

# Nerium Complaints on File with FTC 2012-July 2016

## Complaint Info Comments

I purchased a bottle of Nerium AD which did not work for me as I was allergic to it. The policy of the company and as stated to me by one of their reps, is that if I return the product within 30 days, I would receive a full refund. I purchased the product on April 19th and Nerium charged my American Express credit card \$97.37. I returned the product and Nerium received it on May 16th as confirmed by UPS. I have written to Nerium twice and called numerous times. I received a voice mail May 26th from Nerium offices stating that I would receive my refund in 5 to 10 days. I still do not have my refund and they have their product. I wish to receive my refund.Product\_Or\_Service: Nerium AOrder\_Number: (b)(6) Account\_Number: (b)(6) --- Additional Comments: DesiredSettlementID: RefundI have requested of Nerium and request now that Nerium AD refund \$97.37 by crediting my American Express card.Thank you. '

Product Issue and Customer service to resolve it. Company Policy and ScamComplaint: I signed up for Nerium International MLM business after my friend approached me and showed me the website and 'before and after' pictures of their anti-aging skin care cream. I was convinced and got into it, by buying 5 starter pack ( Order#: (b)(6)) and paying \$539 with my debit Visa card for 5 bottles of Nerium AD and business information, such as dvd's, flyers, book and etc. Got package after 5 business days, last Friday, September 7th Read materials and instructions on how to use the product and used it that night. Next morning I noticed swollen eye's upper lids, and overall face. I thought - OK, maybe it's just a reaction to new cream. Used it on Saturday night again and got full allergic dermatitis with swollen face next morning. My skin is not usually that sensitive to any creams. I used many different brands and never had such reaction.I decided to take days off up to Wednesday - my face was so awful, I could not go to work.On Sunday company was closed, so I called Monday morning to report that I have allergic reaction and want to send back this product for full refund, because there is no way I can promote this product to anyone I know. I was on hold for about 15 min and then rep by name John picked up the phone and asked my information. I told him on my allergy reaction and what should I do now. He put me on hold for another 2-3 min and then said that he is going to give me RMA number to send product and business kit back, and can make refund for only 90% of the price I paid, because I am canceling my brand Partner membership. I said I have to cancel my Brand Partner membership, because of the allergy to their product - it is not because I decided so. I asked him why I been charged restocking fee - I only used 1 product. He said - it does not matter, the restocking fee applies to all 5 bottles. To my question that nowhere in the website and Terms and Conditions says about restocking fee - he lied to me saying that it is there (I rechecked all materials and could not find it).I demanded talk to manager and then he said that Tiffany will be contacting me and make decision on full refund. I asked him why he cannot connect me right now, so we can talk. He said that will be contacting me soon. The I requested him to send me an e-mail with her name and time she is planning to call me, including my RMA number.No e-mail was sent to me with RMA confirmation and nobody has contacted me.2 days passed - I am home all day long, picking up every phone call, but no one from Nerium has contacted me yet.My conclusion - this company does not care on their product's outcome, charges some fees that are not in their policies and only care about getting your money by dishonesty.I made a lot of research in past 3 days via online and found so many articles saying that Nerium Oleander - plant they are using in cream - is one of the most poisonous plants and direct contact with it can cost phytodermatitis , which what I've got <http://www.livestrong.com/article/550107-allergic-reactions-to-oleanders>. They are promoting this product saying that behind it real science, but all studies are done on medications which use extract from this plant and are nothing to do with their skin cream.I'd like to report that this company is money driven scam, their product is very dangerous and they are not following their policies. In my case - they have to make a full refund, take in consideration that their product can cost awful allergic reactions and they must pay me money for damage their product cost me - I am self-employed and nobody pays me for my days off. I have all pictures before and after, their claims and policy - everything to start law suit against this company. --- Additional Comments: Full refund for \$539 and work compensation for \$2250'

Refusal to honor cancellation request/refund.Nerium provides a 30 day refund policy of their product. I purchased the product to try in June and decided I did not like it. They automatically shipped another bottle of product in the beginning of July. On July 14th, I contacted Nerium to ask the process for canceling. My email went unanswered. (I still have a copy of this email, which has also been forwarded to Nerium). Then, I went to their support site. I tried chat. After sitting in queue for over 10 minutes twice, it pops up an email form with no live chat. I even went to FAQ section to follow the instructions. It sends you to a link in your portal to print out a form and send it in in order to cancel. There is no such link or form on the website. I logged into the customer portal, tried to click on the contact button. It does not work. Ultimately, I went back to online chat, waited until I received the email prompt and sent an email with my issue. Only then did I find a phone number to call. After speaking with a Jennifer, she informed me the order had been cancelled and that I would return it and get a refund less shipping. I explained, I've been trying to cancel for a month now with no reply. To which she responded that they've been busy and didn't get to it and that's just their policy. She also said that since it was past 30 days, I could not return the other product even though I'd asked for information 3 1/2 weeks ago with no reply. She refused to patch me to a manager or give me a manager's phone number. It seems that they simply want to make it impossible for customers to cancel their orders/subscriptions and try to squeeze as many extra billings out of them as possible. The hoops they try to make you jump through don't even work. It's bad enough you can't just log in and hit 'cancel', but to follow their instructions and STILL not be able to do it is the most absurd business practice I've ever seen. --- Additional Comments: I would like a full refund of \$194.74 since they refused to respond to issue an RMA for July's shipment nor provided instructions for canceling upon my request on July 14th. '

see pdf --- Additional Comments: '

Failure to return money through 30-day money back guarantee, run around in how to go about it, lack of response to inquiries.I was promised my money back if I was not satisfied with the product after 30 days. The product is a face cream that is supposed to help with all sorts of skin issues. Instead of helping, it caused severe acne that I haven't been able to get rid of since. And I'm going to have to go to a dermatologist now to resolve the situation. When I contacted their distributor, I was given the run around. I was told that I have to return the product through their webpage. I tried that, but there was no way to do so. I sent an inquiry and was told that they couldn't help me, but that I could call a number for more help. When I tried calling that number, all I heard was a message telling me the hours of operation. Even though I called during those hours, the call went no where. I called the distributor, but they told me they would look in to it and get back to me. I tried sending another inquiry through their website, this time I didn't receive any response. I am very dissatisfied, and am considering other options to recover this money. --- Additional Comments: I would just like my money back. I'm not asking for much, especially since if I were to take this into litigation, I would seek damages as well, especially any cost of medical care I will incurue.'

The DVDs shown at presentation elude to the fact that this product was capable of molecularly changing the subdermal and upper dermal layers of skin. The representatives refer back to Jeff Olson CEO as having a way to change your personality and that the product is simply real. Well implying that the effects of product are cellular not just cosmetic is in the DVD. They also target people at churches and state that it is a club as well to meet friends. My friend , also a recent widow, had invested \$500 before telling me about this very misleading company hopefully they refund it since they dont explain that it is only a cosmetic till you have hosted a party presenting leaving you feeling obligated to continue so one may earn their investment back. Very unconscionable company.

If not satisfied with this product, I was to receive a full refund. They kept the postage I paid (\$2.63) and charged me \$9.95 mover. Here is your RMA#(b)(6). Write this number on the box before you ship it back to us. Once we receive the product we will process the refund and put it back on the credit card on file, minus the shipping cost. Feel free to respond to this eTicket for further assistance, or you may contact Nerium Support Center at 855-4Nerium (463-7486). Sincerely, Nerium Support Center Nerium Support Teamsupport@nerium.com 855-463-7486 Ticket Details-----

-----Ticket ID:(b)(6) Department: Support Center Type: Issue Status: Closed Priority: Normal --- Additional Comments: I want my money back, \$12.58 but I also believe that this company charged my card a full 8 days before it was shipped and did not refund for a full week after it was received at their facility. This, of course, garners interest, for them, but this, certainly, was NOT a 'Free Trial' nor was it a '30 Day money back guarantee'. At the very least, they owe me a strong apology and they need to clean up their practices. I have worked multi-level for 35 years and never have I seen such unethical treatment of a customer, not to mention their sales staff!

Nerium International made the promise to return money if not satisfied. I sent it back and received no money back. After sending product back with tracking number (b)(6) per their last request as well as all pertinent information, I still have not received my money back as promised. This was the last item they needed from a string of items. I have called and spoken with 'Karen' who took another debit card number from me as I had cancelled the old one so that they would not bill me. She said they would debit my account. They have not. Instead they asked for the tracking number. I sent that and have not heard back from them despite repeated emails. --- Additional Comments: My bank account was debited about \$100.00 for the product that has been returned to them within the specified time line. All paperwork they requested has been completed and duly sent in, but they have not refunded my money back as promised.'

no response to online requests for RMA number required in order to return unopened product i have made numerous attempts to get a response from nerium's online customer service online chat option in order to get a required RMA number they require to be able to return product and have not gotten a response. i have received messages saying there is a request ahead of mine and that a csr will be with me shortly. after a few minutes and after receiving the same message numerous times, i've been redirected to leave a message which i have done and have not received a response. evidently i'm not able to return product without the RMA number but can't get a response from the company so it's just a vicious circle and it's looking like i'm stuck with a product that I do not want! --- Additional Comments: a refund of the price charged of \$96.13',

Brand Partner refund issues...because they changed their formula they don't want to refund unopened merchandise!! I bought into the company as a brand partner and there is a 12 month money back guarantee minus 10% restocking fee...I returned a complete kit with 5 bottles of Nerium and they want to refund me only one bottle because they changed their formula...No one wants to buy this product because of all the bad publicity about them claiming their scientist was from MD Anderson and Md Anderson says he is not....I am not the only one that has been scammed with this company! --- Additional Comments: I just want a refund of my kit price minus the 10% restocking fee..My kit price was 499.99 and they signed this product on september 27th they received items',

Company would not answer emails or phone to cancel auto refill of order on my credit card. When I disputed charges on credit card, they stated they had sent return info. when credit card co. finalized disputed claim and paid charges, company was contacted and stated it was too late to return product since they were paid.. PS9000: Health and beauty products Other-Other Update

I returned my business product pack early October and have yet to receive my money back. I've had multiple service agents tell me different answers. I returned my business product pack early October. Prior to returning it I spoke with an agent to get my Return Number and was told by him I would receive my refund 7-10 business days one the package was received. I called a few days later to ensure it arrived and was told it arrived on October 15, 2012 and I was told again I would receive my refund 7-10 business days from the 15th. The 10th business day was October 26, 2012. October 25th I still had not received the refund so I called the company to ensure it would be deposited that night. I was told the refund had been processed on the 24th and they did not know why I didn't have my refund and it was my banks fault since they processed the refund. I waited until the following Thursday the 1st of November, still no refund. I called again and got the same response, it was my banks fault since they processed the refund on the 24th. I then called my bank and my bank stated they received no refund from the company and when they did it would be available for immediate withdraw. I called Nerium back again and told them the situation. This gentleman 'Jerry' told me that it takes 7-10 business days from the time of receiving the package to 'process' the refund then another 3-5 business days to release the refund. The 5th business day in that case was the 31st of October and still no refund. He then said he would shoot over an email to the financial department and ask them why I had not received the refund yet and would call me back. he left me a message later that day saying he had to received any response from the financial department and I haven't heard from him since. I had my 'upline' send an email to another individual and their response was that my refund was processed on the 1st of November (the same day I called in to complain) and I should have my refund in a few days. He would not specify what a few days meant, it is now the 5th of November and I still have no refund. --- Additional Comments: I am seeking my full refund immediately.',

Product was received by the company on Nov 9 and refund was promised in 10 days. I have yet to receive it and have not gotten a response. I contacted the company on 10/2/12 and was told I could return Septembers product if I sent it back that day. I promptly took it to the post office. I also return the October product in October. Both products were received by the company, one on nov 9 and one on nov 5. I was told by my representative that I would receive refund within 10 days. I have emailed the company twice and have not gotten a response other than the automatic response. --- Additional Comments: I would like a prompt refund for the products that were received by the company. ',

I purchased Nerium Age-Defying Treatment 6122012. I received Nerium the following week. My agent, (b)(6), tried to arrange a meeting for us with her supervisor, (b)(6), before starting to use Nerium. The meeting could not be arranged, so I started using Nerium on my own 622. Nerium's information included in the shipment does not mention anything about a 30 day limit from the order date before requesting a refund. Contradicting the 30 day limit, Nerium says "The World Famous MD Anderson Cancer Center accidentally stumbled onto a Medical Breakthrough in Anti-Aging. If I could make you look years younger in 30 days... with a money back guarantee". (b)(6) and (b)(6) recommend that I use Nerium for one month before giving up even though it was obviously not helping. Based on Nerium's own words, I tried Nerium for one whole month. Nerium did not reduce any wrinkles. On 620 I called Nerium and left a voice mail message asking for an authorization number to get my refund. When they did not call me back I sent an email describing my story and said I want a refund because Nerium did not help. The next day was Sunday. I did not get any calls. Nerium returned my call on Monday saying that they cannot give me a refund because I have to request the refund within 30 days of purchase. I told them that it was impossible for me to see any results in time to return Nerium within 30 days of purchase. The next day I got another call from Nerium. The man quoted exactly the same policy. I told him again that when I placed order my goal was not to return Nerium. It was to improve the wrinkles in my face. How can this return policy possibly work if the product has to be returned before Nerium has a chance to work? He did not answer my question. Nerium gave me the following two # because I complained twice. Tickets #(b)(6) and #(b)(6). My Order Number is (b)(6). Nerium responded that "It appears that your 1st contact with us regarding a refund was on 072512, which exceeds the 30-day time frame". That shown Nerium does not even keep track of the dates of my request for a refund which was 7202012. Only one time did a human being respond. All other responses were automated. Please help me get my refund.:update:: 01.28.2013 \_Consumer called for update to her complaint. WSmith

Unhelpful customer service and unwillingness to assist with issue re: product return I had Nerium on autoship, however contacted customer service following several months of use due to reactions I obtained. I had to cancel my autoship secondary to ingredient of gluten. The autoship did not cancel, therefore my account was deducted and shipment delivered. I contacted customer service, he informed me to return the unopened box. Provided me with two options of return; pay for shipment back or refuse item. I marked refused and delivered to our local Southern Box Company. Unfortunately, the worker failed to inform me this was UPS opposed to FedEx (which I did not find out until later when I had not received my credit from Nerium)- yet she took the box and scanned it in. I called Southern Box once I realized the package may be lost. They informed me the driver picked up all the packages. 7-17-12 I contacted Lawton UPS and spoke with Debbie, she expressed pkg went to Oklahoma City UPS. Therefore, I called Oklahoma City UPS and spoke with Jim. Jim expressed Fed Ex employee picks up daily from UPS, so pkg was picked up week of May 28 and shipped to TX/nerium. I have contacted Nerium multiple times with updates, including immediately following 7-17 conversation. I asked for this to be noted in my file, which is was not until two days ago. I have had the opportunity of speaking with only one helpful representative, the remaining have been unwilling to assist or check if my pkg has reached Nerium's return department. One representative informed me there are no notes expressing my autoship cancellation or information provided by the representative to return product. --- Additional Comments: I would like to obtain a refund for the total amount of product and the shipping cost.',

Shipment of unordered merchandise. I ordered a product from this co., directly from an agent. I told him specifically that I did not want to be put on the auto ship plan. (b)(6), the agent involved in this transaction told me that he was in charge of all of his orders and promised he would not put me on autoshipment. A month later another bottle of their worthless product arrived at my home. I returned the product, unopened directly to a Fed Ex driver who said he would take care of it for me. I told (b)(6) that I also wanted a refund on my original purchase and he said the refund period had expired. There was no mention of a refund limit of time when I ordered the product. He also stated that I must pay the shipping fee on this product that I did not order. I expect a full refund including shipping for the unordered product and a refund of the purchase price of the first bottle, which I found to be useless for my purpose. --- Additional Comments: Cost of the second bottle, not ordered \$95.35 and a refund of \$85.40 for the first bottle. I expected to pay shipping on the bottle I ordered, but not the one that I did not order. Thank you',

Billed and shipped an order for a product I did not authorize. Refused to refund shipping cost. On November 16, 2012 I was on the Nerium website looking to purchase and entered my credit card information then when I got to the screen that gave the total, it was a different amount than expected so I did not authorize the order and logged out. Nerium still charged my card the full amount and shipped the product. When I called and explained the situation to a manager, he told me to send the product back at my expense and that they would refund the product amount but refused to refund shipping costs. Even though they had billed and shipped the order without my authorization. My order number was (b)(6) and the total amount billed was \$246.70. --- Additional Comments: Refund of \$9.95 for shipping and \$9.93 for return shipping.',

I was told that I would receive a complete refund and was only given a portion. I purchased their success pack for \$553.76. I was told that I could return it in 30 days and receive a full refund. I decided to send it back as this product does not work. I was waiting for a customer to return her bottle to me so I could return complete package. I called them and told them that I was returning it but had to wait to get the last bottle from disappointed customer on Sunday 11/18/12. Told them I knew that I was pushing the 30 deadline but that is why I am calling so they realize it was coming back to them. The person I talked to in customer service, name of Sade, told me no problem that I had called and as long as I mail it by the 19th I should be ok and would receive a complete refund which would have been \$499.95 plus the tax of 43.86 (\$543.81). I waited until now to see if the refund would post back to my visa card (which it has not). I called Monday 12/10/12 and spoke with Marquisha and she said that they had posted a \$332 refund for my products. I told her that Sade told me that I would receive a complete refund and told my story over again. She told me that she would talk to her supervisor and return my call the following day. I never received a return phone call. I called again today 12/12/12 and spoke with Cherry who told me basically tough luck you are only getting back the \$332 cuz you didn't get the package to them within the 30 days. I told her that I had called before I mailed it to them to let them know that it was coming but might be a day or so after the 30 days as I was waiting for the last bottle back. She basically said that it had to be there within the 30 days to get the complete refund and that there was nothing they could do... I asked to talk to supervisor, name of Janice, and she said that there is nothing she could do... then I asked to speak to returns dept and she said they take the call for returns to and that she can't do anything. I am very disappointed that they say one thing and do another. I know this is a MLM scheme and it serves me right to get involved with this type of group. I am not sure that you can help but I want to make sure people know not to do business with these people. I hope that I can get my \$200 as I didn't everything I could to get it back to them. Thank you very much, (b)(6) --- Additional Comments: I would like to have the complete refund that I was promised by Sade of \$543.81. I was given \$332 so they still owe me \$211.81

They rec'd the product back from FedEx on 12/10/2012 and reps keep changing the time frame on when they will be refunding my funds. The FedEx # (b)(6) that was sent on 11/12/2012. On 12/10/2012 the product was received by Nerium. Called and was advised it will 3 to 5 days for refund to my debit card. On 12/19/2012 called again was advised 7 to 10 business days. I called for the 3rd time today (12/27/2012) was advised they have not started processing the refund. I asked for a supervisor and their corporate information and was refused. I tried to change my address on the web site and it did not let me log in. I moved from (b)(6), Lancaster, CA (b)(6). I called my bank and cannot process a dispute for refund until 01/10/2013. --- Additional Comments: I need to have my debit card refunded since they have the product.

Purchased product which provided a 30-day full money-back guarantee if not satisfied. Contacted company within and they did not honor such guarantee. Purchased item online on or about 2/4/2012 - order no. (b)(6) for \$80, plus shipping of \$9.95 plus tax of \$5.80 for a total of \$95.75. Company offered 30-day money back guarantee. I did not care for results after using product for approximately 2 weeks and ensured I canceled the autoship within the 30-day timeframe and made my first telephone call to request a refund/return authorization number on 3/5/12. There were various websites that would ultimately redirect you to another site - a way of preventing the user, and ensuring user to become extremely frustrated, to not be able to cancel autoship and/or contact company to request cancellation and/or refund. I ultimately called 6 times between 3/5/12 and 3/30/12 and each time I was placed on hold for extended periods of time and transferred to multiple people resulting in mysteriously being disconnected from call when I requested a refund. This obviously caused me extreme frustration and I dropped the issue. It was not until today (12/6/12) when I came across the product again did I choose to begin the complaint. --- Additional Comments: Refund of \$85.80. Ideally refund of \$95.75 which includes shipping of product to me. If they expect item to be returned to them (which guarantee did not state), then ultimately refund amount should increase by \$9.95 (same price I was charged for shipping such item to me).

I returned my order for a refund and have not received the refund. I received my product sometime after Sept 24 (the date the charge hit my account). I contacted Nerium to return the unopened, unused product on 10/23. Jonathan in customer service gave me a return authorization number and said I would receive my refund when they received the product. I sent the product UPS Ground on Oct 26. I contacted Nerium when I did not get a refund and spoke to Pauline. She said it was beyond 30 days so I would not get a refund. That is not what I was told by Jonathan on the phone. Pauline told me to call back after November 30 as she was passing the complaint to her supervisor. At that point, I contacted the person I purchased the product from, (b)(6), she called the company and got the same response. Now I don't have the product and I don't have my refund. I tried to have my charge card company dispute the charge, but they can't do anything after 60 days. --- Additional Comments: I just want my money back for the product I returned. It was unopened, unused, in the original packing. I was told by customer service that there would be no problem in returning the product when I did. I paid \$171.59. If they want to deduct shipping, that's fine. Although I did have to pay shipping to return it to them. I want a refund.

Contacted Nerium to discontinue auto-delivery of product on 11/19/2012 rec'd product on 11/28/12 I returned on 11/29..still no refund after many calls. Contacted Nerium on 11/19/12 to discontinue auto-delivery of product which was to be shipped the end of Nov. I received the product on 11/28/12. Called and complained that item was shipped and requested a refund. I was told I would have to obtain a RMA which was provided by email on 11/28/12. The email stated that once they received the product it would take 7-10 business days before I would receive a refund (minus S&H). Product was returned by me and shipped UPS on 11/29/12 and received by Nerium on 12/4/12 (tracking and signature verified). I have placed 5 phone calls to customer service who have continuously told me that they would refer this to their Corporate Office and I should receive a call from Corporate by the end of the day. I still have NOT had a return call nor have I received a REFUND. The product was originally charged to my State Employees Credit Union Checking Account ending in ..0057. My phone number associated with the account is (b)(6). The lack of concern, lack of phone calls, and lack of a refund in a timely manner is unacceptable. --- Additional Comments: A Full REFUND including Shipping and Handling.

BETTER BUSINESS888CUSTOMER COMPLAINT8-8--8SERVING Western PennsylvaniaCUSTOMER DAYTIME PH(I J-4) 6'!&>...COMPANY NAME, ADDRESS, CITY, STATE, ZIPfve'f,v rn CUSTOMER EMAIL ADDCUSTOMER NAME, ADDRESS, CITY, STATE, ZIPffi A-12'i 'j D (-)-t-DQS5-...-I r''ll cY- >\*I expressly authorize the Better Business Bureau to disclose to the above company the complaint form and all supporting documents regarding the above company that I have filed with the BBB. I also authorize the above company to communicate directly with the BBB on all matters relating to the items specified in the complaint form, ncluding any debt I am alleged to owe. I expressly waive any restrictions on disclosure of personal and financial nformation relating to the complaint I filed with the BBB for the sole purpose of resolving the complaint.'ma.u, Do.P&eu.H r <9d\_zf\_tj-..r ( \_ Signature DateTO THE COMPANY: AS A CONVENIENCE YOU MAY USE THIS FORM TO NOTIFY THE BBB OF YOUR POSITION OR ACTION TAKEN WITH EGARD TO YOUR CUSTOMER'S COMPLAINT OR SEND A SEPARATE LETTER FOR THE RESPONSE IF MORE ROOM IS NEEDED.O ACTION HAS BEEN TAKEN O ACTION WILL BETAKEN O OTHER (see below)DATE DATEEXPLANATION Better Business Bureau400 Holiday Drive, Suite 220Pittsburgh PA 15220412-456-2700412-922-8656 (fax)SIGNATURE TITLE DATE www.bbb.orgCP\*BBB-112 1/i

After confirming with a representative from their company over several times that I would receive a refund after returning the product, I was denied. I joined the company as a 'brand partner' and was told that a starter kit with a bottle of their product would be 201.00. A director collected my personal information along with my credit card number, social security number, etc. I was charged 201.00 to my card on 10/29/12. I was told by the director that I had 30 days to use the product with a money back guarantee. I was very hesitant d/t knowing this was not a professional/well known company. The next month on the 25th I attempted to call their company in order to cancel and receive my 30 day money back guarantee. After calling over 15 times and listening to a recording that stated I needed to call back d/t high call volumes, I tried every single day until the 26th and finally was able to speak to a PERSON. I waited on hold for 65 minutes before someone finally answered. I was then told that I was out of the time frame to receive my refund. After explaining to the rep. continuously that I had proof from my credit card statement showing I was charged on the 29th, then he finally agreed with me. I was then given a number to put on the return package and was told if I didn't put the number on my shipping box they would not refund me.(I was told on 12/26 with the #, I had a 10 day window to have the products returned) It seemed like they had a million excuses for not refunding customers. To make matters worse I then found out that they had charged me for a (2ND)bottle of their product before the 30 days was EVEN UP! The rep told me that I could send the brand partner launch kit and both bottles of product back for a refund, BUT I would have to pay for shipping AGAIN and a 10% restocking fee. I sent the products back through the mail, paid for shipping, and requested a tracking #. After 2 weeks of not seeing a credit back to my card, I called Nerium back and waited on hold for over 35 minutes. I was told by a representative that my products (all 3) were returned and I would see a credit for all 3 products back on my card within 48 hours. I checked a few days later and had 2 credits. 1 for the brand partner launch kit, and 1 for only 1 of the bottles of Nerium. Today I called the company asking where my 3rd credit was and was told I would not be getting my money back. He began using every excuse in the book, from my product was returned late(which I was told it was not late and I had a 10 day window to return the product) I told the rep over and over again that their company confirmed with me that I would receive my money back, and he continued to make excuses. After being so frustrated I asked who I would need to speak to regarding the issue d/t not getting anywhere speaking to him. He explained there was no manager, supervisor, etc that I could speak with and that I was basically out of luck. This is absolutely ridiculous and Nerium demonstrates horrible business practices. Nerium uses false advertising to trap consumers and does not uphold their word for a 30 day money back guarantee. To really make matters worse, being charge for a second bottle of their product at \$95.00, paying shipping to send it back, and never being refunded if absurd. --- Additional Comments: I am seeking my refund for the bottle of Nerium product that was charged to my credit card account at \$95.00. I do not feel comfortable knowing that is shady company has my credit card number and can continue to charge my account without my permission.

Consumer got involved with a multi-level marketing company called Nerium International. Consumer waived the right to opt in to their email responses and continues to receive a pop-up telling him to opt in when going to their website. Consumer has tried contacting the company and cannot get rid of it.

We purchased a Nerium Kit for \$553.00 and were told we could get a refund if mailed back within 30 days which we did. We returned our Nerium kit in October (30 days after purchase) and have been waiting for the total refund as promised. We just got a call from the company (4 months later) saying that we sent back an incomplete kit. We did no such thing, everything that was sent to us was sent back. So they are calling us Liars and now it is our word against theirs. We tried asking the upline distributors that signed us up to help us because they know we are telling the truth „but they said they can't do anything for us because Nerium will not change their mind. This behavior and business practice from Nerium is unacceptable , deceitful and underhanded. We hope no one else gets involved with this type of company as Nerium. --- Additional Comments: We are asking for the remainder of our refund of \$300.00

Customer Service refuses to refund my money after i sent the unused product back in the time frame required. I purchased Nerium AD online on 12/10/2012 and set up automatic delivery each month at a cost of \$94.75 per month. After using the product for over a month, my skin became extremely dry. I discontinued using the product & on 1/8/2013 the company sent me another bottle of the serum. I contacted the customer service dept online & they stopped my automatic shipment & two days later, i received instructions how to ship the unused and unopened product back to the company for a refund. I phoned the company 10 days later inquiring why no one either called or emailed me that they received the product & would refund my money. I waited on hold for about 15 minutes until someone helped me. The representative kept arguing with me that I did not return the product within a specified time frame. I do not know where she was reading this from, because I read it to be 30 days - which it was. I received it on 1/10 & sent it back via Federal Express on 2/7. She asked me how I knew where to send the product & I told her a representative emailed me an RMA# along with the address & made no mention of a time frame. (I have copies of the email.) She continued to argue with me and took my phone number & told me that someone would call me back even after I repeatedly asked to speak to a Manager. I am planning to go to the bank to try to reverse the charges - this might be difficult because I put it on my debit card. I should have known this company was bad news when I read that they were a multi-level marketing scam! I appreciate your help!Thank you. --- Additional Comments: I just want my money back that i paid for the product, which is \$94.75.

4 days after beginning the use of Nerium AD, I began to experience mysterious digestive issues that became a debilitating illness/hospitalization. I was released from the hospital the day before yesterday. 4 days after I started Nerium, I began to have digestive problems (diarrhea) that I had never experienced before. This went on for 2 months, until a Doctor helped it to stop. I then contracted a mysterious Kidney infection that caused severe lower and side back pain that would not go away and kept getting worse. I was admitted to the hospital on Saturday morning because this particular infection was resistant to antibiotics. After 3 days in the hospital having intravenous antibiotics the infection finally went away. However, the extreme pain (10 out of a possible 10 in pain level) remained and was quite debilitating to the point that I needed to walk with a cane and a walker while in the hospital. After many tests and blood work, it was discovered that the mysterious Kidney infection had triggered an auto immune disease called Fibromyalgia that had engulfed my entire body. The bottoms of my feet felt as if I were walking on hot coals and every muscle was screaming in pain and my nerves became more and more inflamed. I was treated with morphine for the duration of my 4 day hospital stay and was released because my insurance would not pay for more days. After the morphine wore off the pain has come back with a vengeance (10+ on the pain scale) and I have been put on a strong steroid drug called Prednisone, Lyrica, and Cymbalta, all over \$600 per 30 day regimen. I keep having unusual dreams that Nerium is the culprit, as I was completely healthy and active before I started using the product. As for facial results, I noted a bit of an improvement after 3 weeks and as I continued use, it seems that the product is thinning my skin which is causing odd little layers of skin under my eyes that I had not had before. Further, your company sends me another bottle far too soon and charges \$9.95 to mail it and it still takes 7 days to arrive regardless of that price. I have been using the product since Dec. 20, 2012, and have only gone through 1 bottle and few days into a new one. I feel it is distasteful the way the company is about sell, sell, sell, and how the brand partners are almost ravenous to get us to sell the product. My former pharmacist Steve Mazlin gave me my first bottle and then became so aggressive about my becoming a brand partner along with him that I fired him so he would stop harassing me. For all of those who are thriving thanks to Nerium AD, I commend them, And for all of those who are experiencing strange and mysterious issues after using the product for a few days or weeks, listen to your body. I didn't use Nerium last night and I finally had a decent nights sleep without the Nerium nightmares. Take what you will from my report...this product obviously is not for everyone, especially the super sensitive's who feel and react to anything caustic. I don't know how long it will take me to heal, (or if I ever will) or if Nerium is behind my symptoms, I only know what my instincts tell me. What I do know is that I was thriving until I began using Nerium AD. I would like to cancel my auto delivery orders immediately, and I would like a full refund for all the money I have been charged by Nerium AD, as I feel certain that this is the thing that has caused all of my symptoms. I used my Wells Fargo Visa card for purchases. (b)(6) is the brand partner I purchased from. on January 16th, 2013 (b)(6).com; I received a second bottle of Nerium only 17 days after purchasing the first one. I started using Nerium on Dec 20 2012, and stopped using Nerium last night 2-27-13. i am extremely ill, in a great deal of pain, and still need to use a cane to get around while i was a thriving active female doing water aerobics twice weekly, riding my bike, hiking and working out and doing Yoga every week. Si --- A

I sent back product and expected to be credited the \$95.35 I was charged. No credit or product. I called the company to tell them I was returning the product which I did not even open the shipping box. I was given a RMA(b)(6) number to submit with the return. The company said they received it on 1/31/2013 but it was beyond the 30 day limit. I was not aware of a 30 day limit and they did not say so when they told me to ship it back. I sent it by FedEx having to pay for the fee. I called the company when there was no credit back on my credit card. I was told they would not refund the money and will not even send the product back. In other words, I paid \$95.35 for nothing. I explained that they could not keep something I had paid for but was told they would keep the product and my payment. I received the first delivery and was charged on 11/7/2012, the second one was automatically charged on 12/7/2012. This was never opened and sent back. My account number with them is (b)(6). The representative I spoke with was Marie on 2/15/2013 --- Additional Comments: I want to be reimbursed \$95.35 plus shipping which the representative said would usually have been refunded. I do not want to receive the product back because it did not do what it is advertised to do.

Rep stated \$80 for product and no contract. Cost more and company continued billing credit card after I received communication of cancellation. Hair stylist, (b)(6) advised the cost of one month of the product would be \$80. Showed me the box of Nerium. After I gave her my credit card, she stated the product would be sent in the mail. Advised there was no contract and could be cancelled at any time. The product arrived and was unacceptable. The product was similar to placing clay on your face. The only effect it had was drying my skin out. I had several email communications with the company and received an email (February 27, 2013) stating cancellation accepted but advised of the availability for obtaining product every two months or greater. On March 11, 2013 my credit card was charged for \$95. I contacted my credit card company to dispute the charge. We conferenced a Nerium representative to have the charge removed. The Nerium rep. was not helpful and said to send the product back and once received they would determine if they could credit my account. The same communication was received from the rep., (b)(6) (hairstylist at (b)(6), Bismarck, ND). I ended up receiving the product 3-13-13. The company had shipped the product the same day as I called with a complaint on my credit card being charged. I returned the product to the rep., (b)(6) and was told she would ship the product back and if I had not damaged or used the product, they would refund the charge. I pointed out to her the product was in the sealed box that came from FedEx. (b)(6) was adamant that this was a simple process?! I advised her that I had advised my credit card company to dispute the charge and any other charges from Nerium. In short, I found the representative, (b)(6) to be dishonest in her sales methods and handling the complaint. I, also, found the company, Nerium, to want to attempt to charge product two weeks after acknowledging cancellation. This is a Representative and Company I will NEVER do business with again. --- Additional Comments: n/a

Returned (2) items, and credited for 1). Consumer placed five (5) telephone calls. Each time I was promised a call back, and they do not call back. The items were purchased via auto-ship method. I received a total of three (3) shipments. I contacted Nerium International via email on January 7, 2013 to request instructions on how to return two items of 'Nerium AD' (Item 121). The ticket number is (b)(6). Spoke to representative by phone and advised them I was returning two (2) items. Company provided me with an RMA number to put on return items. RMA# (b)(6). I packed both items (unopened and still in their original packaging and mailing boxes) into one box and sent back to Nerium via UPS. I have confirmation of their receipt on 01/14/2013. Shortly thereafter, my credit card account was credited the amount of \$87.00. This was the cost of one item, including tax. I have now contacted the company by telephone five times, as follows: On 1/29/13 spoke to representative Kaminsky. He said he would submit my request to senior management and call me back in 1-2 days. On 2/9/13 spoke to representative Letticia, who sent follow up message to Kaminsky. On 2/18/13 spoke to representative Christy. On 2/23/13 spoke to representative Olivia. On 2/28/13 spoke to representative Erin. Erin relayed that there was a note on my account that it is under investigation by upper management as of 2/23/13. She said that because I did not return the product within 30 days, they wouldn't refund my purchase price. Interesting that it took FIVE phone calls for someone to tell me that. The company should have advised of this policy when I initially called them to return the two items, but they did not. They apparently have a return policy where they will issue a refund for USED product. The two items I returned were never even opened. Nerium agrees that they received two unopened products. They have no legitimate reason for not returning my money. I gave them back their product and now I am out \$87.00 (plus shipping costs both ways). I don't understand how they can justify accepting the product back (which of course they will re-sell) AND keeping my money! I told them that I think they have basically stolen my money. With each phone call to Nerium, I was advised that the representative 'understood my frustration' and promised that someone would call me back within 24-48 hours. I have not received one single telephone call back from this company. I should have checked the BBB website first before doing business with this company! It is no surprise that they have a D rating!! I would appreciate anything you can do to resolve this matter. Thank you for your assistance. Sincerely, (b)(6) Van Nuys, CA (b)(6) --- Additional Comments: Refund of \$87.00

I called the Lady, who pressured me into buying this product the next day to say I didn't want it because as a Single lady since my husband died as of Dec 6 of 2012 I could not afford it, on a small SS of my husband. I never heard from her or the Co. I mailed it back the next to the co, insured & to be signed for. But I haven't heard from her or the co. Owe me \$96.25. I would like my money back. Her name is (b)(6), at (b)(6). Thank you (b)(6) --- Additional Comments: Desired Settlement ID: Refund My money back.

Nerium promises that it would make a huge difference in my skin. They promised money back guarantee if not satisfied. I bought a bottle of Nerium with the promise that it would make a huge difference in my skin within the first week. The lady that sold it to me actually said she seen a big difference the first time she used it. I used it for two weeks and seen no difference whatsoever. I called and asked what I should do. They gave me an authorization number and said if I would send it back they would refund my money. I sent it back priority mail. They got it on March 21st, and they confirmed they got it. I have called several times and still have not got my refund. They keep putting me off saying they would have someone call me, but I have never got a call back. I am tired of waiting on them. I want my refund recredited to my credit card IMMEDIATELY!!! I'm tired of fooling with them!!! I will NEVER fool with them again!! Please get my refund.. I need it NOW, before my bill is due!!! --- Additional Comments: I want my refund of \$80 + tax refunded back to my credit card IMMEDIATELY!! Before the April 1st if possible. I need it before my credit card payment is due, so I won't have to pay that money that is due to me. I've tried to talk to them as long as I am going to. I leave it in your hands now, and hope you can get my refund asap.

Consumer states that she has a complaint with Nerium International because they are selling a skin product that contains poison. Consumer states that the product has riceon and other poison.

I had emailed the company to stop an auto shipment and I have a confirmation number. They had debited \$ 95.95 out of my account and I disputed it with my bank so my bank reversed the charges and it was investigated. I thought everything had been resolved, the bank debited my account again saying that it was a legitimate charge and that I had to contact Nerium International, they said they had shipped a product to me and that was the charge for it. I never received any product and they will not credit my account. It is total Fraud. They can not prove that I received any product and I had told them our post office is notorious for putting the wrong mail in boxes. I have been speaking with this one girl ( emails ) and I have not gotten anywhere with her she had told me accounting will not reimburse me because I had disputed the charges. All they have to do is give me my money back and we are done but they are being very unprofessional about this.. PS9000: Skin Care Other-Other Update

There 30 day refund started on the ship date not the date it was received and they were unwilling to accommodate. We purchased this product on March 4 and with shipping it was \$95.00. We were told that we had a 30 day trial. After using this product for 30, and it not working, I called to get a refund and they told me I was out of luck. --- Additional Comments: I would like a refund of our money minus shipping.

Company offered refund for return of unopened product. Product was returned, no credit issued. Company, Nerium International, offered a money back guarantee on their wrinkle cream. Upon receiving the second bottle, I called to cancel my membership and was given a cancellation number; (b)(6). I was told to return the unopened bottle for a refund and was given an RMA number to write on the shipping label (b)(6). The bottle was shipped back to Nerium on April 1 and was received by them on April 3. After 10 days, the refund had not appeared on my credit card so I called their customer service dept. I spoke to a representative by the name of Christy and she stated that the refund was applied on April 11. When I asked why it had not shown up on my credit card, she said that it may take up to three days. I waited until April 15 and still no credit. Since then, I have called back twice. The last time was on April 19 when I spoke to a supervisor by the name of Allen. He assured me that he would personally check into the matter and call me back no later than Monday, April 22. It is now April 23, he has not called and refund still has not been applied. I have filed a dispute with my credit card company but want this company to know that they are not going to get away with offering refunds and then not following through. They are extremely poor business people. --- Additional Comments: They offer a refund on just the Nerium, which is \$80.00. At this point, I want a full refund...product, tax and shipping...total is \$97.91

I expected Nerium Intl to honor their money back support guarantee as they stated everywhere, they failed in all accounts, and would not help me. I became a rep for Nerium 8.16.2012 order num(b)(6) Discover and sold bottles retail sept thru Feb 2012 as I was instructed to do thru upline and reps authorization in Nerium. when the customers decided they didnt like the product Jan/ Feb 2012 I had to refund them money and Neriums pollicy is satistacation guaranteed. so I called Nerium and got autrization for the sale and return and they said to mail in the bottles with the appropriate paperwork (which was diffent according to whom I spoke with , so I sent in all the paperwork and they could decide what one they wanted) and then I called to check on it, a rep said it was lost, they just found it and replacement bottles will be sent right out to me. they never came so I called back and another rep said product returns depts changed their mind and they are not sending you replacement bottles back. I wanted to speak to a supervisor, but rep would not let me and said its done and I can do nothing more for you. I asked to then send my bottles back to me and he said could not do that. I have done everything in rules and company authorization and been left with a \$400 loss. I contacted all my upline support and no one returned my call or email for help or advise. Im sorry I dont have all the names of the reps I talked to, I never thought it would result in somehting I had to have notes for to dispute. I was also on a automatic delivery program, so I received one bottle a month since september thru Feb which I had to cancel due to no one helping me and I couldnt afford to spend anymore money. I contacted Ron Hines and was a waiting period to hoping he could help me , he was hopfull at first but then chose to not respond to me anymore. --- Additional Comments: I am seeking my money back for the returnd product bottles that are in the companys possession. I have allready giving the money back to the retail customers, so I am out four bottles at \$94.97 w shipping and tax I belive. I deserve that money back to me in a check form written to me in in Fedex not in their speacil 'money paid out account payloutions' that I had a super difficult time getting what little money I had in there out. innatialy, I jut wanted my return replacement bottles back as authorized by the nerium reps, but now I do not want to do business with a company that will not back or support me so I wish for my money back. and applied to my discover card would be fine too.

Bought 3 Product Prospect packs and sent to clients and clients only recieved a few papers and no 1oz bottles or launch kit, Nerium will not fulfil. On 03/28/2013 I purchased for \$129 2 Product Prospect Packs, and again on 04/02/2013 1 more at \$64.80. Included in packs is All marketing materials, 1 launch kit and 1 full size bottle of Nerium AD. All 3 did not recieve thier launch kit or bottle. I contacted Nerium by phone on 04/03/2013 and explained issue and customer service said they would send out a replacement right away. On same day 04/03/2013 I emailed same issue and got a reply the next day saying the same thing that replacements would be sent right away. The very next 04/04/2013 day I recieved an email saying I was suspended and that no orders would be filled! 1 client phoned in and was told there were no refunds either. These customers should have in the least received what was purchased and stated was in the prospect packs. Paid by credit card (b)(6) by me(b)(6) Purchasers names and dates:(b)(6) order# (b)(6) 1 prospect pack \$64.80 04/02/2013 Recieved box of just a few papers on 04/04/2013(b)(6) order# (b)(6) 1 Prospect Pack \$64.20 03/28/2013 Box with 3 papers in it on 04/02/2013(b)(6) order # (b)(6) 1 prospect pack \$64.80 03/28/2013 recieved box with 3 papers in it 04/02/2013 All three of these customers were promised something by me that is shipped in whole by Nerium, I paid in full for these items. No where in thier policies does it state that orders will not be fulfilled or refunded if consultant is suspended AFTER the order. My Customer ID (b)(6) --- Additional Comments: Refund of my purchase price of \$193.80. As clients no longer wish to have anything to do with a company that does not send items nor works with them on thier issue. Nerium Internation has an obligation to fulfil complete orders irregardless of the situation, they are bought and paid for in full with promises made to prospects. On thier order page with the Prospect pack listed it states 'This prospect pack is meant to show key prospects the power of Nerium. It includes all of our marketing materials and a bottle of Nerium'. The cost of this is \$60 plus tax. This is not a stated retail item and was never sold as such, this was a prospecting tool and was 100% used as such. In Neriums Policies not one word is stated about this product and its use or intention, not one word on how, what, when or where to use this specific item. So I used it for the obvious... Prospecting for new brand parnets to build my team. In all of my prospecting I sold this as a 100% prospecting tool, I am unable to purchase bottles at \$80 a pop to give away as samples, and this was a perfect way for prospects to try the product for a full 30days and really get to know Nerium. I satyed in contact once a week for the whole 30 days to get reactions and thoughts. Everyone had the same opinoin I had... Love the product but am utterly confused on how this business works and how you make money. Most thought it to complicated and expensive to purchase more or sign on. In all my dealings I never in a million years thought Nerium International would treat a prospect with so little respect as to not fulfil an order or at least offer an explanation. Nerium should NEVER have allowed me to purchase the prospect packs or anything of the type if they had an issue with my business practice. I in the least should have been notified that the full order was not being sent, or my client who ordered should have been warned... Something, not just leave them hanging with a bad taste in thier mouth. At this same time I ordered a few other prospect packs and these clients all recieved a full order, they are:(b)(6) Order # (b)(6) on 04/01/2013 Recieved complete on 04/05/2013(b)(6) Order # (b)(6) on 04/01/2013 Recieved complete on 04/05/2013 Please explain this!!!

Nerium will not refund my money into my account after I had cancelled my order. I have called many times but no avail. All I want is my money returned I had signed up for their product at a party it sounded really good, but as I used it my face was breaking out, so I cancelled my order and received a confirmation that my order was cancelled. Well they went ahead and took the money out of my account and I disputed it with my bank I thought everything was okay the bank put the money back into my account. Well last week there is a debit again, called my bank they told me they investigated it and it was a legimate debit and that if there is a problem talk to Nerium, well that has not gotten me anywhere, they have given me the run around since last Thursday and I am tired of dealing with it. They dont have any proof that it was shipped to me nothing signed and so I am out of the money and no product. If they were an upstanding company it seems like they would like to settle this, but they are not willing to so I am out of \$ 95.95. --- Additional Comments: I want them to reimburse my account for the debit they took out, I am out \$ 95.95 and I never received any product from them in which they said I had. The company does not stand behind their customers. I have called numerous times and they will not refund my money. I have no other option than to submit this claim and I will file a fraud charge against them.



I had a horrible allergic reaction to Nerium and they are not taking responsibility. Status Update By (b)(6) Here is an update from that NERIUM company that everybody seems to love. Some of you remember that back in Sept 2012 I used it once & had a horrible allergic reaction that shut my eyes, had me going to several doctors in different cities over the past few months and created a lump ON my right lid as well as a lump UNDER my right lid, which is still there. Last Friday I had the outside lump surgically removed and I still have the one under my lid. My reaction also led to blood in my sinuses as well as swelling in my nose and throat. NERIUM did EVERYTHING in their power to try and accuse me of misuse as well as saying that 'no one else EVER had a reaction' which, as you will see in FB, others have had some bad reactions and NERIUM blew them off as well. I received FB messages from Amber Olsen who is one of the VP's at NERIUM telling me that she will call me and make sure that everything will be taken care of. I received that same message from NERIUM CEO, Jeff Olsen, as well as a phone call from one of his 'assistants' assuring me Jeff is a 'great guy' and will take care of me. Now it is April 2013, SEVEN (7) months after the incident and even though I have been aggressively pursuing them, I still haven't heard from either Amber or Jeff. As a writer and musician my eyes are extremely important to me and any discomfort makes it hard for me to read and besides, who wants to be on stage, in magazines and on television with a disfigured eye? NERIUM swears it is a company that cares for people and helps people become wealthy through their products. Based on the way they have handled my situation, they are a company that is built on greed and shady ethics because a company built on honesty takes responsibility for the good and the bad and does not ignore serious complaints but grows from them. If NERIUM believes I am going away, they are sadly mistaken. Someone needs to understand that everyone doesn't roll over and play dead because they get the runarounds from companies. I will use my voice as an international writer and performer to tell everyone I know, everywhere I interview and everyone I meet about NERIUM's lack of ethics AND I will post pictures of my eye on FB so EVERYONE can see that there is the possibility for a reaction before someone ends up going blind, or worse. Some of you have sent me a message on FB telling me about your adverse reactions and how NERIUM either blamed you, belittled you or just ignore you. Please FB me as my next step is a CLASS ACTION LAWSUIT to show NERIUM that they can't just make people go away. If NERIUM can 'create' millionaires with their products then they can create peace among complaints. PS: NERIUM lovers, DO NOT message me telling me how wonderful they are and how much you love them because that has no bearing on their actions towards those of us who have had medical attention because of their products. --- Additional Comments: In September 2012 when this first started all I was asking Nerium for was to take responsibility and apologize. Seven months later and all I have received from them is the runaround and 'representatives' calling me trying to put the blame on me. I have been to several doctors over the last 7 months and last week I had eye surgery to remove ONE of TWO lumps that appeared as a result of using Nerium that one time. I am, and will be, seeking monetary compensation at this point because Nerium has had more than enough time to respond and rectify this situation instead of ignoring me. If necessary, I will start a class action as I have had several people that I do not know contact me about their allergic reactions to Nerium that went ignored.

refundered contract with them to sell product on April 3, 2013. On April 4, 2013 I called 855-463-7486 to cancel. to this date, I have still not received my money. Product was never received either --- Additional Comments: refund of all my money

After using the Nerium product I had a severe allergic reaction. I was not warned nor was I advised to do a patch test of the product before using it. On 5/8/13 I was given a box of Nerium by a distributor to try before I purchased the product. I was told by the distributor to put the product on my face after washing it just before going to bed. On 5/17/13 before going to bed I applied the Nerium product on my face before going to bed as I was instructed and as the product packaging suggested. When I woke on 5/18/13 my face was swollen and red. After speaking to a medical doctor it was clear that I was having an allergic reaction to the Nerium product and discontinued usage. I immediately informed the Nerium distributor and she apologized. I believe Nerium should not instruct people to use their product before doing a patch test to avoid this happening to others. --- Additional Comments: PLEASE warn people about possible reactions to the Nerium product before usage.

Customer service ignoring me, waiting for shipping label so I can return product for refund without paying for shipping. Signed up for autoship without being informed. Emailed company on 4/18 to cancel autoship. Have receipt of same. Was informed on 5/13 that autoship sent out another shipment of product and that the company has no record of my canceling. Again, I have my email receipt FROM Nerium's email system confirming this. I have been waiting for days now for confirmation that I will receive a full refund and NOT have to pay shipping. Still no return call despite my numerous phone messages and emails, still no shipping label. I should not have to pay for shipping when I clearly cancelled my account almost a month before they charged me for a second shipment. I'm getting the runaround and am tired of this. Please advise, I'm being ignored by this sham of a company! --- Additional Comments: I need a full refund for the product as well as shipping costs. I will return the product that I received 2 days ago as soon as I receive a shipping label from them, as I should NOT have to pay shipping for a product I did not order.

CANCELLED PRODUCT IN 12/2012. RECEIVED AGAIN AND CHARGED WITHOUT MY CONSENT. REFUSE TO REFUND ME FULL AMOUNT. CANCELED PRODUCT IN 12/2012. DUE TO ERROR ON NERIUMS SIDE THE PRODUCT WAS NOT CANCELED RATHER PUT ON SOME SORT OF HOLD. I RECEIVED THE PRODUCT AGAIN IN MAY. NERIUM IS REFUSING TO REFUND ME MY FULL AMOUNT AND IS STATING THAT I OWE SHIPPING CHARGES. I CANCELED THE PRODUCT SO THE SHIPPING CHARGES ARE NOT MY PROBLEM. SPOKE WITH SEVERAL DIFFERENT PEOPLE WHOM ALL HAD DIFFERENT PROCEDURES FOR RETURN. I WAS TOLD IT WOULD BE 10+ DAYS AFTER THEY RECEIVE THE PRODUCT BACK WHETHER I WOULD RECEIVE A REFUND. \$97 IS A SIGNIFICANT AMOUNT OF MONEY AND ANY REPUTABLE COMPANY THAT WANTED TO HAVE REPEAT BUSINESS, FUTURE BUSINESS AND A COMPANY THAT RELIES ON WORD OF MOUTH ADVERTISING SHOULD BE CUSTOMER FRIENDLY. IN MY BUSINESS, THE CUSTOMER IS ALWAYS RIGHT. --- Additional Comments: I WOULD LIKE AN IMMEDIATE FULL REFUND

Received unauthorized shipment and company refusing to pay cost of return shipment. Ongoing since April 2013. I was never advised when I purchased this product that there would be ongoing shipments. When the shipment arrived I called and received a return # but when I requested a prepaid shipping label they said they would get back to me and never did. I contacted my credit card co. Chase and entered a dispute. Chase has called them and they have refused to pay return shipping charge. I have called several times and have been advised someone would call back but they never do. I strongly feel that I should not have to incur any charges for a product I did not order. Their practice of not advising a customer of these continuing charges is deceitful and takes advantage of seniors. Thank you for your assistance. (b)(6) --- Additional Comments: A prepaid shipping label to return the product to them.

I was promised a 'risk free' trial and '100% money back guarantee' if I didn't like the product. They haven't given my refund, and sent 2nd product. I signed up for a 'risk free' trial with a '100% money back guarantee' if I didn't like the product on April 23, 2013. I was told to cancel by May 23rd to get my 100% refund and cancel the auto ship policy. I called on May 23rd and got an RMA and returned the empty bottle, but they still have not credited my account. In addition, I was told that I had to cancel BEFORE May 23rd, which was NOT what I was told originally by their local rep, and that they would refund the price of the second bottle, but I had to pay to ship BOTH bottles back and I would not get a refund on the \$10 shipping they charged me on each one. Supposedly, in their 'terms and conditions, in their fine print it says they don't cover shipping. I was never given a copy of the 'terms and conditions. I only filled out one piece of paper when I signed up and it says nothing about not covering shipping. In addition, both when I spoke to them on May 23rd, and when the local rep sold me the product, BOTH people kept telling me the trial was 'risk free' and would pay '100% money back' if I was not satisfied. In fact, on May 23rd, the guy on the phone read me a disclaimer saying 'not everyone gets 100% back' and I stopped him and asked him to explain, and he assured me, 'That won't apply to you - you'll get 100% back'. Today when I spoke to them I was told, 'Well, 100% back doesn't include shipping.' Bottom line, this is a scam. The product did nothing for my skin, (we did photos before and after) and they are trying to charge me \$20 in 'shipping' plus my cost to send an empty bottle back and a full bottle back. Their advertising and 'risk free' promise is grossly misleading. I want a full refund of all of my costs for both bottles they sent and I returned. --- Additional Comments: \$200

Product was sent and charged to my credit card without permission. I was told to return the product at my expense. No refund. No correspondence. I was contacted by a brand rep to purchase a single bottle of Nerium. The brand rep used my credit card to charge products for my daughter. I never agreed to this. I have contacted the brand rep and she stated that I did give her permission. Another time she stated that my daughter authorized the purchase using my credit card. My daughter does not have access to my credit card. Items agreed to: 1 bottle of overpriced Nerium lotion. Items charged: 1 starter kit, 4 bottles of Nerium overpriced lotion. I sought help through customer service of Nerium. I would get an incomplete reply and a message stating that the situation was resolved. It was not. I had an ongoing discussion with a representative named Brandon D. He was never able to 'see' where the charge was made to my credit card. I again consulted the Nerium brand rep. She agreed to purchase the starter kit back and did so for \$100. She and a Nerium customer service agent via 3-way call, told me to send back 2 bottles of Nerium overpriced lotion labeling them with Tracking Numbers. The lotion arrived via my house on Thursday, May 30, 2013 by FedEx late afternoon. The customer service rep told me to return them and that they had to be in their possession by Tuesday, June 4, 2013 or I would get no credit. I stated to him that I did not live in an area that offered expedited shipping. He stated that was their offer and would not be changed. I sent one bottle by UPS and spent \$12.00 to ensure it was there by June 4. The second bottle was returned by USPS by expedited mail. The reason for this was that the 2nd bottle was shipped by Nerium to another location. That was the only reasonable choice of shipping. I have not received a refund. I have not received any correspondence from Nerium. I do not think that I should have to pay for the product, the return shipping or restocking fees. This company has been extremely difficult to work with. I have followed all their demands and still have no refund and any sign of consideration. Note that I never offered my credit card number to the brand rep for anything other than 1 bottle of the overpriced lotion. She had no right to assume that she could further charge my card for another person's starter kit or product. I have now paid for 4 bottles of lotion at 93.60 apiece, in excess of 20.00 for return shipping and 198.20 for a starter kit for a total of \$592.60. I received \$100.00 from the brand rep and in return gave her the starter kit. I returned 2 bottles of Nerium overpriced lotion and was promised a refund within 7 days. --- Additional Comments: I want to be refunded fully for 2 bottles of Nerium lotion for a total of 187.20 + the cost of shipping those bottles back \$20.00. Total refund that I am owed is 207.20. Please note that this is only one half of the bottles that they sent unauthorized, but because they have been partially used, I am not requesting to be refunded for them. Also, I want my name, and credit card information removed from any and all Nerium databases.

Did not receive product and repeatedly called let know the situation. Why would pay for something you never received? On March 28th I attended a Nerium International demonstration. I made a Purchase using my debit card. I was unaware that more products were automatically going to be shipped. In June when I was looking at my bank statement I realized Nerium International did a withdrawal on 4/25 for 93.55 and 5/28 for 93.55. I was shocked and immediately called them. I explained that I never received any products and I don't want a refund at any. They ended up giving me a refund of 67.60 6/24 and 67.60 7/1 after many calls. I was told it will not be refunded because of the shipping costs. I explained I never received any shipments. I called FedEx and they confirmed the products were delivered to a wrong address twice. FedEx returned the products to Nerium. I never received any products and I shouldn't have to pay for something I never received. I even got tracking # (b)(6)/#(b)(6) --- Additional Comments: I am just asking for what is my refund of 51.90

Returned unopened product and did not receive any credit. Asked that no further product be sent and received more shipments. Returned unopened product and sent cancellation notice in writing. More product arrived and I called to investigate why and also see why credit was only for one of the five boxes of product returned. Agent said that policy was the product had to be returned in 30 days but since I returned a number of boxes she would have a supervisor contact me to discuss credit and what to do with box just received. I did not receive a call, credit but did receive another box of product! I called and was told I would have to pay to have the box just received sent back and would not get credit for the one that came previously since it was past 30 days, even though I has spoken with someone within the time frame and was to have received a call back. They now have \$500 of my money for product I either don't have and won't send back as well as product I specifically asked not to receive. Their practices are bad business, especially since each shipment is close to \$100 each! --- Additional Comments: I would like a refund for all the boxes returned unopened as well as shipping for the two boxes I specifically asked not to be sent.

I signed up for autopay (from a friend selling product) she said all I had to do to cancel was go online. No info online; waited over 30 minutes on hold! I was trying to help out a friend by using her product she was selling from home. She suggested autopay because the company gave you an automatic discount. She said that to cancel just go online and use my password and cancel. I went to their website and spent over 15 minutes going through each link looking for 'the cancellation form' they said I had to email or fax to them. It was no where on their website so I called their customer service number. I spoke with a woman and she said she would put me through to the proper person. I waited on hold approximately 30 minutes and finally they answered. I knew it was a way to hold off people from canceling their product because they would give up holding and hang up and try to remember to do it later. Of course they rarely do again for at least a couple weeks and therefore NeriumAD gets another month out of you. I bought the product at a PTA function on June 13. She gave me my first month's supply and then put me on autopay. I received another bottle last week of June and they told me I still have to pay for August. My payment method was a Visa and the amount was \$80.00 plus 9.95 in shipping and \$8.55 in tax (which I also find suspicious because it came from Texas). My order number is (b)(6). He never asked me why I was canceling just that he would do it over the phone which it stated on the website you needed to fill out a cancellation form. --- Additional Comments: none

Did not issue correct refund amount. They do not return calls or answer emails. I returned a factory sealed bottle of Nerium on 6/17/13. I was issued RMA #(b)(6). They issued credit of \$76.53 on 7/3/13 which is short \$21.74. I spoke to Barb on July 11th in the CS dept. someone was supposed to call me and never did. I spoke to Jen on July 23rd (after holding 30 minutes) and someone was supposed to call me and never did. I have sent two emails to the Customer service department that were never answered. I have now spent about 2 hours on the phone and paid shipping in both directions, and have not received any reply from these people. Unfortunately, I paid by debit card so I cannot dispute the charge. No one there can explain the shortage on my refund of the \$21.74. I even took a photo of the package before I mailed it just in case something like this happened. It's a shame you can't trust businesses to do the right thing. Thank you for any assistance on this matter. --- Additional Comments: At this point I want my whole \$21.74 I don't think they deserve any kind of restocking fee (which their return policy does not state clearly). I paid the shipping both ways, so I should get the \$21.74 they shorted me.

Refunds not processed as stated in Nerium International Return Policy, and company non-responsive/non-communicative regarding calculation of refunds. Nerium International was contacted on June 24 to cancel Brand Partner (BP) membership and return unused, unopened bottles of their product. A response was received on the same day that the BP account would be closed, auto deliveries of product cancelled, and three return merchandise authorizations (RMA) were provided. Although it went against the company's stated policy that a refund to a BP for not less than 90% of the actual amount paid for unencumbered, unused, re-sellable products would be issued, Kimberly, the CS Rep, restated the policy, but added that the returns department would base a refund on their refund guidelines (which were not provided), and shipping costs were the responsibility of the customer. Kimberly was informed of the level of discomfort in returning the bottles (as the aforementioned guidelines were not provided), and that it was unimaginable that anything less than the full value less the ten percent restocking fee would be credited since the bottles were full, never opened, and never used. Kimberly was then informed that a fourth bottle in an unopened shipping box from Nerium, was found, and would be marked 'Return to Sender.' She suggested that this should not be done, as it would immediately have \$15 removed from the refund amount. A fourth RMA was then provided. Kimberly stated that a 100% refund could not be guaranteed; however, if the bottles were unused then a refund would be owed based on Nerium return and refund policy guidelines, which was relied upon due to the stated return policy of 90%. Kimberly also inquired what this bottle represented. The box was opened and was determined to be a 'Nerium Gives Back (NGB)' bottle. The NGB bottle was received from Nerium for recruitment of another BP, at no cost other than shipping. This is considered by Nerium as a benefit for bringing business to the company. Kimberly was informed that since nothing was paid for the product, a return for refund would not be forthcoming. Kimberly confirmed this information and cancelled the fourth RMA. The return was sent by USPS Priority Mail on June 27, 2013, and Kimberly was notified of the tracking number. She noted this and stated a 7-14 business day processing time. She was also notified on July 10, 2013, that USPS indicated the package was delivered on July 1, 2013. She acknowledged receipt of this information. As two weeks had passed since the package was delivered, the credit card account was reviewed and noted only two credits were processed in differing amounts, both less than the 90% figure. Kimberly first stated that one bottle was a NGB based on the lot number of the bottle, and that the other bottles consisted of a refund minus shipping plus a 10% restock fee and commissions paid for that month. Kimberly was reminded of the earlier communication regarding the free bottle that was kept, as well as the fact that shipping was paid by the customer and no monthly commissions were received for those months. Additionally an itemized breakdown of the return for the two bottles, and a request for a fourth RMA was requested for the return of the earned NGB bottle. Kimberly then stated that additional information was obtained and stated a new rationale regarding the bottle for which no refund was given. It is stated throughout the company website/materials that the NGB bottles are earned for recruiting customers and Brand Partners, which took place. Again an RMA was requested, along with a breakdown for the return. A month later, after eight requests, no breakdown of the return has been received nor has a RMA been provided for the NGB bottle. Kimberly was advised of the dissatisfaction of this transaction and how information is not only inconsistent with policy, but arbitrary, capricious, & changed to suit needs, as well as the issue of how --

Never received product and company refuses to reimburse me. I received my first order and had an allergic reaction to it and could not use it, my eyes continued to itch and swell shut even though I did not put it near my eyes during use. I never received the second shipment delivery. Upon receipt of the third shipment I contacted them and made them aware of the issue and that I needed to return my 3rd shipment as well as that I did not receive the 2nd shipment. I called the offices 4 times to follow up and each time I was assured that they were going to escalate it but NEVER heard back from them. This company is either understaffed or unethical. They have told me the 2nd shipment was delivered, but I did not sign for it and never received it. I am disgusted with the way this company does business. --- Additional Comments: Refund the cost of the 2nd shipment.

Nerium International, sales agent, (b)(6), deceptively tried to provide me with a free bottle of Nerium, and is now harassing me for \$110. On 06/13/2013, (b)(6), a sales agent for Nerium International conned me into coming to meet up with him for dinner. In the end, I found out he was a sales person for Nerium International and was trying to sell me his age-defying product. (b)(6) specifically indicated that he would provide me with a free of charge sample of Nerium to try. Then, after using the product, he said that I could sign up for monthly shipments of Nerium. 14 days later, (b)(6) contacts me requesting to meet him and that I return the bottle he gifted to me to try his product or pay \$110, which was not disclosed when he gifted me the product. In fact, given the fact that I was deceived into meeting (b)(6) for dinner when in actuality this was a sales presentation, I would have not accepted this 'free' product if I would have known that I would need to return it two weeks later. Given the fact that I am head of an M&A department for an IT firm, I frequently travel and in no way shape or form would I commit to an agreement to try a product if I knew I had to pay \$110 after using it. That said, the fact that I would have to pay \$110 for use of this 'free' sample of a product I had been gifted on June 13, 2013 and then have been harassed two weeks later to return the product, indicates not only poor salesmanship, but fraud on behalf of (b)(6) and Nerium International, Inc. In addition, I have been contacted by (b)(6) at several hours of the night after 9PM and as early as 6:17 A.M. PDT via telephone calls and text messages to return this 'free' sample of a product and/or pay \$110. In addition, (b)(6)'s sales associate by the name of (b)(6), has called and contacted me as late as 11:15 PM on June 2 to harass me about returning the bottle of Nerium to (b)(6) via phone and text message. Completely ignored the fact that there is a \$10,000 dollar fine for cold calling after 9PM. First of all, if I would have known that on June 13, 2013, that I was being conned into going to a sales presentation instead of 'dinner,' I would have not attended this event. Second of all, being provided with a free sample of Nerium International's age defying cream, aka 'Nerium,' and asked to pay \$110 two weeks later, is fraud and deceptive advertisement, especially given the fact that if I would have known about having to pay \$110 for the product, instead of being explicitly told that the Nerium that was provided to me was 'free,' I would have not accepted the product. Thirdly, being constantly harassed by Nerium International's (b)(6) and his sales associate (b)(6) as early as 6:17 in the morning and as late as 11:15 PM PDT in the evening, to return a product that had been explicitly provided to me as a free sample is deceptive advertisement, fraud, and harassment. I had not known his sales associate (b)(6) and it is illegal to cold call anyone before the hours of 9AM or 9PM in your local time zone. Again, I had been harassed as early as 6:17 A.M. and as late as 11:15 P.M. to pay \$110 for a bottle of a product that had originally been given to me for free. As of today, July 8, 2013, I have had to contact Verizon Wireless to block all calls and text messages from (b)(6), an associate of Nerium International and his unknown associate by the first name of (b)(6) due to constant harassment. This series of deceptive advertisement, fraud, and harassment have cost me several hours of my time, my sleep, and have distracted me from my very rigorous career as a Head of a division of a Finance department for a Fortune 500 company. I am writing to the BBB to prevent loss of time and money from future Nerium International Customers and to bring this to the attention of Nerium International to avoid future deceptive, fraudulent, and harassment in their and their sales associates' sales practices. --- Addition

I've yet to receive the product I've paid for, even though the company has sent 2 bottles, they've continued to send them to the WRONG address! My account was debited \$98.50 on 7/5, I emailed Nerium support to confirm the package was being sent to the correct address, at which point the CS rep instructed me to track it down myself by calling FedEx and rerouting it. The sender is the only party that's able to change a delivery address once the package is in transit so I was irritated the CS rep was telling me to do this, and without a tracking number, I had to ask for that. After sitting on hold and being told that there would be a Nerium rep contacting FedEx to have the pkg rerouted to my correct address after I had it held at the Seattle distribution center, and that I'd also be getting a callback within the next 24-48hrs to confirm as much. I not only never received the pkg, and never got that phone call, I was told that Nerium sent yet 1 MORE pkg to the old address, when I called to find out the situation on Monday 7/22. The amount of time I've spent tracking down a package I've already paid in full for, when THEY are the ones that dropped the ball, and not one person has called to offer an ounce of compensation for the hassle and hoop jumping they asked me to do, I've gladly canceled my account!! --- Additional Comments: I'm simply looking to receive the product I've already paid for, ONE bottle of Nerium AD! A \$98.50 value.

I mailed 21 bottles of unused Nerium products and was never reimbursed for them. I received absolutely NO communication from them at all. Earlier in the year, I phoned Nerium to obtain a Return Preauthorization Number (RMA(b)(6)) and followed all of the Return Policy Procedures as stated on the Refund form prior to mailing 21 bottles of unused Nerium lotion along with all of the purchase orders. No communication or refund was received from Nerium International. Thus, I wrote two snail mails--one in April and another on July 1, 2013. Still no response has been received. Thus, I decided to contact BBB to file my complaint. All payments were done on my Visa card. --- Additional Comments: I would like to be reimbursed for the 21 bottles of Nerium lotion.

They will not issue there 100% refund because they say Im over the 30 days..I contacted Nerium International and told them that I was cancelling my product and would like a refund. I explained to them that I told them them I contacted the brand partner and did not hear anything back.I ordered it on June 29th recieved it on July 5th and started using it. On July 17th I cancelled my auto ship and contacted the person I was supposed to...I was on hold for 45 minutes and them through facebook I sent a message and this was my response.(Conversation started today2:42pm(b)(6)I bought your product about 30 days ago..I stared using it on July 5th and I think I might be allergic..any way can I get my money back and if so how do I do this?3:02pmNerium InternationalHi (b)(6) - Nerium International offers a thirty (30) day, money-back satisfaction guarantee to all retail customers. If a customer is dissatisfied with any product for any reason, the product may be returned in its original packaging, along with the original invoice to Nerium International within thirty (30) days of the purchase, for a refund of the purchase price. If the product was purchased directly from a Nerium International Brand Partner, the refund must be processed by the Brand Partner. The product must be returned along with the original invoice to the Brand Partner who will refund the product purchase price. The Brand Partner will then return the product to Nerium International for a replacement product. If the product was purchased directly from Nerium International using a Brand Partner's website or Brand Partner ID number, the refund will be processed by Nerium International?. In order to facilitate the return process by Nerium International?, a Brand Partner or Customer will be required to obtain a Return Preauthorization Number. This number must be written on the outside of the shipping box. If a package is returned without a Return Preauthorization Number, the package may be refused or refund delayed. To obtain a Return Preauthorization Number, send a completed Refund Request form, to Nerium International Support Department. You may scan and email it to support@nerium.com, or fax it to (214) 390-9988. If you have any questions regarding the Refund Request form or the refund process, you may contact the Nerium International Support Department by phone during normal business hours at (855)463-7486.Enjoy your day,Mary3:06pm(b)(6)Ive been on hold for 45 minutes with this no..I purchased through a brand partner and I do have the id on my order...It was purchased on June 30 and I though the brand partner was working on it..I contacted her in the middle of July.3:30pmNerium InternationalAnd the Brand Partner hasn't responded to you?Mary3:34pm(b)(6)No, she said she was working on the paper work but I have heard anything...I would like to get my money back...can you help?3:40pmNerium InternationalWhat's the BP's name? I can check with Support and they can check her account to see if any action has been initiated. (I'm not part of the Support team, so it's just me relaying info to them).Mary3:43pm(b)(6)Ive just started looking at all the complaints on the BBB..Ive tried to contact the heaquaters itself..I think the brand partner is on the up and up...Her name is (b)(6)...3:50pmNerium InternationalYou are in contact with headquarters - I'm the Social Media Manager. Let me see if(b)(6)'s taken any action towards your refund.I have a meeting from 3-4; I hope to have an answer for you at that point.Mary3:51pm(b)(6)thank you Ill be waiting...3:57pmNerium International(b)(6),Can you provide me with the order number? Thanks,Cecilia4:08pm(b)(6) Shipped Saturday, June 29, 2013 95.35 (b)(6)4:36pmNerium InternationalUnfortunately it is passed the 30 day mon --- Additional Comments: I would like my full refund of 95.00

cancelled product 5/13/2013 received RMA # (b)(6); shipment returned on 5/18 'refused return to sender' with RMACHarge posted to credit card 5/17/2013 along with RMA #; and posted 5//20/2013 amount of \$95.35.....told by Neurium they did not receive merchandise(?)....have filed dispute with credit card company...(8/15/2013)Last contact with Neurium customer service via email 8/12/2013 --- Additional Comments: refund to my credit card. Feel their practices are deceptive when told if not satisfied refund would be made.

The consumer states that she found out through Facebook to join Nerium International. The consumer joined the membership and paid for the membership fee and the product. The consumer states that they told her that she gets people under you to sell products. The consumer states that her other partner has stole her clients and the company did nothing about it. The consumer states that she posted her what happened to her on their website and they promptly removed it.

Sales person(b)(6) lied and deceived me in this product and basically said whatever it took to get me to buy this product. she took my money.Sales person(b)(6) lied and deceived me in this product and basically said whatever it took to get me to buy this product. she took my money and I never heard from her again. She is stealing from me and the company and gave out phony numbers to contact her. I plan to follow up with a police report and this con artist. --- Additional Comments: I want my money back

I was promised a refund and didn't get the full amount.I signed up threw a brand partner with Nerium. I was very dissatisfied with the product and also there business practices. I called the company who told me to refuse the package and when they got the package back I would receive my refund in 7-10 days. I received a partial credit that was \$80.19 short. When I called to find out why the refund was short they decided to inform me that there was a \$15 fee for refusing the package and they also took a 10% return fee. I was never advised of this on any of the several occasions that I called in reference to my refund. I feel that I am being taken advantage of because I was dissatisfied with there product. Even if they took the \$15 refusal fee and 10% I am still short! --- Additional Comments: I am seeking that the \$80.19 that I was never advised that would be taken be refunded.

I purchased their product at a flea market June 15, 2013, promised satisfaction (removing wrinkles) or a total refund of the purchase price. I purchased their wrinkle cream, Nerium AD, June 15, 2013, promised satisfaction. I used 3 weeks, no improvement but breaking out. I texted Angie Foster for refund, she replied she would get back to me, never did. Then I emailed her about 2 weeks ago, no response. I paid \$100 for a month supply. I would like a full refund. --- Additional Comments: A refund of entire purchase price of \$100. I can return the unused product if necessary. I am afraid to use it now due to allergic reactions.

Did not order this product or authorize company to charge my card for this order. I was charged \$136.31 on my bank account from Nerium for an order that I did not place I had ordered a bottle to try in March of 2013 which I was not happy with then. I guess they decided to make another order for me with out my knowledge or permission in September of 2013 with my credit card information from March. I called customer service about the issue and explained I NEVER placed this order after getting the run around this was blamed on the local sales rep in the area even tho my order had not shipped or anything they refused to cancel or refund my order. I was also told to not refuse the package or they would then charge me even more on my card.ALL for an order I had no knowledge of and DID not order. As of today I still haven't received the order and I am trying to dispute this through my bank. I find this to be a HORRIBLE business practice and want my money back. I have been informed that I am not the only person this has happened to and that is sad. So after countless phone calls and back in forth I still have had nothing done. I am in the process of having to get a new card and account number for the fear of what they will try and charge next. --- Additional Comments: I want my money refunded in full I NEVER placed the order or authorized this to be done EVER. I was charged \$136.31 on my card and have spent hours each day for 3 days now trying to get this resolved.

I was asked by a group of work friends to join on as a Nerium "business partner," as apparently Rockford, IL is the company's number 2 market place, having just started here 7 months ago. I went to a house party that turned into a marketing ploy, and we watched a 30 min video about Nerium. Instead of really trying to sell me the product, they were more interested in me signing on to become a business partner with a \$500 investment. With just 3 new recruits, they promise great rewards! Business partners who recruit 3 new members get free Nerium product for life and an Apple iPad. After your 3 recruits each get 3 recruits of their own, then you can purchase a Lexus through their Lexus program. Comissions go into your very own Neium account. Yes, there is one Nerum product that can technically be sold, but the push is to recruit business partners. It's a rags to riches and women empowering women pyramid scheme. People are traveling all over the country for "professional development" on their own dollar with the intention that this is going to make them hundreds of thousands in the end. Ironically, this is taking place in a city that's been devastated by the recession and struggles with unemployment.I am skeptical of the company and think it should be looked into.

I attended a Nerium presentation at a friend's home on 30 Sep 2013 and purchased the night cream product from(b)(6) an Independent Brand Partner and was charged \$96.13. The presentation was impressive, but the product did not work for me. I asked for a refund on Nov 1 by sending an email to(b)(6) who told me it was too late because it was not in the 30 day window of return as it stated in the back of the receipt. I told her she did not provide me a receipt, nor did she talk about the return within 30 days. Other reasons I was not satisfied with(b)(6) since trying to get a refund from her. She did not give me a receipt, nor did she give my other friend a receipt. We were not made aware we had a username and password to the Nerium site and no emphasis of going and logging on to it. No 2 week follow-up was made to find out if the product was working as she mentioned. No mention of charging my credit card monthly and receiving the product. She recommended I call Nerium and said she was not customer service and I did and spoke to Darrell who told me it was her responsibility to give me a refund, then he cut me off. I sent (b)(6) another email explaining what was said.(b)(6) has not answered my emails or telephone calls. Therefore, I'm writing this complaint. Other-Other Update

Up line(b)(6) signed up a customer with out his consent fraud . I want all my money refunded can work with this mlm industry I was mislead by unethical so called leaders(b)(6) signed up a Client(b)(6) using my credit card and used(b)(6)'s social security to sign him up with out his consent it was fraud !. Hen he proceeded to enroll 3 more clients with out there knowledge of being enrolled . This people were placed in my Downline . (b)(6) called Nerium to cancel his unauthorized auto ship also . I have ethics and can not be part of this MLM industry any longer and want my investment back of 1,500\$ send to me in a check to (b)(6) . This is yet another bad mlm program which hurts many while the company and the top 1% to 10% make the profits on all the little or 90% that looseRegards(b)(6) --- Additional Comments: 1,500\$

The company sent product after account had been cancelled. I still have never received the product! But stil being charged even after cancelling.I noticed that my bank account had been charged after my membership had been cancelled. Called the distributor that did my account and she said she had cancelled it. I had not received anything for 3 months so I thought all was good. They sent another shipment (unauthorized), caused me hot checks. Now i have more hot checks because they disputed the charge and 'won' according to my bank. Sad part is, I HAVE NEVER RECEIVED MY SHIPMENT that they supposedly sent. --- Additional Comments: I want my \$97 plus hot check charges refunded!

Product did not make the changes it claimed it would make. I used product for almost 3 months.It smells bad and is really sticky, I didn't like it. It was disappointing to realize that cream smelled so bad. And that you would go to bed with a stick and smelly face mask. I didn't like the feeling of going to bed with a sticky mask, my boyfriend could kiss me! It is also disappointing to have to spend a lot of time washing your face before and after application.Of course your face clears up a little but that's from using your own face wash.I took before and after pictures, I didn't notice results claimed. It was a waist of my money and a disappointing experience. A refund would be nice but not likely. --- Additional Comments: Refund, in my dreams!

I joined Nerium in June 2013. I received my first shipment that month, as well as for July. In July, I contact Nerium to do a change in address as I was moving. In August, they took my money but never sent me the product. I contacted them via email to inform them of this and asked them to cancel my subscription since they did that. In September, they again took my money and never sent my product. Again, I contacted them for a refund and cancellation. It happened again this week. I emailed them on Wednesday and today. I called today and they stated that they have not received any communication from me. They also said they would not refund my money unless I send them the bottles. But, being I am not receiving the product, how am I suppose to mail the bottles to them? So I was basically told by the customer service representative and her manager that I was out of luck (my words here). I forwarded them the copies of past correspondence that was still in my 'sent box'. Have not heard anything yet. They took approximately \$300.00 from me and did not give me any product. --- Additional Comments: DesiredSettlementID: RefundRefund of the money they took from me, approximately \$300.00

Trying to get my last credit refunded back to me.Once again i'm emailing you regarding my last credit of \$77.76. I returnfour unused products back to you insured as you requested. 1- RMA # (b)(6)RMA #(b)(6) 2 Products were issued the same RMA# (b)(6). The product was shipped back on August 5 and due to arrive on August 7th, Tracking # (b)(6) insured and signed by sanders. At which timeI only received three credits. 1- on 8/15 for \$86.40 1-on 8/19 \$77.76 and one one 8/16 for \$77.76. I've contacted you several time that I've not received the second credit of\$77.76 that was posted minutes apart from the first one. I've contactedyou accounting department several times and my bank has contacted youseveral times regarding this credit. The \$112.00 was not an authorizedcharge that was taken on 8/19 i'm not disputing that charge as you didrefund me. The one i'm trying to get back is the second transaction #(b)(6) at 9.57. There was also another one posted that day at 9.52transaction # (b)(6) My bank will be contacting you on Tuesday 8/29at some point to resolve this and give me back my fourth credit. --- Additional Comments: Refund me back to my credit card or send me a check.

Did not receive the full refund for an unopened product as stated.Nerium's return policy states they 'offer a thirty (30) day, money-back satisfaction guarantee, to all retail customers. If a customer is dissatisfied with any product for any reason, the product may be returned in its original packaging, along with the original invoice to Nerium International within thirty (30) days of the purchase, for a refund of the purchase price.' I purchased the product for \$87.20 plus \$9.95 shipping. I called a head of time & received an authorization number to return the item. I received the item, wrote the authorization number on the label (RMA #(b)(6)) and refused it, sending it back to Nerium. I called to check on my return only to learn they were only refunding \$70.86 (less their original shipping costs & \$15 plus tax for refusing item). No where does it state if you refuse the item they will charge you. I contacted the post office who stated that there is no charge for either party on a refusal. I had an authorization number attached & the product had not been used as the box had never been opened. I did not receive my full refund as promised. This business is not all they say they are. Others beware, they cheat their customers out of money!!! --- Additional Comments: Refund of remainder cheated.

Product and materials were returned unused. I got a partial refund for the products but not for the materials. First email sent on September 11, 2013: Hi Dontrice: Thanks for your reply. I have unused bottles of the Nerium AD that I am returning, however, I don't have the boxes they came in, but again, they are unused. One is from the launch kit and the other is August's auto-ship. All the materials are being returned the way I received them except for the book The Slight Edge. I would like to keep the book because I highlighted as I was reading it. Thanks again for your help with this matter. (b)(6) On September 30 I sent an email inquiring into my return. Below is an email I received on October 4: Dear (b)(6), Thank you for contacting Nerium International Support Center - real people creating real change across the globe! I have reviewed the account & see that the refunds were completed on 9/24 in 2 amounts of \$78.48. Thank you for your patience. Feel free to respond to this eTicket for further assistance, or you may contact Nerium Support Center at 855-4Nerium (463-7486). Sincerely, Vanessa My response: Hi Vanessa: I'm really upset by this since I returned \$280 worth of product and materials. All were in pristine conditioned, returned unused. I was led to believe that I would get a full refund minus the 20% restocking fee. Having said this I should be getting back \$224, not \$156.96. I would like to know why I am not getting more money refunded. It doesn't make any sense to me. Thank you, (b)(6) I asked about the materials which were not refunded; response sent on October 7: The Kit was not refunded because it was considered used. If all the materials were not included, or anything was opened, it will be considered used & not refunded. Thank you for your time. Feel free to respond to this eTicket for further assistance, or you may contact Nerium Support Center at 855-4Nerium (463-7486). Sincerely, Vanessa If the book is written in or highlighted, no you would not have been refunded for the Kit. The kit is only refundable when you send it back new & nothing is missing. Thank you. Feel free to respond to this eTicket for further assistance, or you may contact Nerium Support Center at 855-4Nerium (463-7486). Sincerely, Vanessa Oct 7 I'd like to speak with a supervisor. The kit was unused and unopened. I only kept the book The Slight Edge because I highlighted the book and couldn't return it but I should get a refund for everything else. This is bad business. Please let me know who I can speak with; I should get a refund. What a scam. (b)(6) Oct 7 Dear (b)(6), I am one of the supervisors here at Nerium. If you kept the book, it is part of the Kit. So since it was all not returned unused, the kit was not refunded. I do apologize for any inconvenience this may have caused. Feel free to respond to this eTicket for further assistance, or you may contact Nerium Support Center at 855-4Nerium (463-7486). Sincerely, Vanessa Oct 7 What a scam !!!!!!! Would I have been refunded if I returned the book where I highlighted a sentence or two? (b)(6) October 11: (b)(6), I am very sorry to hear that you feel you have received anything less than exceptional service with Nerium International. Our Refund Policy is covered in the Brand Partner Policies and Procedures, in which you agreed to at the time of enrollment. Feel free to respond to this eTicket for further assistance, or you may contact Nerium Support Center at 855-4Nerium (463-7486). Sincerely, Maya I then asked if I would be able to get a full refund if the book was returned in brand new condition. They said no because a refund had already been processed. No where in the communication with them did they indicate that if I did not return the book I would not get a refund. Had I known I would not have returned the materials. I paid for materials, --- Additional Comments: Full refund for the materials which were returned unused. I could not return the book because I had started reading it and highlighted but a

I returned their products about 3 weeks ago and have not received a refund yet. When I spoke with my area rep, (b)(6), she told me she can only refund 2 of the 3 charges. I have 3 separate charges from this company on my credit card....2 of which were NOT authorized. I would like my full refund. --- Additional Comments: Desired Settlement ID: Refund I would like a full refund on all 3 charges on my credit card.

We joined Nerium with signing any forms from a lady named (b)(6) a rep with Nerium face lotion in the amount of \$999.99. We were promised 10 bottles of the face night lotion and 10 bottles of the face day lotion, plus a training kit to learn the business. We joined November 25th and 5 days later we received 8 night lotion and 12 magazines to give out to potential customers. Days went by and the rest of the product didn't come I called Nerium Support Center (855) 463-7486, stated my concern about not receiving the complete amount of Nerium Pak that we paid for. The person stated it was mailed Nov 26th and we should have it in 5 or so days delivered by Fed Ex. I explained we only got 8 bottles of face night lotion. Nerium rep stated there were 12 bottles in the 1st delivery. I disagreed. On Dec 4th as I was being pressured to get a group of people together for a Nerium Party, I called Nerium Support Center and stated I wanted to quit and send the bottles back that we received, which were 8 and the 12 magazines. The lady named Kathy gave me the RMA# (b)(6). I did research on the internet about Nerium and others stated things that happened to us had happened to them, BUT they sent back the face lotion and instead of just having to pay 10% restock fee, they only got 1/2 price back for the product they paid for. So, we were trying to figure out what to do and on Dec 19, 2013 we received another box from Nerium of we don't know how many face lotion /night or day is in it (we haven't opened it yet) refer # on box (b)(6). We joined (never signed any papers) for a special 10 bottles of night face lotion and 10 bottles of day face lotion for \$999.99. They also had a special 8 bottles of face night lotion and 8 bottles of face day lotion for \$599.99. One time in calling Nerium to complain they stated my membership ID# (b)(6). Thank you, (b)(6)

I believe this is a pyramid scheme. My roommate is a nerium 'brand partner,' and, because the company promotes recruitment of more brand partners more than promotes sales of its product, I believe nerium should be investigated to determine whether or not it is breaking any laws. The company is very vague and often untruthful about the details of how their 'miracle' facial cream works, and I believe it actually has no medical or cosmetic benefits. Rather, I think that it is a garbage product marketed for the purpose of tricking people into investing large sums of start-up money and in turn recruiting others to do the same. --- Additional Comments: I would like to know if this 'company' has been investigated and is legitimate and legal or not.

want reimbursed for product never used..I became a member of nerium int'l in nov. 2013..I was recently involved in a terrible car accident as i was injured and i my car was totaled due to a hit and run..then I came down with pneumonia for 3 weeks, I was unable to work the business, so I returned the product..I opened the product as i WAS wanting to start the business, I only opened the pamphlets and did not use anything in the box as I became very sick with pneumonia, I paid for the shipping back and to me..I do not feel they have the right to take money away from me when all of the product was never used or ever taken out of the box..i am seeking a full refund..thank you (b)(6) --- Additional Comments: to get a full refund of 238.65

nerium charged me a fee some of which my sponsor got, that bothered me

Consumer reports he used a face cream he bought from Nerium Inc, says it is a poison, contacted FDA but just left message, also is questioning their business structure/practice.

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: On Oct. 2, 2014 I noticed an unauthorized withdrawal of \$440.35 from my Bank of America checking/debit account. It was from a company I had never heard of, Nerium International. I contacted them by dialing the number in the transaction info on my BOA statement online. I was told I wasn't in their system and they would investigate and call me right back. I never heard back from them. On Oct. 6, 2014 I noticed an additional \$440.35 of unauthorized debit.

Consumer states she has been receiving phone calls from the company Nerium, she states they are trying to sell her a cream product, she has asked them to stop calling for about two weeks and they continue to call her.

At our school, a lady approached me and vaguely told me about becoming a part of her friend's company. She also said her friend made a 6-figure salary and emphasised it. When I asked if it was a job opportunity she said to call the number and it would explain everything. She then wrote the contact information: "Yep Call, (b)(6), Code- (b)(6), on the hr 28(b)(6) 6 figure income, (b)(6). After looking into the website and company I was very suspicious and decided to report it.

I did not invest in this. A girlfriend of mine invited me over for body products, which I assumed were similar to Mary Kay, which is a legally operated MLM selling actual products at reasonable prices. She has invested money into it, and I do not wish to provide her information as she may be very upset with me for this. When I attended this meeting, instead of having a decent showing of multiple products, it was one line of product AND they wanted me to join as a distributor and that is really what they were pushing for during this entire "event." I enjoy going to Oragami Owl parties and other things like that, but this is not legitimate. They were promising that if you get 3 more individuals to join as a distributor, at a cost between \$500 to \$1000 each, depending on what "level" you wanted to be, you will eventually get an iPad, followed by a Lexus, vacations with the other distributors, so on and so forth, and of course money for the distributorships and product you sold. That is absolutely absurd, and since Nerium has been out, this product has had multiple issues, doctors do not recommend it, and this is an obvious Pyramid Scheme. Please tell me they are being investigated and are going to be shut down! I do not want to see others waste money on this.

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. --- \*\*\*Recol Complaint (PDF)\*\*\* No ack. Complaint Filing Date: 2014-12-16 Summary: Good evening, I was initially approached by (b)(6) in October 2014 regarding a business opportunity/skin care product, he was reaching out to me on behalf of (b)(6). Not much later, I was contacted by (b)(6) via LinkedIn. (b)(6) is (b)(6)'s fiancée and according to (b)(6), 'he does a great job seeking great people out to join their team'. (b)(6) first started telling me about how great this single product is and how there are so many people 'just raving' and seeing a difference in their skin within only a month. And they were in search of people, like me, to join their team. And that it was a perfect opportunity for a stay-at-home mom who could earn some cash. I have asked several times, what this opportunity entails and it was at first, like pulling teeth. She sent me several clinical trial videos, information about the product, and gave me some time to look through it. I'll be honest, I only watched two minutes of the video -- I'm a very busy stay at home mom, and in the beginning didn't do much research but at the same time I did not commit to anything anyway. Anyway, (b)(6) requested to chat over the telephone. Asked questions about my background, what I did previous to being a stay at home mom. We chatted, all was great but she still didn't want to dish out the details regarding the opportunity, only talked about the incentives and how much money she's made and how they are looking to recruit good members on their team. She repeatedly mentioned how her friends, even herself received a free Lexus (A LEXUS VEHICLE) by the second month of doing 'this' - whatever 'this' was. Also, she kept mentioning how within weeks aside from compensation, you could receive an iPad. At this time, I was becoming skeptical of this opportunity because it seemed so extravagant, one... and second, what was her motive? the product or the Lexus. So then I began to wonder is this really a miracle cream, likely not. I decided to do some research at that point. However, (b)(6) decided to call me again and 'check in' with me what I thought and I hadn't even started researching as I planned. So I decided to just go along with what she has to say without committing. (b)(6) really started to talk about the Lexus, the money, and how they'd love to have a member of their team from my neck of the woods (Fort McMurray). She even mentioned people making the high income in my neck of the woods. At some point, (b)(6) had someone else by name of (b)(6) (from south of Lethbridge, Alberta) chime in on the conversation. I started to again casually ask about how exactly it's operated, and she finally decided to come through and explain that you have to invest money into the product as a way of membership (to become a 'brand partner'). It's heavily focused on subscriptions (customers and brand partners) and there is only ONE product. Being a skincare company, you'd think there would be more than one product which seriously makes me question their focus. Also, their extravagant prizes such as a Lexus, which (b)(6) stated it's possible to receive as quickly as two months is quite the motivation for individuals to lie about the product in saying 'it really does work!' Anyway, I pretended to go along with the conversation telling her to let me think about it, discuss it with my husband, etc. In the meantime, I really did start my research and there are serious accusations and controversy with respect to the business practice and product. I decided to write a letter to (b)(6) regarding my discovery of information and my refusal to be associated with this Company. But before I sent it off, (b)(6) conveniently sent me another email this time a PDF of the compensation plan which to me, appears to be a pyramid scheme. Sometimes

I signed up as a Brand Partner with Nerium International for \$500. After selling for them for nearly a year, I finally decided to quit after I figured out everything I made in commission (part of their compensation is free product, even if unwanted) I had to pay back in Income Taxes. I made \$0 after all was said and done. Called the company to cancel my monthly subscription (which you have to keep going in order to receive commission) and to cancel my status as brand partner. I was asked to send back all unopened product, but only product that I paid full price for, and ship back at my expense. When she sent me an email with the directions, it stated that there would be a 10% restocking fee as well as all earned commissions deducted from the price of the product that I paid FULL price for. So not only am I out the income tax that I paid on the commission, they want to take back the commission that's already been taxed as well as a restocking fee, the shipping back and what I paid to have it shipped to me, and all the sales tax I paid on the items. The items I am sending back were paid for as a customer, not a brand partner, there was no discount. I understand the restocking fee - but to take back what I earned in commissions and

My mother is heavily invested in a company called Nerium. Nerium claims that if you pay for all the start up costs and monthly dues then you can start making money by selling their face cream. Nerium also claims that if you become a member then you can "quit your job", "retire early", "be financially independent", etc. They also have wild incentives like: "we will buy you a Lexus" or "we will buy you a cruise vacation". However, in the end after you've met the selling quota to qualify for these incentives you still have to pay for all that stuff out of your own pocket. What's worse, is the only way to make ANY money through Nerium is to recruit others to become Nerium members. If you only sell the face cream you end up losing money or possibly breaking even. Nerium has also started encouraging the Nerium members to do shady things like enlist your minor children as Nerium members in order to boost your numbers. Or claiming a bunch of stuff as tax write-offs that really isn't. Please stop them! They are definitely a pyramid scheme, tricking average people out of their hard earned money, and encouraging fraud.



I believe Nerium should be investigated as a pyramid scheme. I joined the company as a favor to a relative who is trying to build up her Nerium business. I was directed to (b)(6) in Kentucky for a welcome call. The purpose of the call was to explain to me how the company works and what is expected of me. I knew Nerium was a Multi-Level Marketing company and I also suspected it was a pyramid scheme; however, after my welcome call with (b)(6) I am convinced Nerium is a pyramid scheme. Not once did (b)(6) mention the skin care products they sell, only that she has earned a Lexus and a 6 figure salary, and her mother, who is also in the business, just received her first \$100,000.00 bonus check. At the very least, I am expected to sign up 3 people, the goal of course, is to recruit as many people as possible, with expectations that everyone I recruit also recruits as many people as possible. I am required to have my credit card number on file with Nerium so that they can bill me for product that will be shipped to me a monthly basis. The product may or may not work. I hadn't even tried the product at the time I spoke with (b)(6), she informed me that it didn't matter, because I am on my way to a Lexus and a 6 figure salary, just like her. The final nail in the coffin for me was when I queried (b)(6) about what happens if I decide to stop paying for auto shipments of the product, she said that any commissions generated by brand partners in my down-line will skip over me and go to the brand partners in my up-line. Finally, at the end of the welcome call (b)(6) mentioned to me that Nerium has just partnered with Princeton University to market a brain enhancement supplement; however, after researching this, I discovered that was a misrepresentation. In actuality, Nerium has partnered with Signum Biosciences, which a company founded by Jeffery Stock, a professor at Princeton. If you look on-line, you will see the exact same claim from multiple Nerium representatives.

CFPB Issue Type: General issues | --- What Happened: The company Nerium Int 4004 Beltune R. Phone 855-463-7486 Texas is a company that I invested in \$1,089.00 for a face product with the special they ran 20 bottles. I only got 8 bottles and they also said training material. I called & they hung up on me. I filled a complaint to Union bank, as you can see in the letter from the bank but they never got in touch with me. The account could be under (b)(6), but I paid for the product. P.S. When I received the box of 8 lotion there was no packing slip. --- Have contacted: CC Issuer, CFPB

MAIL: The consumer's letter was forwarded by US Securities and Exchange Commission. Consumer believes that Nerium International LLC may be involved in a pyramid scheme. The company sells an anti aging cream called Nerium. Consumer reports that the owner supposedly been involved with similar marketing pyramid scheme ventures and wanted to know if SEC is currently investigating this company.

Hello, my name is (b)(6). I am a pharmacist in Oklahoma. I am concerned by some advertising going on in a company called Nerium. They are advertising a supplement on social media they call EHT. They are making claims that it increases focus, boosts the immune system, protects neuronal networking, stronger cognitive function and brain health, and more. Since it is a supplement they should not be allowed to make such claims as they are not FDA approved or undergone any testing. My grandfather has Alzheimer's disease and I would hate to see people like him taken advantage of because of these claims. Thank you for your time. I can include links to the media if necessary. I would like my name to not be involved in the complaint. Thanks

Nerium International presents an earning opportunity that is only possible for less than 1% of distributors. They collect credit cards and auto bill them claiming this as revenue or product sold. They also claim the product they give away as free as revenue. The top earners all have special deals or contracts / they never did the work that they claim needs to be done to make the money they earn. Top earner Mark O. Smith came from prepaid legal. The majority of the National Marketing Directors came under contract deals. Company 'founders' have downlines but work in HQ creating incentives that only benefit themselves not the poor victims that are conned into this false opportunity. They recently 'gave away' 17 million in cash to the field to 'buy off' top leaders to keep this racket alive. They claim their skincare night cream is lauded in '3rd party' tools but Nerium publishes & creates these false magazines. Jeff Olsen co-founder of Nerium is also a silent partner with the company that produces the '3rd party tools' that are bogus. Nerium night cream was only tested on 10 people and the new supplement "EHT" was never tested in people. I fear Nerium is the test guinea pig for this mind supplement. They push the limit claiming ties to Princeton University. They claim they are the fastest growing skincare company in the US - their sales are negative year over year but they are claiming to be a 'Billion \$' company - they're simply adding all the product they've produced. To keep the appearance of growth they are scrambling to open Korea & Japan -- leapfrogging around the globe padding their personal checking accounts at the expense of innocent gullible consumers. Dennis Windsor is the conman behind the scenes. He directly makes deals and buys & pays for downlines. Mark O. Smith is the front/face of the field / he leverages his navy background to earn trust quickly. He is very smooth and believable but Jeff Olsen 'bought' him. Jeff Dahl is the home office CEO and covers up for Mark Smith, Dennis Windsor and Jeff Olsen. This is an earning opportunity but only for the family and founders and the ones in the home office that are called Chiefs. They all protect each other cover up to project a "real" business real science and real results -- the night gimmick is the fact that there is albumin in the product so it shrinks on the face making one think it's working. Also the minute oleander in the product causes a reaction and inflammation that makes the face swell and minimizes the appearance of wrinkles as long as this antigen is placed on the skin. I used to work in IT as a contractor and saw all kinds of phony activity. Please don't let these crooks and liars benefit from taking credit card orders and auto billing them from the gullible masses. The bill before shipping product I'm not sure that is ethical. Also pricing issues on website...

Company is constantly stating income claims of making thousands a month... While only a few actually make that amount of money. They charge for website and business tools, while they never provide any support. They make you go to conferences in order to "grow" - while 95%+ of the company is making less than \$500 a month. The leadership is constantly asking you to pay for your autoship, promising you will be able to rank advance. Yet you do not get paid off of your team unless you have a certain amount in volume. They insist on your purchasing a blitz pack (500-1000 in product a month) to be able to obtain rank volume. It is constantly making you purchase product to qualify to get paid, if you don't - you don't get paid for your customers. With the recent issues at Vemma, leadership in Nerium is telling people to recruit the Vemma people - offering bonuses for recruiting them.

Nerium is falsely reporting financial claims as the fastest growing privately held business. Look at INC 500 list - they're blasting it all over social media - it's a con to lure the naive into a 'legitimate' business. They have numerous lawsuits pending and sales in the US are tanking but it is covered up with 'new' product launches, false product claims (EHT and Nerium night cream - no clinical tests or science studies! but they claim real science and real results) and new country launches like Mexico and Korea. They distribute '3rd party tools' that they make themselves and write their own PR and content for the magazines -- the whole set up is a fraud and the opportunity is fraudulent. There is no way to make your money back and the top earners are all 'career MLMers' that have special deals and are paid contracts to appear as top earners. They stack the downlines the insight 'top earners' place new recruits anywhere they desire. Less than 1% actually make the money they claim - those 1% are paid behind the scenes money to appear as top leaders. Also they're claiming 1 billion in sales in 4 years. Well the fine print says cumulative but what it doesn't say is that the number they're reporting includes every bottle they've manufactured to date not sold or even shipped! I work in marketing for them - I know the product is a hoax and doesn't work!

MAIL: Anonymous consumer states that Nerium International is a pyramid scheme that "sucks people in" for their gimmick face cream while promising riches in return. States company needs investigation. Copy of a Dallas County, Texas court petition of Nerium Skincare Inc vs Nerium International included.

Clearly a false product and earning opportunity. Neriumlife.com Describes a lifechanging opportunity. The product night cream has no science behind it but the company claims real science real results. The new ingestible was pitched as a partnership with Princeton University - Princeton has issued a cease and desist to Nerium for false claims. Nerium Biotech is suing Nerium International. Nerium is processing credit cards without shipping product as promised. Korean government denied the product twice. The US business is broke as the founder Dennis Windsor and Mark Smith launched a phony incentive that moved cash flow into top leader's accounts to make it look like top leaders are earning money. No one but the founders and uplines from pre-paid legal are making money. Less than .7% are making 'real' income. The tools that they use to sell are pitched as 'legitimate 3rd party tools' They skincare magazines that are sold to distributors are printed by the company itself! No product information only opportunity is pitched. This company matches all the warning signs the FTC states for a pyramid scheme.

NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- The consumer wants a refund in the amount of \$978.17. --- Topic Description: Consumer is calling to file a complaint against Nerium. The consumer contracted with the supplier on 04-23-2015 in the amount of \$500.00 for a skin care kit to sell to other consumers. The consumer attempted to cancel the contract with the supplier on 05-23-2015. The consumer sent all of the products back to the supplier. The consumer was informed by the supplier that she would receive a full refund within 10 business of the return of the products. The consumer received another shipment of product in the meantime and was charged an additional \$182.17. The consumer was additional charged for a website that she never knew she had in the amount of \$32.00. The consumer could only stop the charges by changing her bank account information. No Atty

I help my mother pay her bills and watch over her. My former sister in law, (b)(6) scammed her to purchase this Nerium product for 181.00 a month. My mother is 78 and doesn't need miracle cure creams and gels. My mother gets 1050 a month in SS and has to pay her rent, car insurance, gas and electric and other bills, i then help her and send her some money every month. I want to cancel this order but am getting no where. They are taking 181.00 out of my moms Wells Fargo account, i want this to stop.

The consumer has a complaint against a shop at home product, Nerium International. The consumer has ordered one product, and it was not working for her. She canceled the order. They have debited her checking account for an order she did not authorize. She received the merchandise and returned the merchandise as requested and instructed. They are not refunding her money promptly.

Nerium rep making a fraudulent health claim: (b)(6)3 hrs ·Parents of any high impact sport players.... contact me for EHT brain health support supplement. Get help for your kids; CTE is frightening and a real health threat! I make my 13 year old son take it.www.(b)(6).nerium.com25-Year-Old Former College Football Player Diagnosed With CTEThe athlete started playing American football at age six.m.huffpost.comLikeLikeLoveHahaWowSadAngryCommentShare"

This is an anti aging cream. I originally heard about through word of mouth at different shopping locations, but I was not convinced until my sister told me how well it was working on her. My sister claimed that she was recruited to sell this product and by doing so she will earn her very own at no cost. She advised me to do the same but since it seemed to be working on her I just decided to try it due to the 30 days money back guarantee. I purchased a complete kit that total \$184 with shipping and handling. After using it for a couple of weeks I noticed my face breaking out dramatically and decided that it did not work for me. I contacted my sister to ask her how I can go about returning it. She provided the customer service phone number who I called in order to received return procedures instructions. I returned it with delivery confirmation. After waiting several weeks without any refund I again contacted my sister who assisted me by conferencing a phone call with this company, During the call the representative told me that I was not entitled to a refund because It was purchased through my sister and not my self directly therefore the risk free trail does not apply when I asked why didn't I get the items back since I was not issued a refund he could not provided me with a straight answer. At this time I have nor the product or my money, Other-Other Update

Tonight I attended an informational session and marketing event for Nerium International. A dear friend invited me to a ladies evening but I was unaware that it would become a sales pitch, which did not bother me because I support and care for my friend. After playing the Nerium sales video, their local Marketing Director made a verbal presentaiton to the group. During this presentation he verbally shared that the new product by Nerium, the EHT Age-defying Supplement, had recently helped a consumer of his. He reported that this supplement had helped a consumer with her child who was diagnosed with autism. Understanding the condition and its effective treatments, this immediately raised a red flag for me. The Marketing Director seemed to be utilizing this story to make claims that this supplement would be helpful in treating the symptoms of "uncontrollable behaviors" in a child of one of his consumers. Over the past 10 years, I've worked with children and adults diagnosed with autism and their family members who are categorized both legally and ethically as a vulnerable population. The verbal claims made by this representative of the company could be misleading and a false claim to those who are vulnerable to trying to help their children or loved one succeed and do not need to be victims of misinformation about a product that has no reports of being tested with individuals with this medical condition. I vehemently disagree with the inference or direct claims that this product can or should be used to help children or individuals with autism. I hope that the FTC is able to take action to inform this company of these false claims and allow them to understand the potential harm (in money spent and false hope given) they can be doing to this very special population. Thank you.

Nerium International made a reoccurring charge to my credit card without my consent. They shipped a product I did not request and wouldn't refund. RE: Order number (b)(6). I did not authorize any reoccurring billing charges or additional purchases of their Age-Defying Night Creme. Yet, I was billed \$94.19 for an additional tube of this creme (sent to my home) that I did not consent to. I contacted their customer service and requested that a return label be sent to me so that I could return the product. They did not agree to do this or promptly provide me a credit for their error. I spoke to an agent named Eliah and a supervisor named Luis Levin, neither or which provided me with the resolution I am seeking. I am requesting that I credited a total of \$94.19 and that the company NEVER bills me again or sends me any additional products whatsoever.

I am an attorney with the law firm Schaner & Lubitz, PLLC. Schaner & Lubitz, PLLC represents the Michael J. Fox Foundation for Parkinson's Research ("MJFF"). Since June 2015, and possibly beforehand, Nerium International LLC ("Nerium") has been advertising that its EHT anti-aging supplement product ("EHT") is endorsed by MJFF and that MJFF provided funding for EHT and supported its research. These statements are false. Our office has written to Nerium's legal counsel three times since June 2015 informing Nerium of these misrepresentations and demanding that Nerium cease and desist from referencing MJFF in its promotional activity and from falsely claiming that MJFF supports EHT. As of this complaint, Nerium continues to mislead consumers via email, Facebook and Pinterest that EHT is supported and endorsed by MJFF. Furthermore, Nerium never received MJFF's permission to use the MJFF name, or the likeness of its founder, Mr. Michael J. Fox, in any advertising or promotion of EHT. We respectfully request that the Federal Trade Commission investigate Nerium's deceptive practices regarding the promotion of the EHT supplement product. Our office can provide the FTC with information relating to the false and misleading promotional communications upon request.

I have been with this company for three years and all promises were lies.

It took me a while to understand this networking skin-care scheme was actually a form of pyramid as you were rewarded for bringing people in more than selling a product. The product is actually a front for the scheme as it achieved a patent by adding the nerium oleander plant to aloe and lanolin to create a change of state for the patent. Read the patent language which says you can expect nothing but cosmetic results ... which you can actually achieve the same results by hydrating the skin with only water. There is another company (L'dara) using a mirror program but adding the Goji berry for their difference. The real tell-tale result is when you look at their client tree and see how many were duped and no longer partake. It is a masterful scheme executed by network professionals. The product is the disguise to the program as the scientific results took place in a paid for lab of only 30 people. They tout the product as an accidental discovery by Dr. Newman of the MD Anderson cancer research center. Good luck trying to communicate with Dr. Newman in any way. Again, if you look at the down-line tree of each member you will see the amount of victims. The compensation program is quite complex, but rewards the top of the pyramid handsomely. I am happy to discuss in detail if you would like more specifics. Thanks for listening. Other-Other Update

In January 2015 I agree to try a product offered by Nerium (EHT). I did not realize the form I signed was for a monthly shipment. At the end of February I received a shipment of EHT and returned it immediately as "refused". Shortly thereafter in checking my bank account I noted that Nerium had done an automatic deduction for \$109.95 which ultimately overdrew my account. I telephoned Nerium and was treated rudely – was asked if I got a "roa number" (I believe) and when I said I had returned the box and that but was told without the "roa?" there was no way to track the package. I called my bank to dispute the charge which Old National Bank ultimately refused to do saying they called Nerium and was told "all I had to do was return the package" and I would be credited. I explained to my bank that I had returned the package and that I had not knowingly agreed to the auto deduct but it was like talking to dumb and dumber... I have made many calls to Nerium but have not been successful in receiving an acknowledgement that the package had been returned 6 months ago and they continue to refuse to refund my money. Other-Other Update 07/14/2016 Consumer called very upset because she had received in the mail a online brochure for her complaint that was sent by the FTC. She made it clear the purchase was not made online and she was wondering why that was sent to her. Consumer also wanted to know if her report was going to be transferred to the company she filed a complaint against. Consumer was read out our policy. She got very upset and wanted to speak to a supervisor. Call was transferred. J.Veleta UPDATE 7/14/2016 Consumer was transferred to a supervisor for additional information.RPINON