filled or shipped, despite multiple inquiries to customer service. Each time they tell us 5-7 days, and the issue will be resolved. It has been almost 2 months. --- Additional Comments: We love the products. We despise the customer service this company provides, or lack thereof. We just want to receive the order we paid for almost 2 months ago.

Approximately six months ago I tried to contact this company to discontinue my monthly automatic orders. I could not get any response from a single email I sent to their designated customer service link nor could I ever speak with anyone on their customer service number without getting hung up on before reaching someone that was not a machine. I contacted my credit card company and had these charges (after my requests to cancel order) disputed and blocked for future billing. Problem was resolved as they continued to email me to tell me the charge failed and they would not be sending the order, which is exactly what I wanted. After about four months of blocking the charges, they changed the name they were billing under and were able to bill my credit card and have sent the order that I had long ago tried to cancel and now I am stuck contacting my credit card company to block and dispute yet another one of their charges. I sent out another email and tried to contact via phone and cannot get a response. --- Additional Comments: My desired outcome from this would be to no longer have any contact with this company. I do not want them billing my credit card nor do I want them to email me anymore. I cannot get any response from them as a past consumer and I just don't know what to do anymore to resolve the problem. I do not want to block and dispute this charge and then in four months see that they have changed their billing name again and have to do this all over. I do not have the money for them to continue billing me for something I have said I did not want time and time again.

I purchased a product that I can not take as makes me ill. They advertise a money back guarantee. I have been waiting on my refund for over 30 days and they have all the credit card information. Even the sales rep that sold me the product has been trying to get my refund processed. When you call customer service, they either say too busy and can't take call and then hang up on you, or you are on hold for 45 to 60 minutes or longer. I have tried several times to get my refund and so has the sales rep. This company does not honor their promise and their customer service is worst I have ever experienced. The refund is \$187.90 and certainly not a large amount for such a large corporation. I have written an email as well to the address on their website, but they do not respond. --- Additional Comments: I not only want my refund, I want an official complaint filed regarding their extremely poor customer service. Very unprofessional! Perhaps they are so large they don't care about one customer complaint.

I tried plexus for a month and then I received another shipment. I did not know I would automatically be shipped and billed for a second shipment. I returned the product around March 1st and have been trying to get refunded \$130. I keep getting the run arounds. They said 10 days ago I would be refunded in two to five business days. Still waiting. --- Additional Comments: I just want a refund.

I have tried numerous times to cancel my ambassador membership. I have called three times and was put on hold for over 30 minutes each time. I was never able to speak to a person. I have also sent numerous e-mails requesting cancellation of my membership. I have received confirmation that they received my request, but they have not confirmed that they have cancelled my membership. Honestly, I feel like a fly trapped in a spider web... I just can't escape from Plexus. This is the worst customer service I've ever experienced. According to my bank, the only way I can stop receiving automatic shipments is to cancel my credit card. Even then, Plexus may be able to charge my account. My next step is to contact the Arizona Attorney General's office to file a consumer protection complaint. I truly regret ever signing up for automatic shipments. --- Additional Comments: I want written confirmation that my membership has been cancelled and that I will not receive any future shipments of Plexus products and that my credit card will not be charged again.

Plexus offers supplements to help with weight loss and blood sugar control. I ordered the product because they offered a money back guarantee. After taking the product for 2 weeks I had to stop because my sugar went through the roof. I have tried to call the company over 20 times, sent multiple emails with no response at all. Their website does not offer a place to cancel recurring orders so now I have been billed again for products I don't want and can't use. When I try calling the company I get the message 'we are experiencing high call volumes please try your call again later' and the call disconnects. I have tried using other option on the phone line and was on hold between 20-30 minutes each time. I just want my money back like they promised. --- Additional Comments: I would like a full refund as promised for my first order and a full refund for my second order. I will be happy to mail all of the products back to them but I can't even get in contact with them to request a refund or find out how to return the products.

we requested by email and letter on 2/15/2016 that they cancel my account, stop sending product, immediately. --- Additional Comments: for the company to stop sending their product. refund \$105.50 drafted by them on 3/30/16 for a shipment that was refused and returned, not accepted from them in March 2016. We have also received a shipment in April that we refused and sent back to them !!!!! We emailed Plexus on 2/16/16 to stop their product shipments and cancel my account number !!!!! The account they seem determined to continue drafting will be closed by April 22nd, 2016 !!!!! tried calling them today - no luck. I am going to send them a fax today requesting they cancel account and send a refund.

This is my second time filing a complaint due to shipping issues. I am an ambassador whose preferred customers are not getting their products in a timely manner. I keep hearing a computer system excuse over and over. My customers can not get through via phone due to extreme wait times. Emails are never returned until a BBB is filed. This is horrible business operations for a company whose product I am trying to market. This makes it very difficult for me to promote and share! --- Additional Comments: I want my customers order delivered and compensated for this long wait. I want to be contacted by upper management, I want these issues of shipping and customer service resolved. I have given many ideas on how to do this when I called in, not one is being utilized, and people are receiving horrible service!

I ordered products from Plexus on March 6, and I did not receive the correct products. After making several phone calls which were never answered, I submitted a ticket online on March 24 asking them to ship the missing product (Plexus Slim 30 packet). And, I received an email response with an ID and password to their help desk site. After not hearing from them, I logged on to the site and submitted another ticket saying that I need to get a response or I will be filing a complaint with the better business bureau. After giving them until yesterday, April 15, I logged on this morning to view the ticket, and all my tickets have been deleted. So, I am filing this complaint to try and get my money back or the product that I did not receive. Thank you for your help! --- Additional Comments: I would like to receive the 1 missing Plexus Slim 30 packet product that I did not receive in my last order to be sent to me at the address on this complaint.

I placed an order on April 8, 2016. The tracking information shows it was delivered on April 12. I did not receive it. I have cameras outside my home and the product was never delivered. I emailed the customer service department 3 times and I have yet to receive a response. I have also been calling since April 12 and I have not been able to get through. Every time I call a recording picks up that says they are having high call volume and cannot take your call. I also sent the 'ambassador' i purchased through a message--no response. What a shock. What a way to do business. At this point, I want my money back and I want to be done with this company. --- Additional Comments: I want my money back, and an apology for subpar customer service.

I ordered on 4-6, shipped on 4-8, no shipping information still on 4-16, when it states I will receive in 3-5 days! I tried calling but waiting time is extremely long over an hour, no body has time for that! --- Additional Comments: I believe I should have my order shipped over night with a discount or refund for waiting so long. This is horrible customer service, and it seems like this has been going on awhile from the other shipping complaints!

Returned merchandise to them on 4/2/2016 and still have not got a refund went my bank for help and plexus will not answer anyone --- Additional Comments: My money they took from mr

I placed an order on March 1, 2016 as a preferred customer (ID: b(6)). The order # b(6) was \$129 for the tri-plex combo. I was given directions on how to start taking the supplements. I did not see any results and was told to increase the amounts. On April 1, 2016 an order was processed for the plexus slim so I could continue taking it with the pro bio and bio cleanse. Order b(6) was for \$72.01. I was told that there was a 60 day guarantee on the products and that if they did not work I could request a refund for both orders as long as it was within 60 days. I have tried contacting Plexus's customer service with no answer. I have called during business hours and set on hold for one hour plus on several occasions never speaking to a single person. --- Additional Comments: Refund of \$201.01 for orders b(6) and b(6)

I am unable to cancel my subscription for goods supplied by Plexus Worldwide. I've attempted via an online portal 4 months ago and by phone, neither were working (portal gave errors, phone message said try again later). I blocked the company with my bank. Just this month, a charge re-appeared on my credit card. I've attempted to login with my credentials to no avail. Upon calling, I still get a 'we are overwhelmed with calls please try again later). I have re-blocked the company with my bank. I don't know what is going on, but I have the right to cancel my subscription at any time. I've contacted both of my 'Ambassadors' who promote Plexus via online channels continuously with no help. This is nothing but hostage mentality. I can't unsubscribe, yet continuously have to monitor my accounts and dispute charges. This is unethical. --- Additional Comments: Cancel my subscription and refund my time fighting you! I want no further interaction with you business.

I signed up for auto payment and billing with plexus. They say you can stop orders at anytime and return anything you are not satisfied with, within 60 days of delivery. I tried the products for 2 months and decided it wasn't for me. When I attempted to contact the company by phone and email, I get no response by email and always on hold for hours by phone. When I emailed to cs@plexusworldwide.com for help with returns I received no response. This was in January. As of Feb 11, 2016 I saved my emails. The dates I have saved are Feb11, Feb 14, Feb 18, Apr 1, April 5, Apr 15, and April 22. I have filed 3x's with my credit card company to stop payment so I would not get further deliveries. Regardless of their attempt to stop the deliveries they keep coming. I finally asked for my sign on and password by email and received a response right away!!! When I inquired about returns there is no reply. Since I signed on to my account and was able to delete my credit card I finally get a response saying that my account is terminated due to a charge back with my bank. FINALLY! I've been trying to stop this for nearly 4 months! Every email that I sent was responded to with the same exact explanation on April 22nd at 5:05 pm. That is 7 emails all with the same response on the same day. --- Additional Comments: To resolve this I have 2 unopened packages that I would like to return and get a full refund for. I also want them to pay for shipping and and loose all my information!!!!

I am unable to contact the company via telephone. I have tried several different times to get through to a customer service representative. At times, I am placed on hold for hours (yes, hours) or receive a message stating they are not taking calls at this time. I need to cancel a monthly shipment of products. I have also sent an email and a fax requesting my cancellation, without success. If I am unable to get though, I will continue to be charged for the product that I do not want. --- Additional Comments: I would like the opportunity to speak with a customer representative.

I placed an order for Plexus Slim on April 15th, 2016 between 11:20-11:30pm. As soon as I placed the order, it knocked the 15 percent discount I was supposed to get off, so I canceled the order. Instead of a cancellation notice, I get a shipping one and my money was on hold. They did not actually take the money until the product shipped the following Monday, the 18th. I called the number on the Plexus Slim and after answering TWO surveys I did not want to participate in, the recording notified me that the number had changed. I went back to my email receipt and emailed the address at the bottom it said to contact about that transaction. After 30 hours or so, I contacted my ambassador for a number. She informed me there would be a 90 minute wait time. I called and after the recording tells you there's high call volume, it hangs up. Having a 60 day guarantee is great, but not if you can't get ahold of anyone for your refund. I've called multiple times to no avail. I've emailed several and have gotten no response all week. I don't think it's right that I will have to eat the shipping costs if I ever receive an refund because my order was canceled within 10 minutes on a Friday night. I feel like it is just part of the scam. It also bothers me that on the website they do not mention how much water you are going to drink or that you NEED more products WITH the boost. I would really just like my refund and to put the whole experience behind me. --- Additional Comments: Ideally, I'd like a total refund since the company did not ship my item until a Monday and I canceled Friday night. The company should be responsible for the shipping cost.

I called the company on 4/14/16 but the answering machine said they were experiencing high call volume and to try again later. I called 2 more times that same day and got the same message. I sent them an email requesting to cancel my subscription on 4/14/16 and got no response. I sent them a 2nd email on 4/15/16 and got no response. I sent them a 3rd email on 4/21/16 and got no response. On 4/14/16 I requested to cancel my subscription to this product, I should be in my 60 day money back guarantee. On the 3rd email I told them I was going to report them to BBB. During this time of me sending them emails to cancel my subscription, they mailed me another monthly package. I want to return it to the company but the policy states that I must get an approval code from Plexus before mailing back. I would like to do that but they will not email me back. --- Additional Comments: On 4/14/16 I requested to cancel my subscription to this product, I should be in my 60 day money back guarantee. I would like my money back for the product and cancel my subscription.

I attempted to call Plexus customer service several times to end my monthly subscription and stop automatic billing. Each time I called, the phone lines were experiencing high volume and they were unable to take my call (this is a problem every time I call). So, I emailed customer service and received a response issuing a ticket number and promising me resolution. However, a few weeks later (after NO follow-up from Plexus), they billed my card and sent me a shipment. Again, I tried calling (no answer) and sent an email (no follow-up on the second ticket). My ambassador was able to call someone and was told that I could refuse delivery of the package, write my account number on it, and I would be refunded. The package was refused and per the tracking info, they received it again on 4/21. No refund has been issued. No responses have been made to my tickets. I tried calling again today and they are not accepting calls. How do I get my money back??? --- Additional Comments: I need a refund (including shipping) for the product that they sent and I returned.

They claim to have a 60 day return policy. You have to call to get authorization but CANT GET ONE. When you call, the option to choose says all the agents are busy and call back and it disengages the call. Every time. I tried the option to track a shipment and was on hold for 20 minutes before I ended the call due to my doubt anyone will ever answer. I want a refund as it has only been 3 weeks since I got the MEGA X and when I took it, I got sick. --- Additional Comments: I want a full refund

I have tried to cancel my subscription via email, fax, phone and website that was set up as an automatic debit via my debit card. The company does not answer the phone, return emails or acknowledge contact. I have a MasterCard debit card with Bank of America. Plexus debited my account in August and September. My debit card number changed due to a fraudulent purchase and Plexus was not able to debit my account in October, November, or December. However I was issued a new card number in January and MasterCard gave Plexus my new card number based on the contract that was set up in August. I returned the shipped product to Plexus by refusing the product. I place a stop payment and disputed the charge with BOA. I faxed, email and tried to call again with no avail. In February, Plexus first put a purchase through that was returned due to the stop payment. The next day, Plexus put another debit through changing the merchant number so that the debit would go through my account, which it did. I called placed another stop payment for amount and both merchant numbers and was issued another debit card. In March, Plexus tried to debit my old card, was not successful, but was kindly provided the new card number by MasterCard AGAIN!!!! This time the debit went through with the new card, but with a different amount. The charge was disputed and another stop payment was issued for the new amount. Well, April rolls around and Guess what??? Plexus tries to debit with the original amount, but is declined, so they put another debit through with a new amount (This is 2 merchant numbers and 3 different amounts.) All product has been returned with a refusal at the mailbox. I have emailed, faxed and called this company. I requested a customer number from the website sent to my email, when I received the customer number I tried to log on to the site and was told 4 times that the number was not a valid customer ID. I have now been advised to switch bank and accounts to resolve this issue. I am very unhappy!!! --- Additional Comments: I would like contact from the customer explaining how they can continue to get new debit card numbers from MasterCard, I would like MasterCard to quit volunteering my debit card number and I was Plexus to STOP debiting my account and nullify the contract.

I have tried to contact the company for the last 4 days. I have emailed and sent message on Facebook with no answer. I have tried to call numerous times. It either says the call volume is too high so have to hang up and try again another time. Or the two ones I have been able to stay on hold it has been for over an hour with no answer. I am trying to find out about returning a product that does not do what it says. --- Additional Comments: I paid \$63.51 to the consultant who ordered for me. I want my money back

I placed a one time order with Plexus in March, then in April my credit card was charged \$39.00 dollars for another order that I didn't place or authorize. I made sure when I ordered in March that I was not agreeing to future orders. I have called the Plexus customer service number numerous times and receive a message that due to a high volume of calls, they aren't taking calls and to call back later, I get this message each time I call. I emailed Plexus and received an email that said due to a high volume of emails it may be a while before my email is handled. I think this is a scam and I have been unable to address it or fix it, please help! --- Additional Comments: I would like a refund.

I started as an ambassador for Plexus to get the discount. A few weeks in, I found that Plexus products were not boding well for me. I had to stop. This was also the same time that Plexus corporate issued a policy change about how ambassadors offer promotions. This policy was to be effective immediately, which violates their own written Policies and Procedures that they are to give 30 days notice before policy changes (violation of Section 10, subsection C of Plexus Policies and Procedures). This changed my view of Plexus, but I don't see how they can correct it other than admitting they violated their own policy. At about the same time, I had placed an order for a potential client who then told me they changed their mind. Upon receipt of the order, I notified Plexus Customer Service via email that I needed to do a return. This was over a month ago, and I still have no response. I also attempted calling several times. No one ever answered after hours of holding. I also sent them a certified letter within the 5 day notice period. From the tracking number, I know they received it. I got no response (violation of Section 6, subsection L of Plexus Policies and Procedures). After all of this lack of customer service and the fact that I cannot take the products, I decided to leave the company. I filled out the electronic form to cancel my ambassadorship. Again, no response. A month later, I'm still considered an active ambassador. Yet my sales points from March mysteriously disappeared off the record so I couldn't get paid (violation of Section 5, subsection B of Plexus Policies and Procedures). I was smart enough to print out a copy of the sales I made for that month. I know what I should have gotten paid and will contact the state about that. Policies and Procedures link for reference:

<http://plexusworldwide.helpserve.com/Knowledgebase/Article/View/70/0/policies-and-procedures> --- Additional Comments: I would like to get paid, although I know I need to contact the state to push that. I have sold all but one item to another ambassador from the order that I needed to return. A refund on the remaining item (if I don't manage to sell it to another ambassador first) would be great. I also want my ambassadorship officially cancelled. I no longer wish to have any affiliation with this company whatsoever!

Company does not answer phone. When cancellation of automatic mailing membership is requested through email it is ignored and customer is continued to be billed. --- Additional Comments: Cancellation of membership and refund for the last two months of membership.

I have contacted Plexus numerous times since Nov. 2015 to cancel the automated orders. They do not answer their phone, but give an email address and say to call later. I have called numerous times and cannot get a representative on the phone. I have emailed the address given numerous times since Nov. I get NO reply back. The information says I need to speak to them to get a 'return form' if I am not satisfied with the product. I have asked for the form, but get no reply. I have asked for them to stop sending product and stop taking money from my account, but I get no reply. I used their social media site, facebook, and sent a private message, but got no reply. I did get an automated message that they had received my message and would reply - but never got a reply. I contacted the Plexus 'Ambassador' who I bought product from for help. She told me to call the customer service number, which will not answer the phone, and she did not reply to my second message. I worked with my bank today to request money be returned to my account. I will return the unopened product, if they will contact me and tell me how to do so. I will gladly share the emails with you, if requested. --- Additional Comments: I want my account refunded for orders from December to April. I want them to QUIT sending product. I want them to stop charging my checking account. My bank is assisting this with me as well, but I need for Plexus to be accountable, answer their phones and their emails.

I was purchasing a particular vitamin from this company, I was making the purchase on an automatic monthly shipment, All the sudden I start receiving the wrong product tried to reach the company by phone & email with no response to let them know of the error & try to get the problem fixed. after the second wrong shippment & billing for a product I did not want I had to cancel the credit card I was using for billing as they are still trying to charge that card. And yes I have requested in writing that they cancel my order. still 6 months later they are still trying to charge that card. --- Additional Comments: I want a refund for both shipment that where returned to them because they where the wrong product & I want for people to be aware of how they are trying to run this scam.

I was an Plexus 'Ambassador.' I placed an order for a product on 4-5-2016. I had not received the product by 4-20-2016. After several hours (three different days,) of being on hold waiting for customer service, I was finally able to speak to an agent. I asked the agent to refund my payment of \$74.00 and dis-enroll me from their system. Customer service is terrible for workers and consumers, so I decided to end my relationship with Plexus Worldwide. As May 2, I have not received a credit to my debit card. --- Additional Comments: I want my money back. This is a shoddy, poorly-run, dishonest company.

I have never purchased anything from Plexus ever. My checking account was debited \$629.00 for product. I called the company to let them know that I had pending charges yesterday and they could not tell me who purchased the product or where it was shipped at. As of today the amount clear my acccount and I need my money to pay my bills. I need my money to be put back into my account today. When you call your on hold forever. --- Additional Comments: Money to be put back in my account this week.

December 17, 2015 I called & spoke to customer serv. to cancel my order. In January I received another order, I called again but a recording comes on saying that they have too many calls coming in and I would have to call back later. I tried sending emails since January 2016, only to be told again, due to the high volume of emails, we are unable to respond or will get back to you, I'm still waiting! Plexus doesn't have a problem sending automated emails titled: 'Failed Order Generation Notice' email due to my credit card being expired, but you can't respond to it! It has been almost 5 months and I am unable to contact this company. I have even spoken to the 'Ambassador' here in MD that originally sold me the Plexus product, she said you have to call or email them, so I'm back to square one. I now have my credit card co. denying Plexus to be able to charge my credit card, but low and behold, Plexus charges are STILL getting through and I'm still receiving the plexus product in the mail (for the last 3 months) and I have to take to the Post Office the next day to RTS (Return To Sender), the Post Office has been writing: 'customer refused' on the envelopes & returns the product. I have to keep calling my CC to dispute the charges every month and it is getting VERY annoying & frustrating! Thank you for your time, I hope you can help me!!!b(6) --- Additional Comments: To STOP recurring payment, to have my account canceled and NO more deliveries!

I purchased this product 3/4/16. After I purchased it, I decided I wanted to exchange the monthly supply for the trial pack. It would be less money out of pocket I tried to call and was on hold for 30 minutes so I hung up. On 3/11, I finally reached a rep after being on hold for 45 minutes. At this point, I didn't even want the trial pack anymore. Just a full refund. The rep put in to start the refund process and told me when I receive the package to just write refuse on it and send it back but they would start the process of refunding my money that day. I did get an email confirming this.. on 3/17 I received the package, and sent it back. I waited weeks and did not receive the refund.. I sent emails and didn't get a response. Finally on 4/7 I recieved an email stating that refunds could take up to 1 billing cycle. Today is 5/3 and I have yet to recieve anything... BEWARE of this company and it's fake refund policy. How do they even get away with this??? I'm sorry but it took them 2 days to take out the money from my bank account and 2 months later, still no refund. They owe me \$120 and I have an awful feeling I'm not going to see that money again unless the BBB and the FTC do something about it! --- Additional Comments: I want to be refunded the amount owed to me.

I started using the product Plexus slim, bio cleanse and Plexus Block in April 2015. I went to the doctor in September 2015 for routine blood work and my liver enzymes were extremely high. I had a physical with full lab work done in April before I started and I had not issues with liver enzymes. In October 2015 I have to see a liver specialist that guided me to have several test. It was determined at the time the Plexus was my issue. I started having severe stomach issues that resulted in my having gall bladder surgery in January 2016. The specialist determined the Plexus products caused the liver issue that resulted in my gall bladder removal. --- Additional Comments: I would like a full refund of all medical expenses.

Plexus worldwide has the worse customer service I have ever experienced! I signed up for their product and after a month they withdrew money from my account but I didn't received product for a couple weeks. I called to cancel my order and sent product back for refund due to the horrible customer service. This product is \$135 a month. I have made numerous phone calls to company, wait time is roughly an hour just to speak to a representative. It's been three months going on four and I still have not received my refund of \$135! Every time I speak to someone they tell me a different story about my refund. They continue to say that they refunded my money to me which they have not and then they will say that it hasn't been refunded and that I will see it in my account writhing 5 business days. Still no refund. I continue to fight with this company even after submitting bank statement showing that the money has not been refunded. --- Additional Comments: I want my \$135 refunded back into my account asap and for the company to go good some way for all the time and aggravation that they have put me through over the last few months.

There was a charge of \$283.95 by this company on my Discover credit card. I don't know how they got my card. I've never hear of this company. I've not received anything from this company. I've tried for several days to contact them via the phone. No matter what extension you press you end up on hold for 'ever'. This company 'NEVER' answers the phone. --- Additional Comments: The charge removed from my Discover Account. I want to know how they got my credit card!

I filed a cancellation form with Plexus Worldwide back on January 27, 2016 and received a confirmation it was received and everything would be canceled within 5 business days. I have called several times and was assured my account was canceled. Yet, I still receive emails and I have a few customers that are not able to order from other ambassadors even though I am no longer with this company. This company holds people hostage. Anyway, I just saw that I was charged the yearly fee of \$34.95 on April 26, 2016. I NEVER authorized this company to pull this from my account because I canceled back in January. The professionalism (or lack there of) from this company is just that, unprofessional. I want NOTHING to do with this company and just want my \$ back. Again, they pulled something from my account that was NOT authorized. They need to STOP holding customers and ambassadors hostage and allow them to move on. --- Additional Comments: My desired outcome is for my name to be permanently removed from Plexus worldwide, I think it is unethical that my upline is probably STILL claiming 'points' for an ambassador that no longer wants to be with a company and for customers that do not want the products yet they still continue to charge their accounts. I want my money back and any money that should have come to me because I was still apparently making \$. It is illegal to pull \$ from an account when that person did not authorize. I try to call and you are either on hold for HOURS or you have to call back because of high call volume. I can't get that time back from calling all those times - they need to pay me for my time of trying to cancel.

The co advertises a money back guarantee. I knew right away that I wasn't happy with the products I purchased but after MULTIPLE emails and phone calls I have not gotten a return call or email which makes it impossible to return the products since they do not advertise their address and require that you talk to them to receive this and a return authorization code. --- Additional Comments: I need a full refund including shipping ASAP

Was shipped unwanted product that I returned within their 30 day patio for refund and never received refund or any communication after numerous attempts over a number of weeks --- Additional Comments: Refund for charges on returned product

I have been trying to contact Plexus about canceling my membership while I have surgery and for recovery time. I have not been able to get through due to lengthy call times, for the last six weeks. I have emailed them that I want to cancel and they have not replied. I am frustrated and want the account cancelled today I have been on hold for 2 hrs and 13 minutes with no answer and have called everyday and had the same result for the last two weeks. --- Additional Comments: I would like my account cancelled or at least put on hold so I can have the two surgeries I am scheduled for!!! It would be nice if someone from the business would contact me so I could cancel.

I had requested twice to cancel my auto ship 2 weeks before the next shipment was set to shipped. I never received a response. I called twice and waited over an hour each time, having to disconnect because my lunch hour was over. Two weeks later my credit card was charge without my permission for \$88.92 (order # b(6)). I called once again to attempt to cancel the charge and stop the shipment and Plexus reported they were unable to assist. Once I received the product I called asking for a refund and to stop my autoship once again. The rep. gave me a return auth number of b(6) and stated that as long as I returned the unopened package to the address provided: 8465 North 90th street #2, Scottsdale AZ 85258, I would get a refund within 1 business day. Two weeks after mailing the package back as they requested and not receiving a refund, I called to see the status. The rep. told me there was nothing they could do since I did not have a tracking number through USPS. --- Additional Comments: Full refund.

This company makes it so easy to sign up and order what with the thousands of independent sales ambassadors, however when attempting to contact this company to cancel or otherwise via email twice and trying numerous times on the phone and all you get is a recording that says 'we are experiencing an extremely high volume of calls at this time.' They offer a 60 day money back guarantee but how can you take advantage of it if you can NEVER speak to anyone. I believe these are unfair trade practices. I have read other complaints on here and I do not want to hear that Plexus Worldwide has recently updated their computer systems. This too is a bogus tactic they use and have been using for God knows how long...I know because there were 'computer issues' when they were signing me up. --- Additional Comments: I want to speak to a customer service representative from this company and cancel my subscription and receive my refund.

I am a Plexus Ambassador. I placed an order online for 3 items on 3/5/16. When placing the order I used credit I had available in my Plexus account and the total of the order came to \$133.69, but when the order finalized my credit card was charged \$163.95. On 3/14/16 I received an order but it was not my order, but an order for a lady in South Carolina (and completely different items). I tried to call customer service but they said they had too many calls coming in and I would have to call back later. I sent an email on 3/14/16 and explained what had happened. I received an email confirming receipt of my email but it said they had a large amount of email coming in so it would take a longer than normal time for them to respond to me. Since then I have called at least 5 times and have been on hold over 30 minutes and have had to hang up. I sent them another email (which I got a confirmation of receipt from them) but have never gotten a response. It has been almost 2 months and I am unable to contact this company. This is very unsatisfactory and I have never experienced anything so bad with a company. --- Additional Comments: I would like to receive the order that I submitted for the correct cost, or if not, I want my money refunded to my credit card.

I emailed customer service asking to cancel my auto shipment renewal on 11/21/15. I received an auto response but no one contacted me. I followed up, still no answer. I called multiple times and receive the message 'due to high volume of calls' they are unable to take my phone call. I emailed again asking to cancel my auto shipment and receive the auto response. I'm frustrated and extremely disappointed that I contacted them over and over and no one has the time to respond to my request in FIVE months and they continue to charge me every month. --- Additional Comments: I would like my auto shipment cancelled and my account closed with the company. I would greatly appreciate if they would refund me for the continuous charges after my 11/21/15 cancellation request.

I want to cancel my month subscription to receive ProBio5, a probiotic. I emailed last month and tried to cancel it before it shipped but they did not return my email and shipped it anyway. I returned it to them with a note asking them for a refund and to cancel my subscription. I also tried calling and my call was not answered within 15 minutes of being on hold. I did not receive a refund and I just received an email stating that they shipped me another shipment of ProBio5 for this month. I tried calling today and was on hold for 10 minutes before I hung up. I emailed them again today informing them that I would be contacting the BBB. --- Additional Comments: I need a refund of \$28.31 for March and a refund of \$32.80 for April. I will be sending back April's product as soon as I receive it in the mail. I also need my subscription canceled and no further charges.

On 3/22/16 a payment was taken on autopsy for my 2nd month of Plexus. On 4/5/16 a shopping label was created. To date, I've received nothing. I have made phone calls only to be told to try my call again later due to the higher number of call volume, and I've sent numerous emails, none have been answered. I did finally connect with someone via phone after holding for 45 minutes. She did take me off their auto pay and told me I'd be refunded, this was on 4/12. I've received nothing. -- - Additional Comments: I would like my money back IN FULL ASAP please. I've gotten nowhere with this company.

I've tried to cancel my wife's and I plexus account. We've spent hours on hold to speak to someone, but no one ever gets on the call - on hold. I've emailed and faxed my cancellation and the orders keep coming. --- Additional Comments: I want the orders to stop and a refund for the ones I tried to cancel.

I am the 'Ambassador'...I ordered a customer order on 2-17-2016 \$199. of product. with the written understanding that a customer could return unused portion if unsatisfied within 60 days. The agreement said to contact Plexus for authorization to return...but for 45 days the phone system will not allow calls, hangs up on you, tells you to try again later, etc. You can't GET an authorization to return. So after waiting 58 days... (Feb only has 29) I returned to them the customer's unused portion. I refunded the customer's money (as policy states) and now cannot get an appropriate email (all email is canned irrelevant replies (I am happy to provide copies). You are told to call a certain number, or contact upline...the upline did not respond to my message and you can try the number yourself and see...there is no one available (EVER) to take a call. They have unused portions, I have tracking slip and I just want the refund. --- Additional Comments: \$199.

My complaint is more than advertising, it's not relieving products as well as not being able to contact them. I ordered their items, lotion, vitamins, and shakes from Plexus on 4/12/16 to be shipped to my home within 3 to 5 business days. Plexus was advertising a 15% discount if products ordered prior to 4/15/16. I ordered prior to the 15th and did not receive the discount advertised. It's been over a week and my order has not even been shipped. I have called Plexus with no answer and have been on hold for over an hour at various times with no answer. I have emailed the company only to receive an email back stating to call the company. Half the time I call, they say call later, too busy. My order b(6) ordered on 4/12/16. I did include the tracking number for Plexus but your system is seeing it as a credit card number when it is not. Ready for. Refund, and answers. I have called them 7 times, emailed on website four times. This is ridiculous, can't even get a refund because they won't answer phones or respond online! Crooks give me my money --- Additional Comments: Would like to be contacted by business, high level management as to why no response by phone, email, or website. Find out why the products I ordered have not been shipped in time promised, also why I didn't receive discount upon ordering like I should have received.

Product is supposed to be 100% guaranteed satisfaction or they will return your money - less shipping. I have been trying to contact the company via email and phone since Feb 2016. No one ever answers the phone, nor has anyone returned my email. I need authorization to return the product so I can get a refund. --- Additional Comments: Authorization to return product and refund.

I ordered products and was charged \$175.00. Before the products shipped to me I called (waited on hold for over an hour) and said I wanted to cancel the order. The lady told me it was too late and I should write 'Return to Sender' with my Order # on the package and mail it back. I did just that on March 16, 2016. On March 21st I called to see if they received it. They said no (another hour and 20 minutes on hold and call) I went to my Post Office and had the paperwork printed off to show that they did receive the products back unopened on March 21st. I emailed all the paperwork to them like they asked and have not heard one word from them. When you call there now the recording says that 'due to high call volume they can not take any calls' & that you are to email them at Customer Service and the call drops. They actually hang up on you with no way to speak to a person. I have sent at least 4 emails asking for my money back. I don't know what else to do. Please help. --- Additional Comments: I just want my \$175 back for the unopened package I sent back to them. They claim to have a money back guarantee of 30 or 60 days.

I have a neighbor who wanted me to try plexus. I did - it gave me heartburn and I really didn't want to continue. I have sent 2 products back. I have sent an email to customer service. I can't stop the autoship and I do not want this produce. 100 a month goes on my card. I call customer service and no one picks up. Just a recording that this is a high volume time. I even tried to call to order products and was on hold for over 30 minutes thinking that if they thought I would buy something I could get through. I am frustrated and feel as if they stealing my \$ month after month. I don't want this product. I want to cancel and It is impossible to do so. I want my money back! --- Additional Comments: I want my money back. I want the autoship stopped immediately. I have a terrible feeling of this company and feel like it is a scam and I feel ridiculous that i have been taken!

It started as a delivery issue, placed the order 3/25 and only received part of the order. Called and emailed multiple times with no response. Until today 4/22 I sent an email that I was contacting the BBB because it was feeling like a scam. I received an email within 2 minutes that my order would be shipped as soon as possible. Not sure how businesses get away with this and stay in business. --- Additional Comments: It would be nice to finally receive the product that I paid for on 3/25. They have my money.

Plexus debited my checking account in the amount of \$157 when they were not supposed to...I was refunded the \$157 but due to this debit it caused a check to my electric company to overdraft....my bank charged me \$32.75 and my electric company charged me \$30.00...I notified Plexus and have been being told since November 2015 that I would be getting a refund...I sent in statements from my electric company and my bank to prove these charges....after approximately 15 phones calls and going back and forth I was told on April 5th 2016 that I would have my refund in 3 to 5 days.....I called today after no refund and am now being told that Plexus will not refund me because their charge of \$157 did not overdraft --- Additional Comments: I would like a check in the amount of \$62.75 mailed to me

see Attached document --- Additional Comments: see Attached document

I have requested at least three possibly four time in writing that my orders be cancelled with Plexus. Each month, they continue to send orders and charge my debit card. I have attempted to call only to hold for over an hour with no one ever answering. I was disconnected from a call previously after holding. I have complained to the 'Ambassador' that I ordered through, but this also has not helped. They continue to send and with their non-response, refuse to cancel all orders. --- Additional Comments: I want all future orders cancelled and do not want to receive this product ever again. I have been charged and I have every unopened package. I would like them to take their product back and possibly reimburse me for each of those packages.

I started out trying to email them to change my order. When my signon info didn't work I tried to email them for help. They never contacted me. Finally after them sending several shipments that I didn't want I tried to contact them to just stop my orders but everytime I call I get a recording about how busy they are call back later. I continually send emails and they never respond. I shipped back my last several unopened shipments and they never gave my back any money. I don't know what else to do. --- Additional Comments: Refund of shipments I sent back and my account closed!!!

Please reference closed complaint b(6) Business promised a refund within 5 - 7 business days. Eight business days later, no refund. Supposedly recent upgrades to computer system are causing delays. No. Customer service has been terrible since I bought the first product two years ago. More failed promises. --- Additional Comments: I want my money back today.

This company charged my checking account a total of \$34.95 without authorization while I was no longer an active participant. Once the charge to my account was made, I reached out to the company via telephone and the voiced service said their operators were too busy and to send an email regarding my phone call. I was hung up on, and sent an email to the company explaining my case. I received no response, I waited two weeks. I called back today and the operator was of no help and informed me that the company's reimbursement branch would review my claim and it was of no guarantee of the outcome. This charge not only overdrafted my account an additional \$36.00, it bounced other bills which caused additional overdraft fees. As a college student for early childhood education, this left a large toll on my financial structure. I am so appalled at this 'business's' I absence of professionalism and would like my case acknowledged immediately. --- Additional Comments: Not only do I want to be reimbursed my \$34.95 withdrawn from my account, but I also desire to be reimbursed the \$36.00 overdraft fee.

I returned one order (b(6)) and never received the other and (b(6)). I did not receive a refund for the returned order, nor a refund for the missing order. I appreciate that the company sent me a reshipment of the missing order (though I requested a refund instead), but refused the package as I, of course, did not want to accept free product in place of a refund. I've attempted to contact customer service via email, and phone, but have not received a response and experienced excessive hold times. --- Additional Comments: I would like a refund of \$498.18, which is the combined total of my two orders.

I was invited by a friend to try Plexus products. I was told the best way to sign up was to sign as an Ambassador. Signing up this way guarantees the lowest price. I was not told that you only had 5 days to return the unopened product by signing up in this manner. After receiving this product, trying it out with ZERO results did I find out that I had no recourse. This is extremely unfair business practices. I tried calling Plexus about my issue and they refused to help me. --- Additional Comments: I feel I am owed a refund for this product. I spent \$153.72 for a product that literally did not one thing for me.

I recently placed two orders with Plexus Worldwide - Order # b(6) on 5/7/2016, and order # b(6) on 5/8/2016. My ID # is b(6) I am dissatisfied with both of these orders, and the products do not seem to have any effect whatsoever. I have attempted to contact the business via email to request a refund, and received a generic response. I would appreciate a prompt refund for both of the order #'s referenced above. Thank you. --- Additional Comments: I would like a refund of \$145.00 for order #'s b(6) and b(6) as I am not happy with these products. Thank you.

Plexus sent me this email last month (April) Hello Ambassadors, As a reminder, tomorrow, Saturday, April 30th, is the last day of the month, and we want to help make sure you are commission qualified. Last night we completed the process to re-run declined credit cards on Backup Orders. If your Backup Order has not processed by now, you will need to place a manual order before 11:59 PM EDT on Saturday, April 30th to be commission qualified. To my understanding with the way this company works, that meant I was not longer eligible to be an ambassador because I couldn't afford to purchase that month. Well to my surprise, this morning, there was 170.00 missing from my account. Apparently I was suppose to remove my card from file. None of this explanation matters of what I understood or didn't understand as the consumer or how they run their business cause how would I? I don't work there. The point is... It is my money! I am requesting for it back! the just placed the order this morning. They are to stop the order! It is not my problem that they are going to still ship it and to the wrong address that is 3 hours away from here. They expect me to wait for them to hopefully get it back and then I get to play ring around the rosie for my money back? I think not! I highly advise that the pending charge never even gets posted! It is not my problem that they claim they can not go pull my order from being shipped from a large warehouse. Well it is not my problem that they expect me to wait for them to get it back to a large warehouse from an address I no longer reside at! They ARE NOT authorized to keep my money! --- Additional Comments: Pending charge better fall off! This is criminal

Consumer called in to report a complaint against Plexus Internationals for conducting a pyramid scheme. They sell energy drinks, energy pills and other supplements but they actually make their money through the people recruited to sell the products. So when each person is recruited they have to invest \$700. She has received samples from a relative that joined the company.

I began with this company 6 months ago. I wished to cancel my autoship/autorenewal / debit arrangement but got no where. On their website it indicated that my security code for my credit card was not entered so I figured that might solve this issue as they could not charge my credit card. Today I see that a pending transaction for \$91.36 is posted to my account. Not sure how this is possible as I did not authorize the debit as the security code was not entered with the corresponding credit card. The whole point of security codes for credit cards is to avoid misuse or invalid charges from occurring. Plus the website does not even allow you to remove a credit card or cancel auto shipments. Please. Issue me a refund. Stop my autorenewal and remove my credit card information from your possession asap. I do not want to be involved in a situation with a company that has access to my funds and does not make it any way easily possible to cancel. As an attorney, I find that highly unethical. --- Additional Comments: Cancel relationship with said company and issue refund.

I, b(6) became a preferred customer on 4/9/2016, Customer ID b(6) I signed up during the 15% off sale. THEY DID NOT GIVE THIS TO ME. I even emailed them about it. The amount equals \$31.91 they took. Then I tried to cancel my account, I left 2 messages and emailed. My ambassador called and emailed. They didn't cancel and charged my account \$231.94. I called very upset, they said they would cancel a shipment, but I had to wait 30 days to get my money back. THAT IS THEFT. They have stole \$263.85 from me. These people are thief's. Their customer service barely speaks English, you can't speak to a manager. They have no problem swiping my bank account but wont pick up the phone. They wouldn't allow my wife to call saying her name wasn't one the account... THERE WAS NO WAY TO ADD HER NAME TO BEGIN WITH. I want my money in 24 hours. They were given notice, I told you NOT to take my money, you did. Order # b(6) & b(6) --- Additional Comments: I want the \$263.85 owed to me within 24 hours.

I placed my order on May 30th (I realize was Memorial Day), after placing my order I almost immediately received an email stating 'Your order is ready for pick up or has SHIPPED and should arrive within three (3) to five (5) business days from the shipping date for continental US orders.' I had been trying to track my order with the number given ever since 5/31/16- with no movement! The money 195\$ was taken out of my account on 6/1. I called Monday 6/6 after still seeing ZERO movement with tracking only to sit on the phone close to an hour to be told I needed to allow 24-48 hours for processing then it will ship and allow 3-5 business days its now the 5th business day and STILL NO MOVEMENT. I was not only told no they can't over night it but also, its within business policy and there is nothing to be done, I can call back on Wednesday (which i did this morning), my intelligence was insulted saying 'if you don't understand I can repeat what I just said to you', I asked if I could just cancel my order, 'no'. But they will 'escalate' my order. I call back this morning to be today yes, it was escalated BUT I STILL NEED TO ALLOW 72 hours for it to ship- seems to me they just bought their-selves more time to ship it. That with the holiday and the new system update (because with the old one it was taking some people a month to receive their orders) between the two thats what was causing the delay. I should have my package by NEXT WEEK- TWO WEEKS LATER!! I asked if there was anything that can be done, no its not company policy.. Its great to have people who are soft spoken answer the phone, but no one was willing to do anything- they just kept repeating 'I understand ma'am', 'its company policy'... SO aggravating! --- Additional Comments: I would like to receive my order first, and somehow not have to wait 2 weeks for it to arrive! I believe they need to be more honest with their customers, stating 24-48 hours for processing in their email THEN 3-5 business days! I would also like to be compensated for having to track down my order, calling customer service two times only to be told to suck it up and wait- was pretty much the jest of the conversations. I am NOT asking for anything free, but I would like to have some sort of compensation for the frustration, being misled, and the way I was spoken to by not only whoever answers the phone, but managers, and supervisors.. all they knew to say was 'its company policy'. Its wrong for a business to take the monies out of someones account and then NOT deliver- literally.

I placed an order through e-check. Because my bank had changed ownership the routing number I entered was rejected. Plexus suspended my ambassador account. They had already charged my bank for \$132.37 for an order that has since been canceled and the money was taken out of my banking account. No products were received for this order charged to my bank account. Plexus will not refund the \$132.37 for products not received because they say I owe \$25 for the e-check rejection. I canceled my status as an ambassador because they refuse to be of any help in this matter. I would like my refund of \$132.37 put back in my checking account. If they want the \$25, they can send me a bill in the mail for it. My account with Plexus was suspended and there was no way to pay the \$25. I will be telling all of my friends about my experience with Plexus. The amount of time that I have spent on the phone, much of the time on hold has probably amounted to 4-5 hours maybe more to try to get resolution. They keep saying to give it more time . The money was taken out of my checking account on 5/27/2016. It is 6/11/2016. People - beware - don't use e-check with Plexus. --- Additional Comments: I would like \$132.37 put back in my checking account. If they want the \$25, they can send me a bill in the mail for it. I shouldn't have to pay the \$25 since they have been holding my \$132.37 for several weeks. They should pay me an additional \$25 for interest and pain and suffering and the number of phone calls and time wasted trying to get the matter resolved.

Plexus sent me this email last month (April) Hello Ambassadors, As a reminder, tomorrow, Saturday, April 30th, is the last day of the month, and we want to help make sure you are commission qualified. Last night we completed the process to re-run declined credit cards on Backup Orders. If your Backup Order has not processed by now, you will need to place a manual order before 11:59 PM EDT on Saturday, April 30th to be commission qualified. To my understanding with the way this company works, that meant I was not longer eligible to be an ambassador because I couldn't afford to purchase that month. Well to my surprise, this morning, there was 170.00 missing from my account. Apparently I was suppose to remove my card from file. None of this explanation matters of what I understood or didn't understand as the consumer or how they run their business cause how would I? I don't work there. The point is... It is my money! I am requesting for it back! the just placed the order this morning. They are to stop the order! It is not my problem that they are going to still ship it and to the wrong address that is 3 hours away from here. They expect me to wait for them to hopefully get it back and then I get to play ring around the rosie for my money back? I think not! I highly advise that the pending charge never even gets posted! It is not my problem that they claim they can not go pull my order from being shipped from a large warehouse. Well it is not my problem that they expect me to wait for them to get it back to a large warehouse from an address I no longer reside at! They ARE NOT authorized to keep my money! --- Additional Comments: The money does not post to my account and I see the pending charge fall off my tomorrow!

Note: C is for consumer and R is for merchant. --- I initially did an autoship order, but then had problems accessing my account to cancel. I sent an email to customer service. Their response was they were having high email volume and would not be able to respond in a timely manner and listed the phone number to call. I called and the recording there said their call volume was too high and to send an email. I've been sending emails and calling for 5 months now, I've also disputed it monthly with my CC company and am still receiving charges. The merchant is also changing the amount of the charges now so that they will go through. I consider this practice very unethical and fraudulent. If they can take the time to go through and change the amounts on the charge, then they should have the time to contact me and resolve my issue. END 4/20/16 Sent soft ref letter-MA --- Complaint Status: Closed

I had a monthly subscription to their product for a period of time. I tried for months to cancel the subscription. They ignored all my phone and email requests to cancel. At the time, my credit card had no credit available, so they didn't fulfill the order, which was fine with me. When credit became available on my credit card, they shipped the product (March 31, 2016). It came to my post office as postage due, due to their general incompetence. I went to the post office and refused the package (April 6, 2016). I went home from the post office and immediately called customer service (waited on hold for 25 minutes). I was told they would expedite my refund. I received a confirmation email that time that they would cancel my subscription and thankfully it has been cancelled. I have since called back twice to ask about my refund. The first time I called (waited on hold 20 minutes) to be told my refund could take a few weeks. After a few weeks, I called back again (waited on hold 20 minutes) to be told that she was very sorry and would 'expedite' my refund. Now it is May 21. I want my refund and I feel the reasonable amount of time to get the refund has passed. I do not have the time in my life to wait another 20 minutes for an answer. I want my money and I want it NOW. It is \$129 --- Additional Comments: I want my refund, in full and I want it NOW

I tried quite a few of their products after my girlfriend, who is an Ambassador, told me how great they are and how they worked for her husband. I spent \$202.85 on their Slim/Block Combo, Bio Cleanse 180, ProBio 5, and Plexus Accelerator+. I took the Accelerator+ as directed and felt jittery every single time I took it - even after taking it for a few weeks (as directed on the label). As for the other products, they simply do not work. I have not noticed any increase in energy, I crave sweets mid-afternoon more than I ever did before I started taking the products, and I haven't noticed any difference in my digestive health or over all well-being. As for weight loss, my clothes do not fit any better than before I started and my weight has not dropped at all. I took the products for a month as directed on the packaging. Maybe this product works for some but not me. I saw that they have a 60 day Money Back Guarantee and I decided to take them up on it. I sent an email to their customer support address at cs@plexusworldwide.com, and have yet to receive a response from them. It has been 10 days since I sent the email requesting the guarantee. I tried calling Monday, June 21, 2016 and was on hold for over 50 min before I had to give up holding. I just want them to honor their guarantee and give my refund. I have also heard horror stories of others who have returned their product for the guarantee but never get their refund, and I am afraid that my experience is starting out the same. --- Additional Comments: I want a refund of \$202.85. I will gladly ship back the unused product to the address they provide WITH A DELIVERY CONFIRMATION. I expect a refund within one week (7 days) of confirmation of the receipt of the returned product. I have read and heard the numerous complaints regarding this issue, and I think that the delivery confirmation is fair to both of us, as is a 7 day window to process the refund.

I bought Plexus earlier this year. The double charged my bank account, and sent two packages within a very short period of time. Having been new, I thought nothing of it. But they continued to attempt to double charge, and I was unable to get in touch with Customer Service, as it is the only way to make changes/cancel accounts, so I emptied my bank account associated with that company. I started to run low on the product, so I went a head and put funds back in that account in the beginning of July. On July 5, 2016 Plexus drew \$139.08 from my account, and we promptly received our package of products. Then they did it again!! On July 11, 2016, Plexus drew \$139.08 from our account! I took time from my busy work day to ensure that I speak with someone. It took quite a while, but I thought I was finally getting somewhere. They had me send them my bank statement as proof of what they did, and they said it would take between 7 and 10 business days to get the refund. The second package of products did not even make it to my mailbox. Our mail carrier handed my daughter the package, and she told him to send it back. Which the mail carrier did "return to sender". Plexus would have received the return package by now. It has been 11 business days since I spoke with the company. I have heard nothing from them. I want my money refunded! When I spoke with the customer service representative, I was clear that this was not the first time that they had doubled up on me, and she could not see how/why. I want my money back!!

On 2/2/16, \$108.00 was taken out of my checking account for an auto-pay order (Order #b(6)) of Plexus Slim/Block combo. On 2/12/2016 I emailed them and informed them that I have not received the package yet and requested a cancellation of membership. The cancellation was granted. On 2/14/2016, I sent another email stating I still have not received the package and would like to have a full refund of the product. Their response: 'Thank you for contacting us. This is an automated response confirming the receipt of your ticket. We are currently experiencing a high volume of emails. Please be aware that we may not be able to assist you within our standard time frame due to the upgrade of our new software system. We appreciate your patience during this temporary delay. Our team will get back to you as soon as possible. When replying, please make sure that the Ticket ID is kept in the subject line so that we can track your replies...' It has been 23 days since my purchase of the product and I still have not received it. The delay of the product negatively impact my diet plan as well since the instruction of using the product states to use it daily for maximum benefit. Since my diet plan was interrupted, I feel I should have a refund not only of this month's purchase, but my first purchase in January 1/2/2016, \$108.00). The agreement was monthly and continuous access to the product for the maximum benefit of the product. --- Additional Comments: Refund of \$216.00 returned back to my checking account and assurance of cancellation of membership and future payments.

I was charged for an order. I was told I would receive a refund. I received an refund authorization email on June 28th the b(6) I still don't have a refund. Every time I call I get the run around and it is always put off on my bank. I called my bank today and said they have not gotten anything from plexus. --- Additional Comments: I want my whole 116.00 back.

(b)(3);(21)(f)

they auto renewed my account without my permission I disputed it with the credit card they disputed that. The credit card said I had to take it up with them, I have called 3x and I am done. The products don't work for me and I don't even know who b(6) is who caused my auto renewal --- Additional Comments: refund of 34.95

On December 15, 2015 I followed the required protocol of submitting online an Ambassador Cancellation Request through Plexus Worldwide, which I did receive confirmation of from the Plexus Cancellation Team. On 7/27/16 I received an email stating my annual membership renewal was due, I replied to this email via customer service with a screen shot of the original confirmed cancellation on 7/27/16, and received confirmation from customer service my email was received. Despite this, on 7/13/16, Plexus withdrew the amount of \$34.95 from my checking account. On December 26, 2015, I received a package from Plexus of Products I did not want or order, and contacted Plexus via email regarding their return policy, requesting a return authorization 15 M-CM-'M-BM-^@M-BM-^S 60 days from the date of purchase. I was charged \$125.71 on 12/28/15 on my debit card, which was taken from my bank account by Plexus for this product. I returned the above mentioned product within the 15-60 day time frame, in the original packaging. However, despite following the protocol required by Plexus and contacting Plexus customer service more than 10 different times now, I have yet to receive a refund of \$125.71 for the returned product. During my contacts made with Plexus, I also requested to have my auto-order cancelled as well, which was honored, but not the refund. --- Additional Comments: I would like the amount of \$125.71 refunded to me for the returned order#b(6) I would like the amount of \$34.95 refunded to me for the annual membership fee. I would like written confirmation from Plexus stating my Ambassador membership is cancelled, with written promise to not debit my account for any reason in the future.

I have been watching for months as reps for Plexus Worldwide post ridiculous health claims on social media. With everything from dropping cholesterol numbers and fixing high blood pressure to curing diabetes and chronic pain. They are negligent and reckless in this way of advertising to the point that someone could really get hurt. Plexus products ARE NOT FDA approved and therefore cannot make such claims. I'm honestly shocked that Plexus Worldwide does not monitor social media as well as TRAIN they're reps on compliance! Many other companies like Plexus have full divisions that troll social media and will contact you and ask you to remove such claims if you are not compliant. Then if you continue to post such claims, you will be banned from the company. Plexus clearly doesn't care about safety and just wants to move their inferior product.

was approached to sell Plexus products as a means to earn income. I had recently retired to care for my husband who had just been diagnosed with early onset Alzheimer's. I was not interested but under pressure agreed to try the product & get back with b(6) I was continually harassed. i was told repeatedly how she wanted to "cure" my husband's Alzheimers & make him to be her shining victory. I was offended as we know there is no cure & I was concerned about putting anything in my husband's body that wasn't ok'd by his Dr's. The harassment continued. b(6) husband was diagnosed with cancer in May of 2014 and was treated with chemo, radiation & surgery. He also was given Plexus during his cancer treatment time. He was found to be in remission in Sept and consequently b(6) is making claims that Plexus is a means to kill cancer. b(6) also claims that Plexus cures thyroid disease, Diabetes, depression & the list goes on. She implies that my husband's Alzheimer's would also have been "cured" had I just followed through with Plexus. b(6) continually advertises on Facebook and other channels (radio, etc). False hope is given to people and some quite possibly could believe the claims and not seek the proper treatment for their illnesses. Other-Other Update

I canceled an Ambassador relationship with the company and I was advised that the renewal charge of \$34.95 would be refunded to my credit card. I waited for over a month and there was no refund on my credit card. The card it was charged on was a Costco AMEX and effective June 20th the Costco relationship with AMEX ended so I reached out to Plexus again and they advised that I would get the refund but it would be in check form. I have now waiting almost three months and there is still no refund. I tried calling again and was transferred to several people and finally put on hold and I waited on hold for 27 minutes (total phone call was 45 minutes, 5 seconds). After waiting on hold for 27 minutes I hung up and now going the BBB route in hopes to get a result. ---
Additional Comments: I would like a check for \$34.95 to be sent to me for reimbursement of the renewal charge.

A friend of mine has been working as at 'at home payroll clerk' and receiving regular payments, so I assumed it was a legitimate opportunity. I found an ad online with the same responsibilities and replied via text. I received a reply from "b(6)" from Plexus Worldwide describing the supposed job and supplies I would be required to buy including VersalnK and VersaChecks #1000, with the cost being added to my first 'salary' of \$500 bi-weekly to be paid via Western Union or MoneyGram transfer. This was the red flag that made me think it was a scam, and after more research I found more info that confirmed my suspicions. Luckily I did not purchase or accept anything from the scammer!

I have been trying to cancel my ambassador membership for several months now. In the beginning, I tried to call the customer service line, but just like most of the complaints here, I was hung up on, or held on the line for hours. I finally had a friend that was having the same issues get through and was linked to an online form that had to be filled out. I filled out this form to only be sent an email saying my cancellation request was in process. This was dated 3/21/16. The same friends that was able to send in this form also could not get a response on when the cancellation would be confirmed, so they called the line. Amazingly enough, you can actually get through in a timely manner now. These two friends were able to get their cancellations confirmed via a phone call. I called today to get my own confirmation of cancellation, but was told that my cancellation request was still being reviewed. I asked why it took so long and they cited internal department issues and they cancel in order of receipt and priority. Funny though, I filled out my form at the same time as my friends. I asked why they were able to cancel, but I wasn't, but the customer service rep kinda scoffed and just said I understand. I honestly have never been given such a run around in my life. I do not want to be charged to continue to be an ambassador. I also have tried to help my father reach out as a preferred customer to return an order and find out how to process the 60 day money back guarantee, but was also given the run around. I was able to open a service ticket for him, but never received a reply. I checked on this ticket today, and it magically shows resolved with a message that was supposedly replied to back from the very first message I posted for the ticket and it showed the reply was even before my first message. Imagine that! I am appalled at all of the layers of tape that you have to go through for this company. I will never recommend this company to anyone. --- Additional Comments: I wish to have confirmation of the cancellation of my Ambassador account. I'd also like my father to have his 60 day money back guarantee to which was about \$500 worth of product that we now can't properly process because of the time lapse.

This product is dangerous. Plexus Worldwide is currently being sued in California Superior Court because their products contain dangerous amounts of Lead. My wife was made incredibly ill from this 'pink drink' and other products causing liver damage. Please help to stop Plexus Worldwide from poisoning others. Please see the following link:

<http://oag.ca.gov/system/files/prop65/complaints/2015-00285C4059.pdf>

see attached --- Additional Comments: Unspecified

I purchased plexus accelerator from plexus worldwide. I took one pill and it gave me health problems. My heart beat so fast that I thought I was having a heart attack. I started sweating like crazy and got extremely dizzy. I literally thought I was having a heart attack. Hours later I went to my doctor who told me the pills were not safe and to stop taking them immediately. I called plexus one day later and was told there was nothing they could do for me. They stated that they would not return the product because the product was opened. Obviously it was open or I wouldn't have had the problem, taken the pill, and had the issue. I called plexus and also emailed them. All I wanted was a refund of my money and for them to document what a terrible product it was so others didn't have the same experience as I did. They were no help to me and refused to refund me. I am writing to you so that a complaint is recorded and in the hopes that I can get my money back. --- Additional Comments: I would like a simple refund of my money for this horrible product.

I had an order with this company and I was an the auto re order. I was taking this product and then I required an emergency surgery. I was afraid to take this product while healing which lasted over a month. I decided to return this product and they refused ti to refund me. I was over the date by less than a week. Like i said I just had emergency surgery and was healing and my mind was not on this product. I spoke with two people with this company and they refused to help in any way. One female told me I should have returned the product before surgery????? I had emergency surgery I didn't know. I asked if their was a death in the family and she said they could not help. This company has no heart!!!!!! --- Additional Comments: I would like a refund if not beware consumers

I had a charge on my account for \$509 and called this company to explain to them I never even heard of this company and they told me - we will call you back in 48 hours to let you know what we found out. No one called so called again and told we will call you back in 48 hours after we figure out whats going on. Never heard back again. I called this time told I hear in 24 hours. Never heard back again. Next time I got hung up on. The next time got put on hold for a long time and never heard back again. I am not even sure this is a real company at this point. I have filed a false charge with my credit card company and hopefully they can get it taken care of because I can say customer service is awful and not truthful. I would stay far far far away from this company if I was you. I do not even know what the sell at this point but I am still trying to clear up a large charge that I never made. --- Additional Comments: To have my false charge taken care of since I never made it.

Cancelled order to stop auto ship, (auto ship menu was hidden imbedded in website , difficult to us). Auto ship order shipped anyway, contacted plexus , they refuse to refund unopened mail pkg, Told 3 different rep of issue , all refuse to satisfy customer, Was not satisfied with results of product to aid in weight lossAppears another weight loss scam --- Additional Comments: Plexus should review company polucy for returns and complaints about billing and auto ship , and respect customer expectation , plexus is very expensive and does not produce required results, plexus should make customer satisfaction number 1priority

Hello, I am a member of the general public, and am frequently on social media. I have quite a few friends on Faceboook who are Plexus Ambassadors. I have seen them post multiple times 'Testimonials' that claim that Plexus supplements resolve mental health issues. Specifically, these testimonials claim that Plexus can cure anxiety, depression, and PTSD. Within the testimonials are subtle yet noticeable suggestions that the 'natural' supplements in Plexus can allow users to discontinue anxiety or depression medication, or that taking Plexus is 'better' than taking antidepressants. I am concerned that these testimonials discourage those with mental health issues to seek out a health care professional. The assertion that a pro-biotic can address mental health issues is completely unfounded. There are no studies that back up these claims, and no pretense from the health care industry to support this. I feel as if Plexus is taking advantage of people who are suffering from these ailments, and making promises to them that clearly cannot be fulfilled. I am asking Plexus to discontinue this type of marketing. --- Additional Comments: Discontinuation of this type of marketing.

On 7/13 Plexus Worldwide LLC charged \$140.39 to my credit card. My card company said to call them and get the error reversed. Called 7/29 spoke to Jessica; 8/4 talked to Denise; 8/9 talked to Renee; always took my info and said I would receive a call from their research office in 48 hours. Today is 8/18 and still no call. Called my card company reported it as fraud and requested a new card. The operators will not allow you to talk to anyone in management. Can only find one number and the same story with every call. They have no plans of correcting the billing error. I had never heard of Plexus, nor has any member of the household. If you can give me the number for senior management it would be appreciated. I had to report it as fraud to get the credit card company to reverse the billing and not wreck my credit. --- Additional Comments: reverse the billing of \$140.39 to b(6) from July13, 2016.Urge them to alter their training and allow order takers to refer calls to a manager. Their business practices are really terrible and will never keep a customer satisfied.

I tried Plexus for 3 months back in 8/20/2015 till 11/13/2015 it did not help my health wise as they claim. So I stopped buying and I have not bought any of their products since 11/13/2015 and on 8/18/2016 Plexus charged my account \$34.95 without my permission or any notification of charging my account the \$34.95 after a period of over 8 months of not buying any more products from them. I went to my bank and filed for a dispute against Plexus and my bank filed the dispute and also said I should call Plexus and see if they would refund what they took. So I called them and they said No refund will be issued because I did not send them a cancellation letter. I was not aware of needing to send a letter and over 8 months of not buying their products or getting some kind of notice of charging my account the \$34.95 prior to them hitting my account without my permission. I call this fraud and see online they have done this to many people before. I found many complaints of the same charge online that before today I was unaware of. SHAME ON PLEXUS FOR RIPPING PEOPLE OFF!!!! --- Additional Comments: REFUND THE \$34.95 TO MY ACCOUNT YOU TOOK WITHOUT MY PERMISSION OR ANY PRIOR NOTICE!!!!

I tried this product 3 weeks ago. A few days after taking it I was not able to leave the bathroom because of diarrhea. I stopped taking the product and it went away. I tried again and the same problem. I have stopped taking it now. I called the company and because I didn't purchase this online, I get nothing! Their refund is only valid if you purchased online from them! They don't care if it made you sick, if you want your refund too bad. Their site says 'no hassles, no questions.' but that's simply not true. I have been on the phone over 40 minutes now. Customer service Lisa was no help, Quality control Ashley was no help and she is supposed to be getting a supervisor but so far nothing. --- Additional Comments: I want a refund of my \$84.95 for this product which made me sick. I will be MORE than happy to return the remaining product back to them.

I tried the 'pink drink' and did not like it, so I called within the appropriate time to ask for a refund, as per their guarantee. I was told that my request would process within 2 weeks. Nearly a month later I called to follow up as my refund had not been granted, and I was told that it was not entered correctly the first time I called, so the person assisting me entered my refund for 79.95 again and told me that it would only take a few days. I called back again after a few days and was told the same thing again, that my request was not entered correctly and I would only need to wait a few days to receive my refund of 79.95, that was more than a few days ago now and my refund has still not appeared in my bank account. I feel like this company is giving me the run around and I now fear that I will never receive the money that is owed to me. Please help, this is not right. --- Additional Comments: I want my full refund of 79.95 returned to me immediately.

I ordered product from company in August 2015. I cancelled my membership September 2015 due to hating product, they wouldnt return the product or help me in any way. (\$160) September 2016 they charged my debit card for \$35 an annual charge that I had cancelled back in September 2015. when i called and talked to the company they told me my cancellation paperwork still hadnt been processed. (A WHOLE year later). She told me my parperwork would be processed off of a first come first served basis. I am now to wait for them to get to my paperwork again. They were unwilling to process my paperwork for a refund immediatly eventhough they wrongfully stole money out of my account. This company is stealing from people.

Ive been solicitated several times from different ambassadors. Making up false claims about their products. Ive read several complaints about previous ambassadors trying to leave the company and stop autoship but they get stuck. They lose alot of money and Im tired of people getting ripped off.

I was getting orders monthly. Then one month they didn't send product but I was still billed with no notification from this company at all. So of course I Called them and by this time I'm due another auto shipment. I was told that they haven't left the building yet. I told them I didn't want them just a refund. They said I would just have to return them after I got them for a refund. So I did and the refund was over a month in coming. I told them I wanted to cancel my ambassadorship. I followed everything they asked me to do over a year ago to cancel Ambassador status and they have charged me an annual membership twice since then. I never received a refund for 2015 and I just got another bill. So I tried to get online with the username and password that you get from customer service when you can't remember your info. I can't get in. --- Additional Comments: I want a refund and to never receive another email or have any amount drafted From my bank account ever again. I think this borderline a on criminal activities and maybe charges should be filed.

my amex account was charged over \$550.00 and this is a fraudulent charge. don't know this company and my amex is initiating a fraud search. in my own investigation on google i see that this has happened too many times to be accidental. --- Additional Comments: would like to know who placed the order and where it was sent. i would start criminal charges.

I ordered three products from Plexus on the same order. They totaled 137.82 on 9/1/2016. I ordered these products over the phone. After I ordered, I noticed on the online account that there were two orders. I then checked my credit card statement and there were two identical charges even though I only had one order. I called the company and they said that they knew it was a duplicate order and that they stopped the charges before they went through. I had a difficult time explaining that I was still charged. I sent them a screen shot of my credit card statement to show that I had been charged twice. They still did nothing. I spent over 2 hours on the phone with five different representatives. They told me the call my credit card company and make sure the duplicate charge had not come through. I did so and the credit card company verified two identical charges with zero refunds. I called Plexus back and they said they would put a return and refund in. The next week I still saw no refunds. I called back again. The person I talked to said they saw nothing in the notes that a refund was put through. Once again, I went through the whole process of explaining the issue. This time someone gave me a return authorization number. At that point, I told them I wanted my money back on the products I did receive as well because they don't do anything and I can't imagine keeping anything from a company that has such poor customer service. As of today, I am waiting on a call back from a customer service rep (again!) to see why I haven't been refunded. They keep blaming it on my bank saying that some banks take longer than others. Maybe, but with every other return I've ever had, the refund has shown up in 1-2 days. I have asked to talk to the refunds person directly, but apparently 'they don't do that.' --- Additional Comments: I want the two separate charges of 137.82 refunded to me in full for a grand total of 275.64. The one charge was a duplicate charge and an error on the part of Plexus, and the other charge is because I am not satisfied with the product and their guarantee is that they will refund your money within 15-60 days of receiving the product.

I was referred to a b(6) via email from b(6) with Start Wire employment services. The link she provided had me contact a b(6) with Plexus Worldwide for an in home customer service job. I was directed to do an online interview via Google Hangout. b(6) gave me an overview of the job description and pay and b(6) sent me an application for b(6). b(6) said I was hired and will train me once I receive a cashier check from b(6) accounting-dept24@mail.com. It came via FedEx from the Credit Union of Colorado. It Had the correct routing# , but red flag #1 was a 409 area code# from Texas phone number that had a generic voice mail. They wanted me to take the check to my ATM instead of my bank. Red flag#2. Once I deposited the check into my account to send them a copy of my receipt for proof. But that was to see how much \$\$ I had. I told them I deposited and that it would take 3 days to clear. Their response was to use what ever I had in my account to purchase equipment from their dealer and pay myself back.Red Flag # 3. Once the credit union opened I called to verify funds and was told that my suspicions were right, it was a fake cashier check. I sent the bank a front and back copy. I told b(6) that I verified the check was a fake. He tried to contact me twice and never responded.

I joined Plexus from a friends recommendation. I joined as an ambassador which costs \$34.99 a one time purchase. The concept is you order product but as an ambassador you have to have a backup order online and if you do not order a certain amount of points that month they ship out your backup order and charge you account. This has happened to me 3xs. the first time they refunded my money minus shipping. Second time they credited full amount including shipping and they explained they turned off my backorder so this would not happen again. Well on August 27th it happened again a backorder of \$172.22 was charged on my debit card. I called to report the issue again after an hour on the phone speaking with 3 separate customer service reps I was given credit minus the shipping fee. I explained my case they even went back on the phone records and said yes you did request the backorder to be turned off and then they accused me of turning the backorder back on which caused it to ship out to me. The customer service in this company is not up to standards the reps are nice but they put you on hold for no less than 45 minutes each call. I have called Plexus 20 times in the past 3 months. They also had a promotion back in June for free shipping you had 2 days to place your order I placed my order within those 2 days but they said I missed the cut-off time so charged me for shipping again. This company is a Pyramid Company that does nothing but charge you and place orders for you and when you try to cancel the order they explain 'sorry it has shipped we cannot cancel your order' Then they give you a return number and do not credit you the shipping fee even though you did not order this product. I am deeply disappointed with Plexus company the ambassadors push the product on you and they inundate you with emails and Facebook posts. I am highly discouraged and upset this is a marketing money making business for the company only do not join this company. --- Additional Comments: I would like my original Ambassador Fee of \$34.99 plus 2 shipping charges in the amount of \$5.95 and \$5.25 total refund requested \$46.19. Please credit my account this amount.- Poor customer service -poor business practice.Thank you

I am a victim of this ongoing cashier's check scam. The guy named "b(6)", who claims that he works for Prexus Groupe, offered me a job through UPWORK website. I am a freelancer using this upwork website to get freelance jobs including translation, data entry and others. On Tuesday, September 27, using chat function of Gmail called "Hangouts", we started job interview. That same day he offered me a job, and set the first day of work would be October 5th. After sending a hiring contract back and forth, he requested me to be online for chat briefing for the job every morning at 8, explaining that I need to set up my computer with four specific HR/ accounting related softwares before the first day of work. On the 28th, the check arrived via FedEx. At the 8am briefing on the 29th on Hangouts, he told me to deposit the check to my bank account. The check is for me to buy softwares. He also instructed me to deduct \$200 from the check amount of \$4,850 as my bonus. I first thought he meant cashing this check at the counter. So I told him on the chat that the local bank branch I use will not open till 9am. He then instructed me to use bank's ATM, which I did. He made me take a picture of deposit receipt of the check. The next day, September 30th, he instructed on the 8am briefing chat, that I was to withdraw \$4,600 and manually do cash deposit to the bank account b(6) b(6), JR of Bank of America. I did the transaction using my fund in my bank account, because their cashier's check had not been cleared and cashed at it's issuing bank, the Fulton Bank of New Jersey. On the 1st of October, he sent another check of \$9,850, which I confirmed yesterday, October 4th with banking center of Fulton Bank, is the gorgery. He asked me to deposit that check using ATM. The check did not go through ATM. He told me to go to the teller counter to deposit the check. That time, bank told me this must be the fake check. I am pretending that the check is deposited into my account now, but I think I am running out of time. The first check of \$4,850 was rejected to pay by Fulton Bank and the amount was deducted from my bank account on October 3, Monday. Since then, I have been able to hold this guy "b(6)", hoping you can issue seisure warrant to freeze their bank account at Bank of America. But time is running out.. On Monday, I noticed that they sent third cashier's check to me. This one is diaguised as a Wells Fargo check. After I told him on the chat the my local banks do not accept it, he instructed me to shred it. This conversation happened today. I reallly appreciate your immediate response. -b(6)

I was looking at job postings on the upwork freelancers website. I applied to his job offer and he stated that he would like to interview me through google hangout. He was offering me a data entry/admin support job that was \$20/hr for training then \$40/hr when hired. After the interview he said I was hired, and that the company will send me a cheque for me to deposit and then withdraw all the money and keep \$200 as a signing bonus. The money is for me to purchase equipments for the job. I have not received the cheque so do not know how much the cheque will be for, and I started to suspect it is bogus. He didnt ask for too much personal information just my name, address, telephone number. He used an actual company and even sent me a bogus offer letter. I called the company to set the record straight and they told me that he has done this multiple times and their company is trying their best to inform all that he is a crook. It's not his first time running this scam since the actual Plexus company stated they've been unable to report him because he keeps taking the postings down. I have our hangout chat history and have reported his message to me on upwork to the upwork company.

I tried the "pink drink" and did not like it, so I called within the appropriate time to ask for a refund, as per their guarantee. I was told that my request would process within 2 weeks. Nearly a month later I called to follow up as my refund had not been granted, and I was told that it was not entered correctly the first time I called, so the person assisting me entered my refund for 79.95 again and told me that it would only take a few days. I called back again after a few days and was told the same thing again, that my request was not entered correctly and I would only need to wait a few days to receive my refund of 79.95 plus tax and shipping. Soon after third time I was given that same excuse I received \$5 in my bank account from Plexus LC and was told that that was the amount that I paid in tax and that the remaining would be refunded to me soon... My original order date was on June 3rd 2016, this has been a long and frustrating three months, I feel like this company is giving me the run around and I now fear that I will never receive the money that is owed to me. Please help, this is not right. --- CA Source: Web Form --- CA Status: Waiting for Response

I purchase the product because I friend recommended it to me to help me lose weight. I only placed one order, but after I cancelled it I have received multiple charges a month. The charges are refunded eventually, but this activity is suspicious to say the least. The charges seemed to have increased the past month to more than twice a week, with that last charge being today and it not being refunded. I am worried they are going to start taking money with out me noticing. I contacted them via email, but the problem still continues. This is frustrating and it seems to be a problem for many people. I hope the FTC will be able to do something so that Plexus can stop doing this to people who want to opt out of their products.

Consumer responded to an ad on Craigslist and received a counterfeit check via email from a company posing as Plexus Management Group. Consumer was instructed to cash the check and send a wire transfer to a third party.

This is a pyramid scheme. The only people that make money are the ones at the top. Majority of people lose money because the products are so expensive.

I called to cancel the autoshipment over a week ago. I was told that the cancellation went through and that I will no longer be receiving any shipments. On 9/27 they tried to process the card they had on file for my shipment, since that card was declined on 9/28 they went around and charged my bank account instead. I called that same day and had to wait on hold for over 45 mins to get a rep on the phone. I explained the situation and requested a refund. Since I had problems in April and June getting refunded for my shipping charges (which were never refunded) I requested an email stating the time frame of 24-48 hours to get the refund which is what the rep stated. I did receive the email. It has been 3 days and no refund. I called this morning and spoke to a supervisor who informed me that refunds take 30 days and that there was nothing she could do at this time. --- Additional Comments: I would like to have my money returned ASAP

The multi-level marketing is predatory. It is charging excessive amounts for products that the representatives claim wide and wide ranging health benefits. It claims their products fix most all health problems. IsVictim:false --- Initial Means of Contact: Unknown

Phishing scam charges to my 17 year old son's debit/checking account. We already called our bank to report this and they are reversing the charges and sending a new debit card to replace the compromised one. IsVictim:false --- Initial Means of Contact: Unknown