

COMPLAINT ACTIVITY REPORT Case # 90126225 BBB of Central Florida

Consumer Info:

Albanese, Julie
832 County Rd 579

2000

Flemington, NJ 08822
- 908 334-3601

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Charged me \$86.90 for a 14 day trail period. receive pills on day 12. I had 1.5 days to try pills and they wont refund only 70% of cost.

I had ordered Garcinia Wow for a 14 trail period to see if the product works. I only recieved the pill on day 12, which was a saturday. They then charged me \$86.90 for the program monday. I only had 1.5 days to try the product before the charged the full rate. They sent a shipping confirmation with NO Number to contact. They are a rip off will only send back 70% of the price becuae I started using the product, wouldn't even extand the trail to see if I like it. Customer service was not helpful and willing to work with me. Horrible compnay!!

Consumer's Desired Resolution:

They only gave 70% back which the entire issue was their fault shipping delays and it includes the trail time of 14 days so if you recieve your pills on day 14 too bad trial over and they will charge you. Horribe horrible company.

03/17/2014 web BBB Case Received by BBB
03/17/2014 cha BBB Case Reviewed by BBB
03/17/2014 Otto EMAIL Send Acknowledgement to Consumer
03/17/2014 Otto MAIL Notify Business of Dispute
04/02/2014 Otto BBB No response to first notice to business
04/02/2014 Otto EMAIL Consumer - Have You Heard From the Company
04/02/2014 Otto MAIL Reminder of Dispute to Business
04/10/2014 WEB BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90126225

Customer Name: Julie Albanese

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$87.35 (as of 3-26-2014 for the Amazing Cleanse order) and \$25.90 (remainder of the \$86.90 charge) for the Garcinia Cambogia order as of 4-10-2014. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 3-03-2014 an order was placed for our Amazing Cleanse weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling and a second order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expirations the customer was billed \$87.35 for the Amazing Cleanse order on 3-17-2014 and billed \$86.90 for the Garcinia Cambogia order also on 3-17-2014. Again, the customer's account has been refunded in full for the amounts of \$87.35 (as of 3-26-2014) and \$25.90 as of 4-10-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

04/10/2014 cha EMAIL Forward Business response to Consumer
04/21/2014 Otto BBB No Consumer Response- Assumed Resolved with Letter
04/21/2014 Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED
04/21/2014 Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90142456 BBB of Central Florida

Consumer Info:

Allen, Christina
4857 Fairforest Drive

Stone MountainStone Mount, GA 30088
- 678 760-8360

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Signed up for free trial and paid \$4.95/shipping 11/25/14. A \$65.17 ACH was taken without my consent 12/31/14. Seeking full refund.

Signed up for free trial and paid for shipping and never agreed to any additional services or products. During reconciliation of my checking account, I noted an automatic draft amount of \$65.17 was processed without my consent. The free trial was ordered 11/21/14 and I agreed to pay for shipping only, fee posted on 11/25/14. Product received 12/8/14. Company charged an additional \$65.17 on 12/29/14 and posted on 12/31/14. I am seeking a refund for this amount. I never received anything other than the free trial which did not provide required results. I am seeking a full refund of \$65.17

Consumer's Desired Resolution:

Complete refund \$65.17

01/02/2015 web **BBB** Case Received by BBB
01/05/2015 cha **BBB** Case Reviewed by BBB
01/05/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/05/2015 Otto **MAIL** Notify Business of Dispute
01/20/2015 Otto **BBB** No response to first notice to business
01/20/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
01/20/2015 Otto **MAIL** Reminder of Dispute to Business
02/02/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/05/2015 cha **BBB** Phone Call or Time Extension
02/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/10/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90142456

Date: 02-05-2015

Customer Name: Christina Allen (Account Holder: Christina Tompkins)

To whom it may concern,

I would like to preface by stating that the customer has been issued a refund for the product that they ordered. The customer has been issued a refund of \$34.17 (remaining Garcinia Cambogia product cost) for the charge on 12-30-2014, as of 02-05-2015. The customer has previously received a refund of \$31.00, issued on 01-02-2015, for this order. Please allow 2 - 10 business days for the customer to receive this refund. On 11-21-2014, an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued a refund for the product that they ordered. The customer has been issued a refund of \$34.17 (remaining Garcinia Cambogia product cost) for the charge on 12-30-2014, as of 02-05-2015. The customer has previously received a refund of \$31.00, issued on 01-02-2015, for this order. Please allow 2 - 10 business days for the

customer to receive this refund. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/10/2015

cha EMAIL Forward Business response to Consumer

02/23/2015

Otto BBB No Consumer Response- Assumed Resolved with Letter

02/23/2015

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

02/23/2015

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141356 **BBB of Central Florida**

Consumer Info:

Allen, Monya
136 C H Colwell Dr
Blairsville, GA 30512-4405
-

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

2000

Location Involved: (Same as above)

Consumer's Original Complaint :

EXCESSIVE CHARGES ON DEBIT CARD

I was online and looking for Garcinia Cambogia and came across a website which offered a trial bottle of the Garcinia WOW! product for the price of \$4.95. Also advertised on this same page was a suggested supplemental cleanse product called Garcinia Elite Slim. Friday, December 5, 2014, I noted when balancing my checkbook, that two charges were already taken out of my checking account. They were \$86.90 and \$96.52 for the two products. NOT \$4.95 as stated on website, NOT just that one charge as stated on their website, but two NEW separate charges for \$86.90 (for Elite Slim) and \$96.52 (for Garcinia Wow!). I have called a total of 7 different times, and was on the phone trying to wait for someone to pickup the call - from 20 to 35 minutes without any answer. Today, December 8th, I finally got enough information by searching the internet to find out how else I might contact the company. I tried phone calls to those phone numbers today and after 20 minutes for the Garcinia Wow! company number received in my package. I spoke with Customer Service - Caryn, who informed me that had I clicked on the Terms & Conditions link on their trial product form, I would have seen that within 14 days I had to cancel my order and since I had not done so, they could only agree to refund a portion of my charge for Garcinia Wow!, but then stated that the company was different that sent me the Garcinia Elite Slim product and I would have to speak with their Customer Service Dept. to get anything they offered as a refund since I wanted to cancel these shipments. So, I phoned the number she gave me and waited another 20 minutes at lease before Angelica - Customer Service answered the phone. Angelica also stated they were two separate companies and each sent me the trial I ordered. However, they wouldn't be able to give me ANY refund per her orders. I told her again what I had told Caryn @ Garcinia Wow! and she stated they might could refund a small portion of 1/3rd. She also stated she was going to put in their system that I didn't want ANY further shipments and there will be no further charges to my debit card. After she said that would be done, I wanted to check with Garcinia Wow! shipping company and guess who answered the phone when I called? Angelica with the supposedly separate company shipping Garcinia Elite Slim. I asked why she and Caryn had both told me they were separate companies when she was answering the phone for the OTHER company! She had nothing to say and I asked her to make sure my cancellation on any further shipments or charges be fixed in the system sending out Garcinia Wow!. She said it was already stated in that system, which means both Customer Service people were telling me a lie - it is, in fact, the same company sending out both products. AND, why could the Garcinia Wow! girl tell me they would offer a 50% refund but the Garcinia Elite Slim girl would only be able to offer 1/3rd of the cost? I think this company is running a scam on their website! The website for both products has an underlined Terms & Conditions link on their page. However, when you click on it, nothing comes up. It acts like it is disabled..... Today, Angelica told me I should have looked down to the very bottom of the page and click on a tiny "Terms" link. She said if I had only looked at the whole page, I would have seen down there at the bottom. First of all, I saw a box to fill in for a trial product for the cost of \$4.95, second - I am 57 yrs. old and don't have great eyesight in the first place, but I never looked past the trial product boxes which I filled in for both products. Why have the underlined TERMS & CONDITIONS on the website if it doesn't work? Seems too easy for them to pull this scam over and over on other unsuspecting people like me.

Consumer's Desired Resolution:

There were supposed to be \$9.90 total charged and \$183.42 was charged to my checking account. That's a difference of \$173.52 too much.....they are refunding only a total of \$75.45, leaving me out of \$98.07.

12/08/2014 **web BBB** Case Received by BBB
12/08/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : My Order Confirmation #733740 was ordered on Thursday, 11/20/14 @ 11:29pm at night. Sorry, forgot to include this info in body of Complaint.
12/08/2014 **cha BBB** Case Reviewed by BBB
12/08/2014 **Otto EMAIL** Send Acknowledgement to Consumer
12/08/2014 **Otto MAIL** Notify Business of Dispute
12/09/2014 **cha BBB** MORE INFO RECEIVED FROM THE CONSUMER : From: MT Allen (mailto:allensvcs2@yahoo.com)

Sent: Monday, December 08, 2014 4:44 PM

To: info@centralflorida.bbb.org

Subject: Complaint Case #90141356

Dear Sirs,

I wanted to let you know with a little more digging online, I have been able to discover the address of the company who sent me the Garcinia Elite Slim product. They are also involved with the company mentioned here in my complaint but are actually registered in Kalamazoo, Michigan. I have also filed a complaint there for these two companies interaction in this scam that I am a victim of.

I will check online for any resolution to these two complaints as I am online.

Thank you for your assistance.

Monya Allen - 706-897-8341

12/24/2014 **Otto BBB** No response to first notice to business
12/24/2014 **Otto EMAIL** Consumer - Have You Heard From the Company
12/24/2014 **Otto MAIL** Reminder of Dispute to Business
12/24/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : I have not heard anything else from the company. They refunds only the small amount they told me they could only refund. They did not even replace 1/3 of the total charged my card.
12/24/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : I have not heard anything else from the company. They refunds only the small amount they told me they could only refund. They did not even replace 1/3 of the total charged my card.
12/27/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : I have heard nothing more from the company.
01/05/2015 **Otto BBB** No Response received from Business on 2nd Notice
01/05/2015 **cha BBB** Phone Call or Time Extension
01/09/2015 **Otto BBB** No Response received from Business on 2nd Notice
01/09/2015 **cha BBB** Inform Consumer No Response from Business
01/09/2015 **Otto EMAIL** Inform Consumer - Case Closed UNANSWERED
01/09/2015 **Otto MAIL** Inform Business - Case Closed UNANSWERED
01/09/2015 **Otto BBB** Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90124737 BBB of Central Florida

Consumer Info:

Allison, Jennifer
9419 Talisman Drive

2000

Vienna, VA 22182
- 571 455-6933

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Unauthorized debits from my checking account. I thought I was buying a \$5.00 trial. Never saw anything that stated I would be charged \$87.00.

Called the company on 02/21/13 to file a complaint to obtain a refund minus the \$5.00. They stated that this is a trial of 14 days. I never saw anything that stated that nor did I see anything that stated I would be charged \$87.50 at any time. I never would have bought this product had I known. When you call they state that you clicked the "terms of agreement" box and that all the terms are clearly stated to the left of the box. I did not see any of these charges.

Consumer's Desired Resolution:

They refunded me a 30% "Valentines Special" to get me off the phone. The lady was rude and would not let me speak to her manager. I would like a full refund.

02/21/2014 web **BBB** Case Received by BBB
02/24/2014 cha **BBB** Case Reviewed by BBB
02/24/2014 Otto **EMAIL** Send Acknowledgement to Consumer
02/24/2014 Otto **MAIL** Notify Business of Dispute
03/12/2014 Otto **BBB** No response to first notice to business
03/12/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
03/12/2014 Otto **MAIL** Reminder of Dispute to Business
03/13/2014 WEB **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90124797

Customer Name: Jennifer Allison

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$56.35 (remainder of the Amazing Cleanse product cost that was not refunded) and \$55.90 (remainder of the Garcinia Cambogia product cost that was not refunded) as of 3-13-2014. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 2-07-2014 two orders were placed; one to try our Amazing Cleanse weight loss supplement for a 14-day trial paying only \$4.95 for shipping and handling and the second order was to try our Garcinia Cambogia weight loss supplement for a 14-day trial paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or phone to obtain an extension. If we are not contacted by the customer prior to the end of their trial period, then once their trial expires they will be billed for the product(s) of which they received. All of which is stated on our order page the order was placed on, our website and within our terms and conditions. Since we were never contacted prior to the end of their trial, the customer was billed \$87.35 (Amazing Cleanse product cost) and \$86.90 (Garcinia Cambogia product cost). We were contacted via phone on 2-21-2014 regarding the two charges to their account and to request cancellation. The customer service representative explained what the customer signed up for, why they were billed and cancelled their membership. We offered a partial same day refund of 30% on both orders and this offer was accepted during the call. \$31.00 was refunded on the Amazing Cleanse order and \$31.00 was refunded on the Garcinia Cambogia order on 2-21-2014. Again, the customer has been refunded in full for the amounts of \$56.35 and \$55.90 as of 3-13-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/14/2014

cha EMAIL Forward Business response to Consumer

03/17/2014

WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

I have received the full refund and appreciate the company's response.

Thank-you! Jennifer

03/17/2014

Otto MAIL Inform Business - Case Closed RESOLVED

03/17/2014

Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90128507 BBB of Central Florida

Consumer Info:

Alzate, Barbara
7 Sunny Lane

2000

Levittown, NY 11756
- 516 650-2289

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Fully unsatisfied with Healthy New Beginnings, Lies there is no FREE trail or refunds as promised I am fully unsatisfied with Healthy New Beginnings INC and the way the return policy works. When you sign up for a "FREE" trial that is what it should be free. I called as soon as I saw the charge on my account for the Garcina product (\$86.90) on March 13,2014 and The Amazing Cleanse (living and looking) pills (\$87.35) on March 12, 2014. I had not even received the product, but I was charged for it!! I called the company right away and was advised I would have a FULL refund if the product was returned unopened and there would be a restocking fee of \$9.95 per product. I agreed to it unwillingly. He provided me with the Authorization numbers to write on the bottles and I followed the steps as advised. Before ending the call I confirmed again, Once the shipment is in I will receive a FULL refund, and I was assured I would. I was given no time frame of when I had to return the product as stated on the call and returned it before the 30 days from when I was charged. I got a tracking number from USPS= 9114901189866419902325 and a delivery date of April 13, 2014. I called on April 22nd and the supervisors #364 Manuel and #314 Hunter (very rude) advised that I could not have the reimbursement due to passing the 30days (If the deductions from my account were removed before the product was delivered to me and I did return both products unopened by April 13th. That is with in the 30 days) If the prior representatives took the time to advise the customer in full of the window time left trust me this would have been done. I my self work in customer service, and I would have never treated a customer in this matter. The responses were unbelievable. I want what was promised and advised. A FULL REFUND!! \$174.25 the restock fee should be waived for the hassal and inconvenience.

Consumer's Desired Resolution:

I am requesting the full reimbursement \$174.25 as promised by the representative advised I would receive if the product was returned unopened. Which it was.

04/22/2014 web BBB Case Received by BBB
04/23/2014 cha BBB Case Reviewed by BBB
04/23/2014 Otto EMAIL Send Acknowledgement to Consumer
04/23/2014 Otto MAIL Notify Business of Dispute
05/05/2014 WEB BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90128507

Customer Name: Barbara Alzate

To whom it may concern,

I would like to preface by stating that the customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) and also \$87.35 (Amazing Cleanse product cost) as of 05/05/2014. Please allow 2 -7 business days for the refunds to process and post back to the customer's account. On 02/25/2014 two orders were placed; one for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling and one for our Amazing Cleanse supplement to try for a 14-day trial paying \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia and Amazing Cleanse trial expirations, the customer was billed \$86.90 and \$87.35 for the weight loss supplements. We

apologize for any inconvenience this may have caused the customer. Again, we have issued two full refunds; one for \$86.90 as of 05/05/2014 for Garcinia Cambogia and also one for \$87.35 for Amazing Cleanse as of 05/05/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

05/07/2014 **cha EMAIL** Forward Business response to Consumer
05/13/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
05/14/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED
05/14/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124326 BBB of Central Florida

Consumer Info:

Ambler, Chuck
3637 San Isabel Dr

2000

Pueblo, CO 81005-9779

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

From: <Chuckjambler@aol.com>

Date: Wed, Feb 12, 2014 at 3:55 PM

Subject: Healthy New Beginnings, Inc. (ID 90198438)

To: info@centralflorida.bbb.org

I responded to Free Sample offer for Garcinia Cambogia a couple of months back. I received them only to get billed \$86.90 2 weeks later. In addition I was recently billed another \$86.90 On 2/9/14. I have never received any more pills besides my initial "Free Sample"! After trying them, I was very dissatisfied and have chosen to discontinue use. I expect a Full refund of \$173.80.. Chuck Ambler.

Consumer's Desired Resolution:

Refund.

02/14/2014 cha BBB Case Received by BBB
02/14/2014 cha BBB Case Reviewed by BBB
02/14/2014 Otto EMAIL Send Acknowledgement to Consumer
02/14/2014 Otto MAIL Notify Business of Dispute
03/04/2014 Otto BBB No response to first notice to business
03/04/2014 Otto EMAIL Consumer - Have You Heard From the Company
03/04/2014 Otto MAIL Reminder of Dispute to Business
03/04/2014 WEB BBB RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$86.90 (Garcinia Cambogia weight loss supplement product cost on 1-10-2014) and \$86.90 (second Garcinia Cambogia weight loss supplement product cost on 2-09-2014) as of 3-04-2014. Please allow 2-7 business days for the refund to process and post back to their account. On 12-27-2013 an order was placed to try our Garcinia Cambogia weight loss supplement for a 14-day trial only paying \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via phone or email to extend their trial period. If we are not contacted by the customer prior to the end of their trial then once their trial expires they will be billed for the product(s) of which they received and enrolled in an autoship membership until cancelled. All of which is stated on our website, the order page the order was placed on and within our terms and conditions. Since we were never contacted by the customer prior to the end of their trial then they were billed \$86.90 on the 15th day (1-10-2014). Another bottle was shipped 30 days later on 2-09-2014 and billed a second \$86.90 for the product. We were contacted by the customer via our support telephone number on 2-17-2014 regarding the two \$86.90 charges to their account. The customer stated to the customer support representative that they previously cancelled but we have no records in our database showing that we were previously contacted by the customer and no phone records that state we were previously contacted. Again, the customer has been refunded in full for the amounts of \$86.90 (product cost on 1-10-2014) and \$86.90 (second product cost on 2-09-2014) as of 3-04-2014 and their membership completely cancelled. No other shipments or debits will be made to their account. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,

Healthy New Beginnings

03/04/2014 **cha EMAIL** Forward Business response to Consumer
03/04/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : I just received an e-mail from Healthy Beginnings informing me that they will refund \$86.90 for the So-Called Second order I never received on 2/9/14. However, They still will not refund the initial order for \$86.90 that was suppose to be a "Free Sample"!
03/17/2014 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
03/17/2014 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
03/17/2014 **Otto BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124786 BBB of Central Florida

Consumer Info: Anderson, Brad
23441 Golden Springs Dr # 247
2000
Diamond Bar, CA 91765-2030
- 714 792-2644

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste
Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :
See attachment.

Consumer's Desired Resolution:
Full refund.

02/21/2014 cha BBB Case Received by BBB
02/21/2014 cha BBB Case Reviewed by BBB
02/21/2014 Otto MAIL Send Acknowledgement to Consumer
02/21/2014 cha MAIL Manually Inform Business of Case
02/21/2014 Otto MAIL Send Acknowledgement to Consumer
03/04/2014 WEB BBB RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 (Garcinia Cambogia weight loss supplement product cost) as of 2-18-2014. Please allow 2-7 business days for the refunds to process and post back to their account. On 12-31-2013 an order was placed to try our Garcinia Cambogia weight loss supplement for a 14-day trial only paying \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via phone or email to extend their trial period. If we are not contacted by the customer prior to the end of their trial then once their trial expires they will be billed for the product(s) of which they received. All of which is stated on our website, the order page the order was placed on and within our terms and conditions. Since we were never contacted by the customer prior to the end of their trial then they were billed \$86.90 on the 15th day (1-14-2014). We were contacted by the customer on 2-16-2014 via email, after they were billed for the product of which were received, regarding the charge to their account. We replied to the email on 2-16-2014 explaining that we cancelled their membership so they would not be billed any further. Customer stated in the email that they were billed for two addition months, they've only been billed \$4.95 on 12-31-2014 for shipping and handling (order number 244841) and \$86.90 which is the product cost after the trial had expired (order number 263105). No further charges were made. Again, the customer has been refunded in full for the amount of \$86.90 as of 2-18-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,
Healthy New Beginnings

03/04/2014 cha MAIL Forward Business response to Consumer
03/17/2014 Otto BBB No Consumer Response- Assumed Resolved with Letter
03/17/2014 Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED
03/17/2014 Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90127043 BBB of Central Florida

Consumer Info:

Anderson, Jade
514 Lopez Ave
Port Angeles, WA 98362
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Company refuses to refund my money because I didn't cancel membership before trial period ended. Which they did not properly disclose how long it was.

I ordered 2 products that this company is offering. It was supposed to be a free trial of each product. Nowhere on the website did it state that it was for a 14 day trial period. In order to not be charged in full for the products, people are to cancel their accounts before the 14 day period is up, so that they are not charged. They do not advertise such terms on their website. Usually there are asterisks to imply that what you see is not actually the complete terms of the product. After receiving my so called "free" trial in the mail, about 2 weeks after the initial order, I noticed a charge on my bank account for \$87.35 from Healthy New Beginnings. I couldn't believe that it was for 2 bottles of basically vitamins! I emailed them, and tried to get a refund, but they refuse. Because I didn't cancel a membership which I had no idea about, I am being charged a very unreasonable amount.

Consumer's Desired Resolution:

I would like to be refunded in full for \$87.35. If I had known such an amount would be collected for this product, I would have never agreed.

03/30/2014 web **BBB** Case Received by BBB
03/31/2014 cha **BBB** Case Reviewed by BBB
03/31/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/31/2014 Otto **MAIL** Notify Business of Dispute
04/16/2014 Otto **BBB** No response to first notice to business
04/16/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
04/16/2014 Otto **MAIL** Reminder of Dispute to Business
04/22/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90127043

Customer Name: Jade Anderson

To whom it may concern,

I would like to preface by stating that the customer has been refunded in the amount of \$87.35 (Amazing Cleanse product cost) as of 04/22/2014. Please allow 2 -7 business days for the refund to process and post back to the customer's account. On 03/11/2014 an order was placed for Amazing Cleanse weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Amazing Cleanse trial expiration, the customer was billed \$87.35 for the weight loss supplement at the end of the trial. We apologize for any inconvenience this may have caused the customer. Again, we have issued a refund of \$87.35 for the cost of the product as of 04/22/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

04/23/2014 cha **EMAIL** Forward Business response to Consumer

04/26/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

thank you very much.

04/28/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED

04/28/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90126597 BBB of Central Florida

Consumer Info:

Bacon, William
1630 California Ave

White Oak, PA 15131
412 378-0835 412 378-0835

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Company refuses to refund money for product never received.
My wife and I saw the ad for the product, and thought it would be a good thing to try... when we ordered the trial... NO ONE told us anything about being billed for the \$86.90, otherwise we wouldn't have gone on with the order. HOWEVER, we never even received the trial package, so we just forgot all about even ordering it. There was a charge on our bank card for \$86.90 in January... it was there, but I didn't see it right away. When we were billed again, another \$86.90 in February, I emailed the company, several times, and told them we never received ANY packages at all from them, so I wanted to reimbursed the full amount of the two charges. (\$173.80) Never any response... Well we both work full time jobs, have seven kids, seven grandkids, and life just went on... UNTIL I got billed another \$86.90 in March... well needless to say I about flipped my lid. We, to this day, have never received anything from this company... ever. We called them. They said that we can cancel from here, but all of our money will not be refunded. Only March... because the product hasn't been sent out yet... well ok, but we HAVE NEVER RECEIVED ONE PACKAGE AT ALL, SO HOW ARE WE GOING TO BE BILLED FOR ANYTHING???????????????? The man on the phone, told us, it was delivered. And he told us repeatedly it was delivered. It wasn't. I asked if they had a signature receipt, they didn't. So then I hop on the BBB and see that this very thing has happened to several others, is this good business practice. I don't think so. I have to admit the man I spoke with on the phone, very nice man. But we got ripped off, along with many many others. Very disgusted, very discouraging. Very upsetting. I'll never order anything again. From anyone.
Thank you for your time.
William and Annie Bacon

Consumer's Desired Resolution:

They got us for almost \$300

- 03/21/2014** **web BBB** Case Received by BBB
- 03/24/2014** **cha BBB** Case Reviewed by BBB
- 03/24/2014** **Otto EMAIL** Send Acknowledgement to Consumer
- 03/24/2014** **Otto MAIL** Notify Business of Dispute
- 03/26/2014** **BBB** MORE INFO RECEIVED FROM THE CONSUMER : Since we filed this complaint, they refunded one of the charges of \$86.90... But not the other two.
- 04/08/2014** **Otto BBB** No response to first notice to business
- 04/08/2014** **Otto EMAIL** Consumer - Have You Heard From the Company
- 04/08/2014** **Otto MAIL** Reminder of Dispute to Business
- 04/18/2014** **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90126597

Customer Name: William Bacon

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for \$86.90 (Garcinia Cambogia product cost) and \$86.90 as of 04/18/2014. Please allow 2 -7 business days for the refunds to process and post back to the customer's account. On 01/05/2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed

for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia expiration, the customer was billed \$86.90 on 01/19/2014 and also 02/18/2014 for the weight loss supplements. We apologize for any inconvenience this may have caused the customer. Again, we have issued two refunds; both for \$86.90 issued on 04/18/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

04/21/2014

cha EMAIL Forward Business response to Consumer

05/02/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

05/02/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

05/02/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90138434 BBB of Central Florida

Consumer Info:

BAILEY, JONATHAN
3743 Mackert Street Apartment 2

2000

Manitowoc, WI 54220
920 323-9227 920 323-9227

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Like Others they got me also

As per many others i choose to get a free 14 day trail. No where was it mentioned that after 14 days i would be billed the full amount for the 'free' trail. Of course i called them and they refused to give me any kind of refund.

Consumer's Desired Resolution:

I wish to be refunded the \$86.90 for the product that they billed my credit card.

10/10/2014 web **BBB** Case Received by BBB
10/13/2014 eur **BBB** Case Reviewed by BBB
10/13/2014 Otto **EMAIL** Send Acknowledgement to Consumer
10/13/2014 Otto **MAIL** Notify Business of Dispute
10/24/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90138434

Customer Name: Jonathan Bailey

To whom it may concern,

I would like to preface by stating that the customer has been issued a full refund for the product that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 10-10-2014, as of 10-23-2014. This refund has been successfully processed electronically. Please allow 2 - 10 business days for the customer to receive this refund. On 09-26-2014, an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer was billed for what they have received. Again, the customer has been issued a full refund for the product that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 10-10-2014, as of 10-23-2014. This refund has been successfully processed electronically. Please allow 2 - 10 business days for the customer to receive this refund. Below, we have included the refunded AVS report. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Garcinia Cambogia Support

10/24/2014 ned **EMAIL** Forward Business response to Consumer
11/04/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
11/04/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
11/04/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90123831 BBB of Central Florida

Consumer Info:

Baird, Kara
120 High Street

2000

Robinson, PA 15949
- 724 840-8051

Business Info:

Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Ordered only the "FREE TRIAL" at shipping of \$4.95 I authorized that charge, but not the other one to my account and now will not refund my money.

I have called and emailed this company and get the same run around that they will not refund me the \$65.17 (stated it was not the \$86.90) because I was picked for a discount, here nor there I did NOT authorize them to use my Bank account other than for the \$4.95 fee. signed up online for free trial of garcinia cambosia diet pills suppose to be shipping only ; now i have been charged 65.17 for one bottle of garcinia

visa was charged 4.95 for shipping then 15 days later 65.17 charged to visa no more product has come to me said sorry that is what i signed up for her supervisor also pretty much same story when i realized their scam(healthy new beginnings)supervisor said could issue refund if product was unopened. I am going to try this but dont trust them so doubt will get my money back,please help stop this company from ripping people off.there was nothing about this seen online when i ordered they must have it hidden from consumers. We wont get our money back this company STOLE and TOOK OUT OF MY ACCOUNT WITHOUT MY AUTHORIZATION.....SOMEONE NEEDS TO DO SOMETHING please.

Consumer's Desired Resolution:

I just simply want my \$65.17 refunded back into my account that I did not authorize them to debit from it. I only authorized the \$4.95 shipping and that was all. Please help.

02/06/2014

web BBB Case Received by BBB

02/06/2014

cha BBB Case Reviewed by BBB

02/06/2014

Otto EMAIL Send Acknowledgement to Consumer

02/06/2014

Otto MAIL Notify Business of Dispute

02/14/2014

WEB BBB RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$65.17 as of 2-12-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. We apologize for any inconvenience this matter may have caused the customer. On 1-10-2014 an order was placed by the customer paying \$4.95 shipping and handling for a 30-day supply of our Garcinia Cambogia weight loss supplement to try for a 14-day trial period. If they are not satisfied with the product they are to contact us to cancel before the end of their trial period so they are not billed for the product. If a customer feels that 14 days is not enough time to try to product, they are urged to contact us via email or phone to extend their trial. All of which is stated on our website, the order page of which the customer placed the order on and within the confirmation email that is sent out directly after the original order is placed. We were not contacted by the customer prior to the end of their trial period and they were billed \$65.17 for the product of which was received. The order was delivered to the customer on 1-15-2014 to the address provided by the customer. Please refer to the USPS tracking number for detailed tracking information: 92748999983355513004005532. We were contacted via email by the customer on 1-30-2014, the day they were billed the \$86.90. "01/30/2014 11:20 pm Re: Order Confirmation #258825 YOU HAD BEST REFUND THE 65.00 TO MY BANK ACCOUNT AS IT IS NOW OVERDRAWN AND I HAVE A CHECK TO COME OUT AS I DO NOT GET PAID UNTIL NEXT WEEK THIS IS HORSE SHIT AS I HAVE NOT BEEN ON THE PRODUCT FOR 30 DAYS YET AND FOR FUTURE

REFERENCE YOU WILL EMAIL ME OR CALL ME AND ASK MY FUCKING PERMISSION TO TAKE MONEY OUT OF MY ACCOUNT. PUT THE MONEY INTO MY ACCOUNT ASAP AS I NOW HAVE A FUCKING CHECK GOING TO BOUNCE AS WE LIVE PAYCHECK TO PAYCHECK AND THIS WAS NOT FIGURED IN FOR THIS PAYCHECK WHATSOEVER!!!!!!!!!!!!!! DO YOU UNDERSTAND ME!!!!!!!!!!!!!! KARA BAIRD 7248408051". We responded with an explanation of what the customer signed up for and explained how they would need to contact us via phone to be issued an RMA (returned merchandise authorization number) so they could return the product for a refund. We were then emailed again by the customer stating that they signed up for a 30-day trial and that we better refund the account. We offer only a 14-day trial of which is stated on our order page and on our website. We were then contacted again by the customer via phone on 2-06-2014 regarding the \$65.17 charge. We again stated that they signed up for a 14-day trial and since no contact to cancel was made before the trial period was over, they were billed for the product of which was received; the customer screamed and cursed at the supervisor demanding a refund. Again, the customer has been refunded in full for the amount of \$65.17 as of 2-14-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,
Healthy New Beginnings

| | |
|-------------------|--|
| 02/18/2014 | cha EMAIL Forward Business response to Consumer |
| 03/03/2014 | Otto BBB No Consumer Response- Assumed Resolved with Letter |
| 03/03/2014 | Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED |
| 03/03/2014 | Otto BBB Case closed - ASSUMED RESOLVED |

COMPLAINT ACTIVITY REPORT Case # 90117601 BBB of Central Florida

Consumer Info:

Baker, Roxanne
115 East Soo Avenue P.O.Box 295

2000

Almena, WI 54805
715 641-1838 715 641-1838

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

add free trial for just the shipping and handling of \$4.95 then when i complain she said it was a free trail for 14 days but they charge if you openit what kind of a free 14 day trial is it if your not to open the bottle its a scam they will charge you because we give the card number for the shipping and handling Then the 15 day free trial is over and they capture \$86.90 and when you call they say if the bottle is opened no refund ITS A SCAM BE WHERE

Consumer's Desired Resolution:

They should not be able to add like this Free means Free or if its only shipping then it should only be the shipping I am returning the half empty bottle and I would like the \$4.95 and the \$86.90 they took out of my acct. I did the free trial and am returning the unused detary supplement of Garcinia Cambogia.

10/07/2013 web **BBB** Case Received by BBB
10/08/2013 cha **BBB** Case Reviewed by BBB
10/08/2013 Otto **EMAIL** Send Acknowledgement to Consumer
10/08/2013 Otto **MAIL** Notify Business of Dispute
10/15/2013 **WEB BBB** RECEIVE BUSINESS RESPONSE : RE: Case # 90117601

To whom it may concern,

I would like to preface by stating that the customer been refunded for the amount of \$4.95 and \$86.90 as of 10-15-2013. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 9-12-2013 Customer signed up for the Healthy New Beginnings Garcinia Cambogia weight loss supplement 14-day trial and paid \$4.95 for shipping and handling. As covered on our order page and within our terms and conditions the customer has 14 days to try the product to see if it suits them. If the customer does not feel they have enough time on the trial they are urged to contacts us via email or telephone to extend their trial. If we are not contacted by the customer before the end of their trial they will be billed the full retail value of the product on the 15th day, which was the \$86.90 charge. Our terms and conditions clearly states that after the 14-day trial they will be billed for the product they have received, which is what happened in this case since no contact was made before the end of their 14-day trial. As stated in the complaint, the customer wishes to return an opened product back to our facility, please do not do so. We are unable to accept any open products due to health and safety regulations. Again, the customer's account has been refunded in full for the amounts of \$4.95, \$86.90 and their account cancelled. Should you have any other questions or concerns, do not hesitate to contact us again.

Regards,
Danielle W.
Healthy New Beginnings Inc
1540 International Parkway Suite 2000
Lake Mary, FL 32746
888.656.8893
support@healthynb.com

10/15/2013 cha **EMAIL** Forward Business response to Consumer
10/28/2013 Otto **BBB** No Consumer Response- Assumed Resolved with Letter

10/28/2013
10/28/2013

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED
Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90125654 BBB of Central Florida

Consumer Info:

Barnes, Jeff
124 River Park Dr.

2000

Marshall, MI 49068
269 420-6782 269 420-6782

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I called the phone number provided to cancel my order and got no answer. On Hold for 15 minutes I just want to cancel My Order

Consumer's Desired Resolution:

Cancel My Order Please

03/07/2014 web **BBB** Case Received by BBB
03/10/2014 cha **BBB** Case Reviewed by BBB
03/10/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/10/2014 Otto **MAIL** Notify Business of Dispute
03/12/2014 cha **BBB** DISPUTE RESOLVED- WITH LETTER : They have cancelled my order. I'm satisfied with that .Please withdraw my complaint . Thank You
03/12/2014 Otto **MAIL** Inform Business - Case Closed RESOLVED
03/12/2014 Otto **BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90126354 BBB of Central Florida

Consumer Info:

Barton, Malinda
4340 Maureen Drive
Youngstown, OH 44511
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Offers a 14 day trial with rush shipping but still have not received order 14 days later. Charged me full price and will not pay return shipping.

I placed my order on 3/4/14 for rush shipping for a 14 day trial. It is now 3/18/14 and I have yet to receive my order. I called to cancel my order so I do not get charged the full price. I was informed they already charged me full price and refuse to refund my money until they receive the product I have yet to receive back. They refuse to pay the shipping fee to return the product as well. I asked to speak to a supervisor and was denied my request. I feel it is ridiculous I should be charged full price before I even received the product to use the 14 day trial. I was told I would be receiving rush shipping but yet 14 days later I have yet to receive my order. This company is nothing but a scam. How can they offer rush shipping and a 14 day trial when they do not even ship the product for 8 days after you place an order. I placed my order on the 4th and it was not shipped until 11th. I want a full refund, shipping included. My order number is 383709

Consumer's Desired Resolution:

I want a full refund with shipping costs included.

03/18/2014 web **BBB** Case Received by BBB
03/19/2014 cha **BBB** Case Reviewed by BBB
03/19/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/19/2014 Otto **MAIL** Notify Business of Dispute
04/04/2014 Otto **BBB** No response to first notice to business
04/04/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
04/04/2014 Otto **MAIL** Reminder of Dispute to Business
04/10/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90126354

Customer Name: Malinda Barton

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 4-10-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 3-04-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 3-18-2014 for the product of which they received during the trial period. Again, the customer's account has been refunded in full for the amount of \$86.90 as of 4-10-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

04/10/2014 cha **EMAIL** Forward Business response to Consumer
04/21/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
04/21/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
04/21/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90125871 **BBB of Central Florida**

Consumer Info:

2000

Bass, Sue
1350 Aniwaka Ave SW

Atlanta, GA 30311-3508
- 678 974-7463

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

see scanned documents

Consumer's Desired Resolution:

see scanned documents

03/05/2014 **tl BBB** Case Received by BBB
03/05/2014 **tl BBB** Forward to Another BBB - OTTO
03/05/2014 **Otto BBB** Inform Consumer Case Transferred to Another BBB
03/05/2014 **Otto EMAIL** Inform other BBB Case Transferred
03/05/2014 **Otto BBB** Case Closed as TRANSFERRED to another BBB
03/11/2014 **BBB BBB** Case Received by BBB
03/13/2014 **cha BBB** Case Reviewed by BBB
03/13/2014 **Otto MAIL** Send Acknowledgement to Consumer
03/13/2014 **Otto MAIL** Notify Business of Dispute
03/27/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125871

Customer Name: Sue Bass

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$92.98 as of 3-27-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 2-13-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$92.98 on 2-27-2014 for the product of which they received during the trial period. Again, the customer's account has been refunded in full for the amount of \$92.98 as of 3-27-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/28/2014 **cha MAIL** Forward Business response to Consumer
04/11/2014 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
04/11/2014 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
04/11/2014 **Otto BBB** Case closed - ASSUMED RESOLVED

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 05/14/2015

Arnold Bauder
15727 Willowood St.
La Mirada, CA, 90638
Phone: (562) 943-3871
Email: ABAUDER11@VERIZON.NET

Name/Firm/Company: Healthy New Beginnings Inc.
Subject/Category: Using deceptive practices to sell their products
Street Address: 1540 International Parkway Suite 2000
City: Lake Mary, FL 32746 Seminole
Phone: (888) 656-8893
Website: support@healthynb.com
Date of Transaction: 04/03/2015
Amount Paid: \$93.00

Questions/Comments:

They are selling two products a weight loss pill and a laxative .
They say you only pay for S&H 4.95. Then later I find out later that there is two companies involved. So they bill you for each item. Then later I find out you are on automatic distribution for \$88.00 for weight loss pill for thirty days and unknown amount for the laxative, unless you cancel within 5 days. They require you to cancel the weight loss and laxative separate . You have to call two separate phone numbers to cancel each one. I never ordered the Laxative but they charged me for it and put me on automatic distribution. They don't make it clear that there is two companies involved and you are on automatic distribution.

COMPLAINT ACTIVITY REPORT Case # 90138484 BBB of Central Florida

Consumer Info:

Beckman, Jenna
2970 S Sandra Ln
New Berlin, WI 53151
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

They made an unauthorized transaction, then said they didnt. Wouldnt give me my refund. On October 7th, 2014, I ordered a trial of garcinia cambogia for \$4.95. Ten mins before they took the \$4.95, they took \$49.95. I called to find out why, the rep i talked to said it wasnt a transaction and would fall off by midnight. When I still hadnt received it by oct 11, i called the company again. The rep i talked to said he couldnt see the transaction, so i asked to speak to a supervisor. The floor supervisor, Paul, argued w me for an hour and told me they didnt take the transaction. Oct 12, i called my card company and they verified that, yes, the transaction was from them. I then set up a conference call between Paul and my card company. Even though my card company confirmed to him that yes, the transaction was taken out, he would not give them the merchant id # to refund my \$. So now i have to wait 10 days so my card company will give me my money back. He would not admit that the transaction was taken by them n still said there was a different error. Both Paul and the service reps were so rude to me, i would never ever recommend them to anyone! On top of that, the garcinia cambogia that I received looks NOTHING like the other 8 bottles that i have received from different companies. Its always a capsule w powder inside, these are huge horse pills. And garcinia cambogia always have a HCA, there was none on this bottle.

Consumer's Desired Resolution:

None, my card company is already reimbursing me. I just want people to know not to trust this company.

10/12/2014 **web BBB** Case Received by BBB
10/13/2014 **ned BBB** Case Determined to be INFO ONLY - No Wait
10/13/2014 **Otto EMAIL** Inform Consumer - Case Closed INFO ONLY
10/13/2014 **Otto MAIL** Inform Business of Case Closed INFO ONLY
10/13/2014 **Otto BBB** Case Closed INFO ONLY

COMPLAINT ACTIVITY REPORT Case # 90139195 **BBB of Central Florida**

Consumer Info:

Beckman, Jenna
2970 S Sandra Ln
New Berlin, WI 53151
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Unauthorized credit card transaction, would not refund money.
I ordered a trial of garcinia cambogia for 4.95. They charged me 4.95 then on a seperate transaction charged me 49.95. I called n talked to a rep who said, they get calls like this all the time, it wasnt even a transaction and would fall off by midnight. After 4 days i still hadnt received the 49.95 back. I called again to talk to a supervisor, Paul, who argued w me saying they didnt take the transaction. I had to call my card company n put them on a conference call w this supervisor. Even after I did this n he heard it straight from them, he still said he couldnt see this transaction n didnt have the merchant id number to give my card company for my refund. So my card company will be refunding me after 10 days!!!

Consumer's Desired Resolution:

None

| | | |
|-------------------|-----------------|---|
| 10/27/2014 | web BBB | Case Received by BBB |
| 10/27/2014 | ned BBB | UNABLE TO PROCESS due to insufficient Information |
| 10/27/2014 | Otto BBB | Send notice of UNPROCESSIBLE to Consumer |
| 10/27/2014 | Otto BBB | Case Closed as UNABLE TO PROCESS |

COMPLAINT ACTIVITY REPORT Case # 90138858 BBB of Central Florida

Consumer Info:

Bell, James
232 Cascade Drive

Indian Head Park, IL 60525
- 630 306-7753

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Healthy New Beginnings free trial offer (only pay S&H of \$4.95). No where did I see that a full charge of 86.90 would be charged 2 weeks later. I believe they omitted this information or buried in the fine print to deceive buyers. This product is not worth that money and they do not give people enough time to evaluate the product anyways. And when the charge showed up on my checking account I called the phone number and they said this was the charge for the bottle of Garcinia XS that I received and if I didn't respond to cancel within 14 days, they would charge this and put me on autobill/autoship. Even if it was a good product, they are deceptive and it is not clear enough what the deal is. It is also highly overpriced. It is in my mind a very deceptive scam that may not even work! They should be ordered to disclose in the same font and same 1st page of information the full deal. All products should not allow fine print anywhere!

Consumer's Desired Resolution:

86.90 for Garcinia WOW! with Healthy New Beginnings and 88.49 for Garcinia XS with Wonderdiet Inc. ---These companies are scamming people! Very good chance they mix in placebos or not enough of the active ingredient as they state it contains. The supplement industry is an absolute joke and the legal and government entities involved must be on the take to allow these practices to perpetuate! Our country is going down the toilet! No one gives a goddamn about protecting consumers. It's all about greed! I would like restitution immediately! -A United States Marine Veteran.

10/20/2014 **web BBB** Case Received by BBB
10/22/2014 **ned BBB** Case Reviewed by BBB
10/22/2014 **Otto EMAIL** Send Acknowledgement to Consumer
10/22/2014 **Otto MAIL** Notify Business of Dispute
11/06/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90138858

Date: 11-06-2014
Customer Name: James Bell
To whom it may concern,

I would like to preface by stating that the customer has been issued 2 full refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 10-19-2014, as of 11-02-2014 and also a refund of \$88.49 (Garcinia XS Cleanse product cost) for the charge on 10-19-2014, as of 11-02-2014. Please allow 2 - 10 business days for the customer to receive these refunds. On 10-05-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS Cleanse weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 full refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for

the charge on 10-19-2014, as of 11-02-2014 and also a refund of \$88.49 (Garcinia XS Cleanse product cost) for the charge on 10-19-2014, as of 11-02-2014. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Garcinia Cambogia and Garcinia XS Cleanse Support

11/07/2014

ned EMAIL Forward Business response to Consumer

11/18/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

11/18/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

11/18/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90109557 BBB of Central Florida

Consumer Info:

2000

Biondi, Diane C
PO Box 722218

San Diego, CA 92172-2218
- 858 484-8720

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)**Consumer's Original Complaint :**

I saw an article on Dr. Oz and a new diet 'breakthrough' on the web and an ad to order a trial bottle of Garcinia Cambogia for shipping only - \$4.95. My credit card was charged \$4.95 at that time. After I received it, my credit card was charged an additional \$86.90. There was no receipt or delivery notice in the package when it came. I spoke to the people who indicated they were a third party service and handled all calls for this company. they refused to give me the name or number of the company in Florida and said all calls had to go through them. They would not refund my full amount - they said the first \$4.95 was to "Enroll" in the "Trial" and then after 14 days charged me the full amount of \$79.95 and \$4.95 shipping!!! I don't know where these charges are coming from, but they indicated I checked a 'Policy' box so it was legal, as I had not called within 14 days of the order. Additionally, I have since received 2 more shipments, which I have returned. They said it was a sterile facility and would not take any returns. However my bank has blocked them from adding additional charges to my card. They offered to refund me 25%, which was unacceptable, and finally refunded 50%. The product is a scam and I feel I was double charged for the shipping, which they will not refund. This may be a health issue - as it is a diet supplement, but I have not had time to see any results or issues yet. I want the rest of my money back and, if this is a legitimate company, why did they refuse to give me the names and numbers of a contact person in Customer Service, or the President at the company. The White Pages on the web shows no results in attempts to find the company.

Product_Or_Service: Garcinia Cambogia diet pills

Consumer's Desired Resolution:

DesiredSettlementID: RefundI want a full refund of the initial \$4.95 and the charge of \$86.90. I would like to see their website changed to describe in LARGE LETTERS there are 2 charges - one for shipping and one for "enrolling" in the trial, and the price of the total payments.

05/22/2013 **web BBB** Case Received by BBB
05/23/2013 **cha BBB** Case Reviewed by BBB
05/23/2013 **Otto EMAIL** Send Acknowledgement to Consumer
05/23/2013 **Otto MAIL** Notify Business of Dispute
06/06/2013 **WEB BBB** RECEIVE BUSINESS RESPONSE : I would like to preface by stating that the customer been refunded for the amount of \$86.90 as of 6-6-2013. On 4-24-2013 Customer signed up for the Healthy New Beginnings Garcinia Cambogia weight loss supplement 14-day trial and paid \$4.95 for shipping and handling. As covered on our order page and within our terms and conditions the customer has 14 days to try the product to see if it suits them. If the customer does not feel they have enough time on the trial they are urged to contacts us via email or telephone to extend their trial. If we are not contacted by the customer before the end of their trial they will be billed the full retail value of the product on the 15th day, which was the \$86.90 charge. Customer contacted our call center on 5-22-2013 and was offered a 50% refund out of the \$86.90 charge. Customer agreed to a 50% refund and continued to contact our call center requesting more money back. We then issued the full refund, and we attempted to contact the customer, but the phone number provided led to a person who told us we had the wrong number. Our terms and conditions clearly states that after the 14-day trial they will be billed for the product they have received, which is what happened in this case since no contact was made before the end

of their 14-day trial. We apologize for the confusion but we have made every effort to satisfy the customer.

Regards,
Danielle W.
Healthy New Beginnings Inc
1540 International Parkway Suite 2000
Lake Mary, FL 32746
888.656.8893
support@healthynb.com

06/07/2013

cha EMAIL Forward Business response to Consumer

06/18/2013

Otto BBB No Consumer Response- Assumed Resolved with Letter

06/18/2013

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

06/18/2013

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90140443 BBB of Central Florida

Consumer Info:

Bissonnette, Joy
955 S Columbus St Apt 205
Arlington, VA 22204
703 581-9101 703 581-9101

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

A trial of their product was ordered, but never received. I was then charged \$86.90 for a full month's supply or product, also never received.

Purchase Date: Nov 1

Model Number: NA, Garcinia Cambogia

Order Number: 646212

Account Number: NA

Sales Rep: NA

Payment Amount: \$4.95 (trial), \$86.90 (1st month supply)

Payment Method: Visa

I ordered a trial of their product Garcinia Cambogia, which was never received. Exactly 14 days later I received a charge on my credit card of \$86.90. When I contacted the company requesting a refund I was told that if no contact was made within a 14 day period this charge occurs automatically. When I communicated that no trial was every received I was told that that was my fault for an error in the address, however I was never contacted about this or otherwise aware that there was an error in the address. I was also informed that the ownness was on me to contact them instead when the shipment was never received. Additionally, no where was it clear about the 14 day terms to call and cancel until I spoke to their customer service. I have gone back to previous order confirmation emails and it is not there. The language on their site is also unclear:

A: The \$4.95 trial offer that you signed up for includes a monthly subscription plan. This plan is billed on the 14th day (When your trial runs out). On this 14th day, you are also sent another shipment of the product. You actually end up with 2 weeks of free product since all shipments are for a full month! If you still have questions, you can read the terms that you agreed to while placing your order [HERE](#) or give our customer service team a call at 888.656.8893 (M-F 8am-10pm EST)

Lastly, I made several attempts within the first business day after the charge showed on my account to call their customer service line (charge posted Nov 15th, and customer service line opened (Nov 17th), however I was automatically disconnected after waiting on hold several times. I then followed up with an email, which I never received a response to. On November 19th I was finally successful in reaching someone and at that time was only given at 70% refund despite again having 1) never received the trial nor 2) having never received a one month supply of product which is supposed to justify this charge.

Consumer's Desired Resolution:

A refund of \$60.83 was received on November 19th for 70% of the initial charge. I would like a FULL refund of the remaining \$26.07 in addition to a refund of \$4.95 for the trial.

| | | |
|-------------------|-------------------|---|
| 11/19/2014 | web BBB | Case Received by BBB |
| 11/24/2014 | cha BBB | Case Reviewed by BBB |
| 11/24/2014 | Otto EMAIL | Send Acknowledgement to Consumer |
| 11/24/2014 | Otto MAIL | Notify Business of Dispute |
| 12/09/2014 | Otto BBB | No response to first notice to business |

12/09/2014 **Otto EMAIL** Consumer - Have You Heard From the Company
12/09/2014 **Otto MAIL** Reminder of Dispute to Business
12/09/2014 **cha BBB** MORE INFO RECEIVED FROM THE CONSUMER : From: Joy Bissonnette (mailto:ardenb18@gmail.com)

Sent: Tuesday, December 09, 2014 12:08 PM

To: Better Business Bureau

Subject: Re: BBB Complaint Case# 90140443 (Ref#111-90198438-

90140443-6-320)

I have not heard back from the company since posting my complaint.

12/22/2014 **Otto BBB** No Response received from Business on 2nd Notice
12/23/2014 **cha BBB** Phone Call or Time Extension
12/29/2014 **Otto BBB** No Response received from Business on 2nd Notice
12/31/2014 **cha BBB** Inform Consumer No Response from Business
12/31/2014 **Otto EMAIL** Inform Consumer - Case Closed UNANSWERED
12/31/2014 **Otto MAIL** Inform Business - Case Closed UNANSWERED
12/31/2014 **Otto BBB** Case Closed - UNANSWERED
01/05/2015 **cha BBB** ReOpen the Complaint
01/05/2015 **cha BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90140443

Date: 12-19-2014

Customer Name: Joy Bissonnette

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$26.07 (Garcinia Cambogia product cost) for the charge on 11-15-2014, as of 12-19-2014. The customer previously accepted a settlement refund of \$60.83, as of 11-19-2014, for this order. The customer has been refunded \$66.37 (Garcinia XS product cost) for the charge on 11-21-2014, as of 12-19-2014. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-01-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$26.07 (Garcinia Cambogia product cost) for the charge on 11-15-2014, as of 12-19-2014. The customer previously accepted a settlement refund of \$60.83, as of 11-19-2014, for this order. The customer has been refunded \$66.37 (Garcinia XS product cost) for the charge on 11-21-2014, as of 12-19-2014. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015 **cha EMAIL** Forward Business response to Consumer
01/05/2015 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
01/05/2015 **Otto MAIL** Inform Business - Case Closed RESOLVED
01/05/2015 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124879 BBB of Central Florida

Consumer Info:

Black, Marian
P.O. Box 377

2000

Dermott, AR 71638

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

UNAUTHROIZED CHAGES TO DEBIT/CREDIT CARD

On January 10, 2014, I saw the advertisement for Garcinia Wow! and Amaze Cleanse products on Facebook. The advertisement clearly stated that both bottles would be \$4.95 with shipping paid. The shipping was free however, there was NOTHING stating that a couple of weeks later you would be charged \$87.35!! I was charged the \$4.95 for the two products which is fine but there was ABSOLUTELY nothing about any other subscriber fees. I have attempted to contact them on several occasions but have just been on hold with "elevator music." I have received both products but have not used them. If I cannot get a response from Healthy New Beginnings, Inc. I will send back the bottles mailed to me along with a letter stating that I am requesting a FULL refund and that I DO NOT wish to subscribe to anything. I am also considering closing my bank account that was debited to ensure that no other "surprise" amounts will be taken out of my account. I guess this was just too good to be true! And I fell for it. If reading, please don't fall for this. Go to your local health store and buy what you need from there.

Consumer's Desired Resolution:

I would VERY MUCH appreciate Healthy New Beginnings, Inc. to FULLY refund me the \$87.35. Also, if there are any future fees that will be debited from my account, I would like for Healthy New Beginnings, Inc. to cancel those. I do NOT wish to be a subscriber and I will be sending back the products that were mailed to me ASAP.

02/24/2014 **web BBB** Case Received by BBB
02/25/2014 **cha BBB** Case Reviewed by BBB
02/25/2014 **Otto EMAIL** Send Acknowledgement to Consumer
02/25/2014 **Otto MAIL** Notify Business of Dispute
03/10/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90124879

Customer Name: Marian Black (Johneice Black - name on order)

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$87.35 (Amazing Cleanse product cost) as of 3-07-2014. Please allow 2-7 business days for the refunds to process and post back to their account. On 2-08-2014 and order was placed for our Amazing Cleanse supplement for a 14-day trial paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or phone to obtain an extension. If we are not contacted by the customer prior to the end of their trial period, they will be billed for the product of which they received and enrolled in an auto-ship membership until cancelled. All of which is stated on our order page, on our website and within our terms and conditions. Since we were never contacted prior to the end of their trial, they were billed \$87.35 for the Amazing Cleanse supplement on 2-22-2014. The customer contacted our support center on 3-07-2014 via a mailed letter regarding the charge to their account and wished to cancel their membership. We refunded their account for the amount of \$87.35 on 3-07-2014. Again, the customer has been refunded in full for the amount of \$87.35 as of 3-07-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/11/2014 cha EMAIL Forward Business response to Consumer

03/15/2014 WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

I have checked my account and I can verify that the \$87.35 was debited back to my account. Since my request was granted, I have no further complaints. However, to Healthy New Beginnings, I would suggest to fully and plainly provide all of the "fine print" information regarding ALL of your guidelines regarding your product (s) to ensure that your future customers are FULLY aware of what will happen once they order.

Thank you for your response and for resolving my complaint.

03/17/2014 Otto MAIL Inform Business - Case Closed RESOLVED

03/17/2014 Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141003 BBB of Central Florida

Consumer Info:

Blackwood, Sydnie
796 Font Blvd.
San Fransisco, CA 94312
- 530 566-4697

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered a free trial of the product to see if it would work for me. However i now have a charge on my account and i DID NOT order! Refund me

I was not aware that i would be charged for the whole product within 14 days. I was not interested in ordering anymore. I want a full refund.

On 12/3/13 I was charged 43.45 and i never authorized this purchase.

Order Number: 665218

Ordered On: 11/07/2014 05:14pm

Bill to

sydnie blackwood
796 font blvd
San fransisco, CA
94132
United States
FREE TRIAL

I paid with my credit card.

Consumer's Desired Resolution:

I am seeking a Full refund of the product at this point! The payment is not specified and i don't appreciate a charge i did not authorize.

12/03/2014 web **BBB** Case Received by BBB
12/03/2014 cha **BBB** Case Reviewed by BBB
12/03/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/03/2014 Otto **MAIL** Notify Business of Dispute
12/19/2014 Otto **BBB** No response to first notice to business
12/19/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/19/2014 Otto **MAIL** Reminder of Dispute to Business
12/30/2014 Otto **BBB** No Response received from Business on 2nd Notice
12/31/2014 cha **BBB** Inform Consumer No Response from Business
12/31/2014 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
12/31/2014 Otto **MAIL** Inform Business - Case Closed UNANSWERED
12/31/2014 Otto **BBB** Case Closed - UNANSWERED
01/05/2015 cha **BBB** ReOpen the Complaint
01/05/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90141003

Customer Name: Sydnie Blackwood
To whom it may concern,

I would like to preface by stating that the customer has been issued a full refund for the product that they ordered. The customer has been issued a refund of \$26.00 (remaining Garcinia Cambogia product cost) for the charge on 12-03-2014, as of 12-23-2014. The customer has previously accepted a settlement refund of \$17.45, issued on 12-03-2014, for this order. Please allow 2 - 10 business days for the customer to receive this refund. On 11-07-2014, an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued a full refund for the product that they ordered. The customer has been issued a refund of \$26.00 (remaining Garcinia Cambogia product cost) for the charge on 12-03-2014, as of 12-23-2014. The customer has previously accepted a settlement refund of \$17.45, issued on 12-03-2014, for this order. Please allow 2 - 10 business days for the customer to receive this refund. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

| | |
|-------------------|--|
| 01/05/2015 | cha EMAIL Forward Business response to Consumer |
| 01/16/2015 | Otto BBB No Consumer Response- Assumed Resolved with Letter |
| 01/16/2015 | Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED |
| 01/16/2015 | Otto BBB Case closed - ASSUMED RESOLVED |

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 05/16/2015

Dana Blades
9822 Rd H 4 NE
Moses Lake, WA, 98837 Washington
Phone: (509) 989-7312
Email: johnndanaboboth@gmail.com

Name/Firm/Company: Healthy new beginnings
Subject/Category: Scam
Street Address: 1540 International Parkway
City: Lake Mary
Website: Healthy new beginnings. Com
Date of Transaction: 04/21/2015
Amount Paid: 86.90

Questions/Comments:

I ordered a free trial of their product, I had not received the product until April, 28, and on the 21st they took out the full price from my account unauthorized, have not been able to resolve this situation, the product was returned April 29th, and have not received my refund.

COMPLAINT ACTIVITY REPORT Case # 90142482 BBB of Central Florida

Consumer Info:

Blaser, Daw
1141 3rd Street

2000

Port Edwards, WI 54469
715 887-2128 715 887-2128

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)**Consumer's Original Complaint :**

Want to return unused product for full refund but they won't accept past 14-day trial period. This was a Christmas gift ordered on 11-29!

I was duped by Facebook ad for their Garcinia weight loss product. \$4.95 Free trial for Garcinia Wow & Garcinia XS. I should have known better but the details of offer were well hidden and no paperwork came with the product outlining program details. I ordered on 11-29 and my account was billed \$4.95 for each on 12-1 and 12-2. I received the product but it was never used. It was a Christmas gift for my daughter. On 1-2-15 my account was billed \$88.49 by Wonder Diet. I called HNB on 1-2 and after being on hold for over 25 minutes the rep said I was out of luck. I cannot return product past 14-days. I cancelled "membership" for both items (after calling a different number for other product). 888-656-8893 and 877-469-9506 supposedly I should not be billed any more but I have yet to receive confirmation email from them stating so. I do not trust this company!! Order cancellation ID #777144 and #882356. I had to close my checking account to make sure no further payments go through but I want to return the unopened product (1 bottle of each) for a refund!! As I said, these were Christmas gifts so there was no way I could send back 14 days after I ordered them! The items are not opened and were never used. I want to send back for full refund of \$88.49. Of course they cannot credit my account because it is now closed. I would like a MONEY ORDER or a VISA gift card for full amount sent to my address on record. I want complete instructions on how and where to return product (at my expense) and Return Authorization Number so they have no excuses not to accept it back. The amount they charged for item is OUTRAGEOUS!!! Way over-priced and no one in their right mind would buy this product at that price. That's why they have to dupe you to get you to buy it and trap you in the program. I just want to return the product for a FULL REFUND OF \$88.49! I appreciate your help.

Consumer's Desired Resolution:

I want a full refund of the amount charged to my account - \$88.49. The refund will have to be in the form of a MONEY ORDER or VISA GIFT CARD as my checking account is now closed and I do not trust this company!!! I want complete instructions on how and where to return product (at my expense) and Return Authorization Number so they have no excuses not to accept it back. The product is unopened & unused.

01/03/2015 web **BBB** Case Received by BBB
01/05/2015 cha **BBB** Case Reviewed by BBB
01/05/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/05/2015 Otto **MAIL** Notify Business of Dispute
01/20/2015 Otto **BBB** No response to first notice to business
01/20/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
01/20/2015 Otto **MAIL** Reminder of Dispute to Business
01/20/2015 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : To date...I have not heard a word from this company. Never received a confirmation email (as I was told I would by rep on the phone) that the account is now closed...nothing. I'd really just like to return this unopened & unused product for full refund!
02/02/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/05/2015 cha **BBB** Phone Call or Time Extension
02/09/2015 Otto **BBB** No Response received from Business on 2nd Notice

02/10/2015 **cha BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90142482

Date: 02-05-2015

Customer Name: Daw Blaser

To whom it may concern,

I would like to preface by stating that the customer has been issued a refund for the product that they ordered. The customer has been issued a refund of \$88.49 (Garcinia XS Cleanse product cost) for the charge on 12-31-2014, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive this refund. On 11-29-2014, an order was placed for our Garcinia XS Cleanse weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued a refund for the product that they ordered. The customer has been issued a refund of \$88.49 (Garcinia XS Cleanse product cost) for the charge on 12-31-2014, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive this refund. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/10/2015 **cha EMAIL** Forward Business response to Consumer

02/10/2015 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

I will accept a refund...however the company does not indicate how it is to be refunded. They cannot just credit the card that was used initially because that account is no longer open. I had to close it to avoid any further charges. If I do not receive a check within the time indicated, or if the check is no good, I will request this issue to be re-opened. I would like clarification as to the method of refund.

02/11/2015 **OttO MAIL** Inform Business - Case Closed RESOLVED

02/11/2015 **OttO BBB** Case Closed RESOLVED

02/25/2015 **cha BBB** ReOpen the Complaint

02/25/2015 **cha BBB** BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE : To date I have not received my refund! I noted in my original complaint that my account is no longer open, so there is no way they can credit the account back. I will either need a check or VISA gift card. I have received NO correspondence from the company regarding any further issues. I sure would like the refund they promised!

02/25/2015 **cha MAIL** Forward Consumer Rebuttal to Business

COMPLAINT ACTIVITY REPORT Case # 90125502 BBB of Central Florida

Consumer Info:

Booty, Lashanda
1903 Corriander TRL

2000

Arlington, TX 76010

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I placed order that advertise 14 dy trial and I didn't get trial period I was charged for full payment before trial ended

I ordered garcinia pills 2-19-14 .. It shipped 2-20-14.. I received product 2-27-14.. When I placed order it stated 14dy trial how ever unknown they started trial period from day shipped out.. On 5mar my acct was billed \$86.90 I called this company 888-656-8893 and spoke to Stephanie at ext 358..she introduced herself as supervisor I explained to her that I didn't get my full 14 day trial and was charged before it ended.. Stephanie says when I in putted my credit card for trial there was paragraph to the left stating trial starts at order date I told this supervisor that's incorrect no statement was there I told her I went through another purchase to see what she claims is there and no statement there she kept saying it was I told her no and I looking at billing page as we spoke.. So when I asked to speak to someone above her she said there wasn't.. I asked for corporate address to log complaint and request refund she said no... She was going to give me refund and not giving me address she then stated she could give me a partial refund of only 31% which is \$31 I said are u kidding me that's not good enough I want full refund since they didn't provide the service they promise.. She said no again and gave me some ref number for that \$31 refund of #384945.. But them stated she couldn't do refund right now she will process in 1hr and hung up..

Consumer's Desired Resolution:

I want full refund \$86.90

03/05/2014 web BBB Case Received by BBB
03/05/2014 cha BBB Case Reviewed by BBB
03/05/2014 Otto EMAIL Send Acknowledgement to Consumer
03/05/2014 Otto MAIL Notify Business of Dispute
03/20/2014 Otto BBB No response to first notice to business
03/20/2014 Otto EMAIL Consumer - Have You Heard From the Company
03/20/2014 Otto MAIL Reminder of Dispute to Business
03/24/2014 WEB BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90125502

Customer Name: Lashanda Booty

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$55.90 (remainder of the \$86.90 charge that was not yet refunded; a partial refund of \$31.00 was issued on 3-06-2014) as of 3-24-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 2-19-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 3-05-2014 for the product of which they received during the trial period. A partial refund of \$31.00 was issued on 3-06-2014 to settle and close out the account. Again, the customer's account has been refunded in full for the amount of \$55.90 as of 3-24-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings

03/25/2014

cha EMAIL Forward Business response to Consumer

04/07/2014

OttO BBB No Consumer Response- Assumed Resolved with Letter

04/07/2014

OttO MAIL Inform Business - Case Closed ASSUMED RESOLVED

04/07/2014

OttO BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90142792 **BBB of Central Florida**

Consumer Info:

Borden, Erika
2015 27th St SE #313

2000

Saint Cloud, MN 56304

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Billing issues

This company charged \$86.90 to my bank account with no notification of time or cost. I called customer service and talked with a very impolite costumer service rep who told me that they could refund 30% of the cost back to me. After complaining that the punt needed to be refunded in full, they offered 50%. The rep was very rude and not willing to help me any further.

Consumer's Desired Resolution:

I would like my \$86.90 refunded plus the \$35 over charge fee that my bak charged me due to the unexpected charge on my account.

01/06/2015 web **BBB** Case Received by BBB
01/08/2015 cha **BBB** Case Reviewed by BBB
01/08/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/08/2015 Otto **MAIL** Notify Business of Dispute
01/23/2015 Otto **BBB** No response to first notice to business
01/23/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
01/23/2015 Otto **MAIL** Reminder of Dispute to Business
02/03/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/05/2015 cha **BBB** Phone Call or Time Extension
02/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/10/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90142434

Date: 02-05-2015

Customer Name: Erika Borden

To whom it may concern,

I would like to preface by stating that the customer has been issued 4 refunds for the products that they ordered. The customer has been issued a refund of \$6.95 (Garcinia Elite Slim product cost) for the charge on 12-01-2014, as of 02-05-2015. The customer has been refunded \$65.17 (Garcinia Cambogia product cost) for the charge on 12-07-2014, as of 02-05-2015. The customer has been issued a refund of \$96.52 (Garcinia Elite Slim product cost) for the charge on 01-04-2015, as of 02-05-2015. The customer has been refunded \$86.90 (Garcinia Cambogia product cost) for the charge on 01-06-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-17-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia Elite Slim weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 4 refunds for the products that they ordered. The customer has been issued a refund of \$6.95 (Garcinia Elite Slim product cost) for the charge on 12-01-2014, as of 02-05-2015. The customer has been refunded \$65.17 (Garcinia Cambogia product cost) for the charge on 12-07-2014, as of 02-05-2015. The customer has been issued a refund of \$96.52 (Garcinia Elite

Slim product cost) for the charge on 01-04-2015, as of 02-05-2015. The customer has been refunded \$86.90 (Garcinia Cambogia product cost) for the charge on 01-06-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/10/2015

cha EMAIL Forward Business response to Consumer

02/23/2015

Otto BBB No Consumer Response- Assumed Resolved with Letter

02/23/2015

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

02/23/2015

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141351 **BBB of Central Florida**

Consumer Info:

Bowers, Caroline
19817 Cerridwen Dr
Pflugerville, TX 78660
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I was charged after I had requested cancellation of the product. They never answer emails or phone calls.

I ordered a 14 day free trial of Garcinia Cambogia and Garcinia XS Cleanse and paid \$4.95 shipping for both of these on 11/24/14. I did not select auto renew subscription. I have called a number of times to be sure I wouldn't be charged when the trial was up. No one ever answers. I waited on hold for a minimum of 30 minutes to a maximum of 2 hours between 12/1/14-12/5/14. On December 5, 2014, I sent an email requesting cancellation/ confirming I would not be charged. No one ever answers. Today, on 12/8/14 I was charged \$89.57 and another charge for \$86.90. I have been calling all morning to speak to someone to no avail. I am currently on hold again for 20 minutes and counting. I sent another email today, 12/8/14. I am afraid they will just keep charging me even after I requested cancellation because they refuse to offer adequate customer service or address any issues, ever.

refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 10-19-2014, as of 11-02-2014 and also a refund of \$88.49 (Garcinia XS Cleanse product cost) for the charge on 10-19-2014, as of 11-02-2014

Consumer's Desired Resolution:

I am seeking a refund of \$86.90 (Garcinia Cambogia product cost) also a refund of \$89.57 (Garcinia XS Cleanse product cost) that was charged on 12/8/14 and a confirmation that I won't be charged again.

12/08/2014 **web BBB** Case Received by BBB
12/08/2014 **cha BBB** Case Reviewed by BBB
12/08/2014 **Otto EMAIL** Send Acknowledgement to Consumer
12/08/2014 **Otto MAIL** Notify Business of Dispute
12/19/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : I finally got someone on the phone to talk about this and they told me the only way I could get a refund is if I returned my *FREE trial bottles unopened which makes no sense. They advertise it as a trial, I canceled before the trial was up and they charged me anyway and won't refund my money unless I actually never tried the *FREE product. It clearly is not a 14 day free trial as advertised because they charge you for the *FREE product 14 days later and conveniently never answer the phone or emails until the trial period is over so you can't cancel in time.

The customer service I received via email (12 days after I sent my original complaint) was extremely terse and unhelpful. The customer service I received on the phone, finally, was also unhelpful. They kept reciting the return policy to me and that was not at all what I was calling about. I was calling about canceling my trial and getting a refund for unauthorized charges. It is all clearly a scam.

12/24/2014 **Otto BBB** No response to first notice to business
12/24/2014 **Otto EMAIL** Consumer - Have You Heard From the Company
12/24/2014 **Otto MAIL** Reminder of Dispute to Business
01/05/2015 **Otto BBB** No Response received from Business on 2nd Notice
01/05/2015 **cha BBB** Phone Call or Time Extension
01/09/2015 **Otto BBB** No Response received from Business on 2nd Notice

01/09/2015
01/09/2015
01/09/2015
01/09/2015

cha **BBB** Inform Consumer No Response from Business
Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
Otto **MAIL** Inform Business - Case Closed UNANSWERED
Otto **BBB** Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90140785 BBB of Central Florida

Consumer Info:

Bowers Sr., Frederick A.
450 Salem Dr. Apart. # H

2000

Vermillion, OH 44089
734 922-5889 734 922-5889

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Advertised as trial offer for one months supply for the cost of shipping \$4.95. That was not the actual case. When they charged me \$86.90 after 14 day
Problem date: Nov.27,2014 When I received notice on my banking account of a \$86.90 charge for the product which was only supposed to be the cost of shipping \$4.95.
Purchase date Nov.11,2014. product was delivered 15 days after it was ordered Nov.25,2014. I was not given any order numbers or any account numbers. Just a customer service phone number. When I called the representative told me I would get another order in a month without any notice. I had never seen any thing while ordering and thought that it was supposed to be a free trial. Which the advertisement lead me to believe.

Consumer's Desired Resolution:

Since they were very misleading I would like to be reimbursed \$81.95 which is \$4.95, (which is what the ad called shipping cost)less than what I was charged. The total was as stated above \$86.90.Thank You Frederick A.Bowers Sr.

11/27/2014 web **BBB** Case Received by BBB
12/02/2014 cha **BBB** Case Reviewed by BBB
12/02/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/02/2014 Otto **MAIL** Notify Business of Dispute
12/18/2014 Otto **BBB** No response to first notice to business
12/18/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/18/2014 Otto **MAIL** Reminder of Dispute to Business
12/18/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : This note is in regards to BBB Case# 90140785 as to your question. Have I heard from the Company (Healthy New Beginnings) the answer is no ! Thank you again for Your continuing concern. I believe you said that they have until the end of the month(Dec.) to reply. I also canceled any further orders when I called them on NOV. 27, 2014. I did not, ever, ask them to continue to send more orders.
12/29/2014 Otto **BBB** No Response received from Business on 2nd Notice
12/31/2014 cha **BBB** Inform Consumer No Response from Business
12/31/2014 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
12/31/2014 Otto **MAIL** Inform Business - Case Closed UNANSWERED
12/31/2014 Otto **BBB** Case Closed - UNANSWERED
01/05/2015 cha **BBB** ReOpen the Complaint
01/05/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90140785

Customer Name: Frederick A. Bowers Sr.

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 full refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 11-25-2014, as of 12-23-2014. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 11-25-2014, as of 12-23-2014. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-11-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia Elite Slim weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they

are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 full refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 11-25-2014, as of 12-23-2014. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 11-25-2014, as of 12-23-2014. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015 **cha EMAIL** Forward Business response to Consumer

01/05/2015 **cha BBB** DISPUTE RESOLVED- WITH LETTER : I would just like to thank you for fulfilling my request for getting a refund from the Healthy New Beginnings people. They have reimbursed me by crediting my checking account with the total amount taken from the account. The case # was 90140785. Again I want to Thank You and wish you a Prosperous and Blessed New Year !!!

01/05/2015 **Otto MAIL** Inform Business - Case Closed RESOLVED

01/05/2015 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90116784 BBB of Central Florida

Consumer Info:

Brady, Sandra
516 Peden Street
Laurinburg, NC 28352
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I was not given a contact number in which to call to cancel my order. I have called the original number and they send me to another number. After receiving my original "free" 14 day trial, my bank was charged \$99.98 for the next shipment. I called and spoke with a woman named Janice and after several minutes of checking, she could not find my contact and bank card information. She told me it was probably another company going under an assumed name and she gave me their number. So, I called them (and the same exact music was playing while I was on hold!!!) and I spoke with Loren who also could not find my contact information or credit card information. She gave me the first number so I think they just send you back and forth. Then, another \$99.98 was taken out of my checking account just 20 days later. I am putting a stop on any more being taken out. I have not received ANYTHING from them since my original trial order!!!

Consumer's Desired Resolution:

I wish to have my money refunded for both \$99.98 being taken out of my bank. Although it did cause hardship on the family with living paycheck to paycheck, I do not expect to be compensated for lack of money to pay other bills. I just want the \$199.96 reimbursed to my checking account.

09/23/2013 **web BBB** Case Received by BBB
09/26/2013 **cha BBB** Case Reviewed by BBB
09/26/2013 **Otto EMAIL** Send Acknowledgement to Consumer
09/26/2013 **Otto MAIL** Notify Business of Dispute
09/30/2013 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,
I am also unable to locate anything in our system by the name Sandra Brady, snickhum@bellsouth.net, or the address that was provided. Healthy New Beginnings also does not have any recurring subscriptions that amount to \$99.98. I would suggest contacting the phone number (if any) located on the product you received. If you're unable to do so then I would suggest contacting your bank and asking for the contact number that's associated with the charges you're filing the complaint over. If there is any thing else I am able to assist you with, please do not hesitate to reply to this.

Regards,
Danielle W.
Healthy New Beginnings Inc
1540 International Parkway Suite 2000
Lake Mary, FL 32746
888.656.8893
support@healthynb.com

10/08/2013 **cha EMAIL** Forward Business response to Consumer
10/21/2013 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
10/21/2013 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
10/21/2013 **Otto BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90140869 BBB of Central Florida

Consumer Info:

Brandt, Ashley
103 Terrywood Court

Haw River, NC 27258
336 899-4438 336 899-4438

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Unable to get in contact with someone for 5 days to cancel my account. I have tried calling and sending messages, all have gone unanswered.

I recently purchased the \$4.95 and for the past week I have tried to call and cancel my subscription BEFORE it charged me \$86. I was either disconnected OR sat on hold. Over the past week I have spent over 3 hours on hold and not spoken to one representative. This is extremely disrespectful and unprofessional when someone is trying to cancel a subscription WITHIN their 14 day time frame and no one will answer or contact the person back. I do not know what else to do other than to file a complaint with the BBB. I am hoping this will prompt them to either return my call or resolve the issue.

Consumer's Desired Resolution:

I am seeking to be refunded the %86.90 that I have been trying to get settled BEFORE my 14 day trial period without any success.

12/01/2014 web BBB Case Received by BBB
12/03/2014 cha BBB Case Reviewed by BBB
12/03/2014 Otto EMAIL Send Acknowledgement to Consumer
12/03/2014 Otto MAIL Notify Business of Dispute
12/18/2014 Otto BBB No response to first notice to business
12/18/2014 Otto EMAIL Consumer - Have You Heard From the Company
12/18/2014 Otto MAIL Reminder of Dispute to Business
12/29/2014 Otto BBB No Response received from Business on 2nd Notice
12/31/2014 cha BBB Inform Consumer No Response from Business
12/31/2014 Otto EMAIL Inform Consumer - Case Closed UNANSWERED
12/31/2014 Otto MAIL Inform Business - Case Closed UNANSWERED
12/31/2014 Otto BBB Case Closed - UNANSWERED
01/05/2015 cha BBB ReOpen the Complaint
01/05/2015 cha BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90140869

Customer Name: Ashley Brandt

To whom it may concern,

I would like to preface by stating that the customer has been issued a full refund for the product that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-01-2014, as of 12-23-2014. Please allow 2 - 10 business days for the customer to receive this refund. On 11-16-2014, an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued a full refund for the product that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-01-2014, as of 12-23-2014. Please allow 2 - 10 business days for the

customer to receive this refund. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015

cha EMAIL Forward Business response to Consumer

01/16/2015

Otto BBB No Consumer Response- Assumed Resolved with Letter

01/16/2015

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

01/16/2015

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90142178 BBB of Central Florida

Consumer Info:

Briese, Frank
9509 Paradise Place
Riverside, CA 92508
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Facebook advertisement presented 2 products to try at \$4.95 each with no (visible) ongoing commitment required.

My card was charged the \$4.95 for each trial item and has since been charged twice for 2 different amounts: \$65.17 and \$22.12.

In contacting Emanuel at ext 3045 I was denied a refund for any of the charges although I was able to cancel an also unknown ongoing monthly charge.

No further shipments have arrived.

I would like a full refund on the two additional charges shown above.

Please note, I am going to also report to my bank and request a reversal of these two charges.

Consumer's Desired Resolution:

\$ 87.29

12/26/2014 web **BBB** Case Received by BBB
12/30/2014 cha **BBB** Case Reviewed by BBB
12/30/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/30/2014 Otto **MAIL** Notify Business of Dispute
01/15/2015 Otto **BBB** No response to first notice to business
01/15/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
01/15/2015 Otto **MAIL** Reminder of Dispute to Business
01/26/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/28/2015 cha **BBB** Phone Call or Time Extension
02/02/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/03/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90142178

Date: 01-22-2015

Customer Name: Frank Briese

To whom it may concern,

I would like to preface by stating that the customer has been issued 3 refunds for the products that they ordered. The customer has been issued a refund of \$65.17 (Garcinia Cambogia product cost) for the charge on 12-07-2014, as of 01-22-2015. The customer has been issued a refund of \$22.12 (Garcinia XS Cleanse product cost) for the charge on 12-22-2015, as of 01-22-2015. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 01-06-2015, as of 01-22-2015. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-16-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS Cleanse weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension.

If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 3 refunds for the products that they ordered. The customer has been issued a refund of \$65.17 (Garcinia Cambogia product cost) for the charge on 12-07-2014, as of 01-22-2015. The customer has been issued a refund of \$22.12 (Garcinia XS Cleanse product cost) for the charge on 12-22-2015, as of 01-22-2015. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 01-06-2015, as of 01-22-2015. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/03/2015

cha EMAIL Forward Business response to Consumer

02/16/2015

Otto BBB No Consumer Response- Assumed Resolved with Letter

02/16/2015

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

02/16/2015

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90128094 BBB of Central Florida

Consumer Info:

Broussard, David
39453 Bradbury Lane

Prairieville, LA 70769
225 776-0656 225 622-0656

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

On 04/15 I received an unauthorized charge of \$87.35 and on 4/16/14 another charge of \$86.90. On 4/15/14 I received an unauthorized charge to my account in the amount of \$87.35. On 4/16/14 I received an unauthorized charge of \$86.90. These were both charges related to a \$4.95 14 day trial of weight loss supplements. We did not have these products 14 days prior to receiving these charges. I believe this practice by this company is very unethical. I called the company and was told the best they could do was a 50% discount on only one of the charges. The only amount authorized regarding this purchase was the original \$4.95. The trial was under my daughter's name Nicole Broussard.

Consumer's Desired Resolution:

I expect a full refund of both amounts of \$87.35 and \$86.90.

04/16/2014 **web BBB** Case Received by BBB
04/16/2014 **cha BBB** Case Reviewed by BBB
04/16/2014 **Otto EMAIL** Send Acknowledgement to Consumer
04/16/2014 **Otto MAIL** Notify Business of Dispute
04/29/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90128094

Customer Name: David Broussard

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for two charges. The customer has received a refund of \$86.90 (Garcinia Cambogia product cost) and also a refund of \$87.35 (Amazing Cleanse product cost) as of 04/29/2014. Please allow 2 -7 business days for the refunds to process and post back to the customer's account. On 03/31/2014 two orders were placed; one for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling and one for our Amazing Cleanse supplement to try for a 14-day trial paying \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia and Amazing Cleanse trial expirations, the customer was billed \$86.90 and \$87.35 for the weight loss supplements. We apologize for any inconvenience this may have caused the customer. Again, we have issued two refunds; one for \$86.90 as of 04/29/2014 for the Garcinia Cambogia and also one for \$87.35 as of 04/29/2014 for the Amazing Cleanse and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

05/01/2014 **cha EMAIL** Forward Business response to Consumer
05/02/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
05/02/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED
05/02/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90116387 BBB of Central Florida

Consumer Info:

Brown, Angela
14154 West Dahlia Drive

2000

Surprise, AZ 85379
- 602 702-6337

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Company advertised a trial of Garcinia Cambogia for \$4.95 with no obligation to buy in the future. Now charged my account \$86.90 without my approval.

I was on Dr. Oz website researching Garcinia Cambogia and was redirected to Healthy New Beginnings website. They were advertising a 1 month trial for \$4.95 with no obligation to buy. I paid the \$4.95 with my debit visa card. On Friday, 9/13, I noticed a pending transaction on my checking account of \$86.90 and called my bank to see what it was for. They stated that it was a charge from Healthy New Beginnings and gave me the number to call. They stated that they could not put a stop payment on a pending transaction. I therefore cancelled my debit card to avoid further issues with this company. This is frustrating due to the fact that I will not have access to my debit card for 7-10 day. I tried calling the company, but was on hold for 35 minutes with no answer. The only product that I received from this company was the 1 month of Garcinia Cambogia.

Consumer's Desired Resolution:

I just want the \$86.90 that was charged to be refunded.

| | | |
|-------------------|-------------------|--|
| 09/16/2013 | web BBB | Case Received by BBB |
| 09/19/2013 | cha BBB | Case Reviewed by BBB |
| 09/19/2013 | Otto EMAIL | Send Acknowledgement to Consumer |
| 09/19/2013 | Otto MAIL | Notify Business of Dispute |
| 10/04/2013 | Otto BBB | No response to first notice to business |
| 10/04/2013 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 10/04/2013 | Otto MAIL | Reminder of Dispute to Business |
| 10/15/2013 | Otto BBB | No Response received from Business on 2nd Notice |
| 10/16/2013 | cha BBB | Phone Call or Time Extension |
| 10/21/2013 | Otto BBB | No Response received from Business on 2nd Notice |
| 10/28/2013 | cha BBB | Inform Consumer No Response from Business |
| 10/28/2013 | Otto EMAIL | Inform Consumer - Case Closed UNANSWERED |
| 10/28/2013 | Otto MAIL | Inform Business - Case Closed UNANSWERED |
| 10/28/2013 | Otto BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90112194 BBB of Central Florida

Consumer Info:

Brown, Barbara
3814 Maryland Avenue

2000

Abingdon, MD 21009
410 676-4892 -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered this health supplement that was supposed to be a free trial. The product does not work and company will not refund the money.

I ordered the health supplement Garcinia Cambogia online and saw that they had a free 14 day trial where I only had to pay \$4.95 shipping. I received the item and then 14 days later I see a charge on my bank account for \$66.71. I called them and told them that I do not want to continue this product. I received the cancellation number GCE52697 and thought that was that. Then I received another package of this supplement and the charge of \$66.71 went through my bank account. I called them and told them that I did not want any more of this product and was told that since I did not cancel in the 14 day trial period that I would have to pay \$56.00 for the free period and that I could not return the product. This is a very expensive item and just want my money returned to me. On the web site it did not mention that I had to purchase a subscription to this product nor did it tell me that if I choose to cancel I had 14 days to do it in. It also did not tell me that I was going to get a 30 day supply where I would have to pay for the additional days after I passed the 14 days. There was no invoice or instructions on what do to if you did not like the product when I received it. I am not sure if the charge of \$66.71 was for the remaining 30 days or the new order that I just received. Either way I want the refund of \$66.71 and not to be charged for the second shipment that I did not ask for. I will be glad to return that shipment to them.

Consumer's Desired Resolution:

I want a refund of \$66.71 and to ship back the second bottle.

07/06/2013 web BBB Case Received by BBB
07/08/2013 cha BBB Case Reviewed by BBB
07/08/2013 Otto EMAIL Send Acknowledgement to Consumer
07/08/2013 Otto MAIL Notify Business of Dispute
07/16/2013 WEB BBB RECEIVE BUSINESS RESPONSE : RE: Case # 90112194

To whom it may concern,

I would like to preface by stating that the customer been refunded for the amount of \$66.91 and \$4.95 as of 7-16-2013. Please allow 2-7 business days for the refund to process. On 6-15-2013 Customer signed up for the Healthy New Beginnings Garcinia Cambogia weight loss supplement 14-day trial and paid \$4.95 for shipping and handling. As covered on our order page and within our terms and conditions the customer has 14 days to try the product to see if it suits them. If the customer does not feel they have enough time on the trial they are urged to contacts us via email or telephone to extend their trial. If we are not contacted by the customer before the end of their trial they will be billed the full retail value of the product on the 15th day. Our terms and conditions clearly states that after the 14-day trial they will be billed for the product they have received, which is what happened in this case since no contact was made before the end of their 14-day trial. Again, the customer has been refunded in full for the amount of \$66.91, \$4.95 and their membership has been cancelled.

Regards,
Danielle W.
Healthy New Beginnings Inc
1540 International Parkway Suite 2000
Lake Mary, FL 32746

888.656.8893

support@healthynb.com

07/22/2013

cha EMAIL Forward Business response to Consumer

07/24/2013

WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

07/25/2013

OttO MAIL Inform Business - Case Closed RESOLVED

07/25/2013

OttO BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90122903 BBB of Central Florida

Consumer Info:

Brown, Jerry L
228 Minty Dr.

Dayton, OH 45415
937 371-9784 937 279-9715

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

On Jan. 6, 2014 I agreed to a Trial Offer of a product known as Garcinia Cambogia. The Trial Offer was advertised to be \$4.95. I received the product around Jan. 13. On Jan. 22, 2014 my debit card was billed \$86.90. I called and complained about being billed for \$86.90. They said that I had 14 days from the date of the order to decide whether or not I would accept the full subscription of their product, and that was why I was billed the \$86.90. I explained to them that I only received their product on Jan.13, 2014, so I did not have an opportunity to try it for 14 days. I told them that I should have been granted the 14 days and if I'm not satisfied, that I would call and cancel further shipments. I asked that my credit card be refunded for \$86.90 and that I receive no further shipments. They offered a partial refund.

Product_Or_Service: Garcinia Cambogia

Consumer's Desired Resolution:

DesiredSettlementID: RefundComplete refund minus \$4.95

01/22/2014

web BBB Case Received by BBB

01/23/2014

cha BBB Case Reviewed by BBB

01/23/2014

Otto EMAIL Send Acknowledgement to Consumer

01/23/2014

Otto MAIL Notify Business of Dispute

02/04/2014

WEB BBB RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$26.00 (the remainder of the \$86.90 that was not refunded) as of 2-3-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 1-22-2014 we received a call from the customer requesting for a refund. The customer agreed during the call to a 70% refund (\$60.90) to settle and close out the account. We issued the \$60.90 refund on 1-22-2014. We then received an email from the customer on 1-24-2014 explaining how they were not pleased with the 70% refund to settle the account. We informed the customer via email that the account had already been settled by the previous call we received on 1-20-2014 and no further refunds were able to be issued. We do understand that it can take a bit, depending on where the customer's located, to receive the product. If that's the case, the customer is more than welcome to contact us via email or phone to get an extension on their trial. All of this is stated within our terms and conditions and on the order page. Again, the customer has been refunded for the remainder amounting to \$26.00 as of 2-3-2014 and their membership completely canceled. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,

Healthy New Beginning's Complaint Department

02/06/2014

cha EMAIL Forward Business response to Consumer

02/17/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

02/17/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

02/17/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90143364 BBB of Central Florida

Consumer Info:

2000

Brown, Suzanne
755 Daybreak Lane
Carol Stream, IL 60188
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)**Consumer's Original Complaint :**

products Garcinia WOW & Garcinia XS presented in internet ad available for trial @ only 4.95 shipping cost got recurrent charge of 86.90 & 95.44

This company did not mention I only had 14 days to cancel after shipment of products, and a charge of 86.90 for Healthy New Beginnings, and 95.44 for Wonderdiet appeared on my Chase bank statement December 3 & 4, 2014. When I tried to contact the customer service for Garcinia XS # 877-469-9506 I was on hold more than 45 minutes. I emailed them, and never received a reply. Both products come from the same return address: 120 Smith Hines Greenville S.C. 29607. The customer service lady described the two companies as "sister" companies. She gave me a RMA# for the product to return it. I had to call another # 888-656-8893 (30 minutes this time) to try and return the product Garcinia WOW. This is obviously a fraudulent set-up to take people's money on a recurring monthly basis, & difficulty in getting through to their "customer service" is only to discourage people in returning product.

Consumer's Desired Resolution:

I want a full refund for two shipments sent to me: one on December 3, 2014 for 86.90 from Healthy New Beginnings, and December 4, 2014 for 95.44 from Wonderdiet. These products were misrepresented in a trial for "only" 4.95 for shipment costs, when my bank card was charged for above amounts. I am returning shipments of these products sent January 4, 2015, and will inform the BBB if I don't receive promised full refunds.

01/14/2015 web **BBB** Case Received by BBB
01/16/2015 cha **BBB** Case Reviewed by BBB
01/16/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/16/2015 Otto **MAIL** Notify Business of Dispute
02/03/2015 Otto **BBB** No response to first notice to business
02/03/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
02/03/2015 Otto **MAIL** Reminder of Dispute to Business
02/09/2015 WEB **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90143364

Date: 02-09-2015

Customer Name: Suzanne Brown

To whom it may concern,

I would like to preface by stating that the customer has been issued 4 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-02-2014, as of 02-09-2015. The customer has been refunded \$88.49 (Garcinia XS Cleanse product cost) for the charge on 12-02-2014, as of 02-09-2015. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 01-01-2015, as of 02-09-2015. The customer has been refunded \$95.44 (Garcinia XS Cleanse product cost) for the charge on 01-01-2015, as of 01-14-2015. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-18-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS Cleanse weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is

covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 4 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-02-2014, as of 02-09-2015. The customer has been refunded \$88.49 (Garcinia XS Cleanse product cost) for the charge on 12-02-2014, as of 02-09-2015. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 01-01-2015, as of 02-09-2015. The customer has been refunded \$95.44 (Garcinia XS Cleanse product cost) for the charge on 01-01-2015, as of 01-14-2015. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/10/2015

cha EMAIL Forward Business response to Consumer

02/23/2015

Otto BBB No Consumer Response- Assumed Resolved with Letter

02/23/2015

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

02/23/2015

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90126403 BBB of Central Florida

Consumer Info:

2000

Bucca, Kelly
1904 Van Reed Rd. Apt. E14

Wyomissing, PA 19610
484 332-9715 484 332-9715

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Unauthorized credit card purchase. Was told I had 14 days to try to product before canceling but was charged 5 days prior to even receiving the trial.

Trial product was NOT sent on time but yet I was being charged for the whole amount on my credit card without my authorization.

I placed a trial order of Garcinia Cambogia on 2/28/14 for a trial period of 14 days but the product did NOT arrive until 3/18/14 and I was charged the full amount of \$86.90 on my credit card without my consent. When I called to complain, I was basically told that it was my responsibility to call them when I didn't receive the product on a timely fashion and that I could return the product but then I'd have to pay return shipping and \$6.99 for a re-stocking. I do not want to pay one more red cent over what I had already paid for the trial for this product (\$4.95) and I am requesting a full refund of \$86.90 to my credit card.

Consumer's Desired Resolution:

I would like to be refunded \$86.90.

03/19/2014 web **BBB** Case Received by BBB
03/19/2014 cha **BBB** Case Reviewed by BBB
03/19/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/19/2014 Otto **MAIL** Notify Business of Dispute
04/04/2014 Otto **BBB** No response to first notice to business
04/04/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
04/04/2014 Otto **MAIL** Reminder of Dispute to Business
04/10/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90126403

Customer Name: Kelly Bucca

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$87.35 (as of 3-25-2014 for the Amazing Cleanse order) and \$86.90 for the Garcinia Cambogia order as of 4-10-2014. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 2-28-2014 an order was placed for our Amazing Cleanse weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling and a second order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expirations the customer was billed \$87.35 for the Amazing Cleanse order on 3-14-2014 and billed \$86.90 for the Garcinia Cambogia order also on 3-14-2014. Again, the customer's account has been refunded in full for the amounts of \$87.35 (as of 3-25-2014) and \$86.90 as of 4-10-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

04/10/2014 cha **EMAIL** Forward Business response to Consumer
04/10/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

Thank you for my refund.

04/11/2014 Otto **MAIL** Inform Business - Case Closed RESOLVED

04/11/2014

Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90123752 **BBB of Central Florida**

Consumer Info:

Bumbrey, Sophia
6194 Newton Lane

Bealeton, VA 22712
- 540 419-9344

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered s bottle of Garcinia Cambosia for 4.95. a few weeks later i was charged 86.90 on my credit ccard. Phone number went to another company. advertised 4.95 charged weeks later 86.90 tried to call pnone number went to Bio Diamond Anti Wrinkle cream in Siminole, Fl they stated phone numbers were crossed and they didnt have anything to do with it, they gave me an email address for Garcinia.

Consumer's Desired Resolution:

To withdraw their misleading advertisement

02/05/2014

web BBB Case Received by BBB

02/06/2014

cha BBB Case Reviewed by BBB

02/06/2014

Otto EMAIL Send Acknowledgement to Consumer

02/06/2014

Otto MAIL Notify Business of Dispute

02/14/2014

WEB BBB RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 2-14-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. We apologize for any inconvenience this matter may have caused the customer. On 1-22-2014 an order was placed for \$4.95 shipping and handling by the customer for a 30-day supply of our Garcinia Cambogia weight loss supplement to try within a 14-day trial period. If the customer is not satisfied with the product they are to contact us before the end of their trial period to cancel so they are not billed \$86.90 for the product. If the customer feels that 14 days is not enough time then they are urged to contact us via phone or email to extend their trial. All of which is stated on our website, on the order page the order was placed on and within the confirmation email that is sent out to the customer after placing the original order. Their order was confirmed delivered by USPS on 1-30-2014. Please refer to the USPS tracking number for more details: 92748999983355513004112254. Since we were never contacted by the customer prior to the end of their 14-day trial then they were billed \$86.90 for the product that was delivered on 1-30-2014. We were contacted by the customer on 2-07-2014 via email to cancel their membership. We replied stating that their membership has been cancelled on 2-07-2014 and to contact customer care to 1-888-656-8893 to see if they were eligible for any type of a refund. No further contact was made by the customer aside from a BBB complaint. Again, the customer has been refunded in full for the amount of \$86.90 as of 2-14-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,
Healthy New Beginnings

02/18/2014

cha EMAIL Forward Business response to Consumer

02/19/2014

WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

02/19/2014

Otto MAIL Inform Business - Case Closed RESOLVED

02/19/2014

Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90122249 **BBB of Central Florida**

Consumer Info:

Burkett, Jesse
1910 Juniper Ave
Port St Joe, FL 32456
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I did order this product on a trial basis. Within a couple of weeks another order was billed to my card. I did not authorize this charge.

This was the original order of the product for trial.

Order Number: 231335

Ordered On: 12/22/2013 07:35pm

Bill to

Jesse Burkett
1910 Juniper Ave
Port St Joe, FL
32456
United States

Ship to

Jesse Burkett
1910 Juniper Ave
Port St Joe, FL 32456
United States

Items in Your Order

Garcinia Cambogia Trial

Order Total:

\$4.95

On January 05,2014 my credit card was billed \$86.90 for a shipment I did not authorize and as of this point January 10,2014 have not received

We thank you for allowing us to help you achieve your health and fitness goals as quickly, easily, and painlessly as possible.

Consumer's Desired Resolution:

I will take the product that has shipped, but any future shipments or billing to my credit card will not be acceptable.

01/10/2014 **web BBB** Case Received by BBB
01/13/2014 **cha BBB** Case Reviewed by BBB
01/13/2014 **Otto EMAIL** Send Acknowledgement to Consumer
01/13/2014 **Otto MAIL** Notify Business of Dispute
01/21/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$43.50 (the remainder of the \$86.90) as of 1-21-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. No further billings or shipments will be sent or debited from the customer. The \$4.95 was for shipping and handling of the bottle the customer received for the trial, which is stated on the order page prior to placing the order. Once the trial was up, the customer was billed for the product (\$86.90) of which they have received, meaning no other bottle was shipped out. The customer did contact our customer support on 1-16-2014 and agreed over the phone to settle the account with a 50% refund to their account, meaning nothing more would be credited to the customer since we were not receiving the product back from the customer. Again, allow 2-7 business days for the refund to process and post back to the customer's account. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,
Complaint Department
Healthy New Beginnings

01/21/2014 **cha EMAIL** Forward Business response to Consumer
01/22/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
01/22/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED
01/22/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90111249 BBB of Central Florida

Consumer Info:

Bush, Dana
331 Division St
2000
West Mifflin, PA 15122-1813
- 412 848-4343

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

\$86.00 charged for a ONE MONTHS supply bottle of diet pills that are advertised as a free trial offer and only paying shipping?

I signed up for this product via their website for the stated \$4.95 FREE trial bottle (just pay for shipping). Today I realized that they charged me an additional \$86.00 for this one month bottle of diet pills. Not only did I pay 90.00 for a one month supply, but now they are telling me that they will charge me a \$9.95 restocking charge. This company is a straight up scam.

Consumer's Desired Resolution:

I want a COMPLETE refund of this product which includes shipping (4.95), the 86.00 charge they just charged my card plus I will not pay for a \$9.95 restocking fee.

06/19/2013 web **BBB** Case Received by BBB
06/20/2013 cha **BBB** Case Reviewed by BBB
06/20/2013 Otto **EMAIL** Send Acknowledgement to Consumer
06/20/2013 Otto **MAIL** Notify Business of Dispute
07/01/2013 WEB **BBB** RECEIVE BUSINESS RESPONSE : RE: Case # 90111249

To whom it may concern,

I would like to preface by stating that the customer has been refunded for the amount of \$4.95 and \$16.90 (the remainder of the \$86.90 charge) as of 7-01-2013. Please allow 2-7 business days for the refunds to process. On 6-05-2013 Customer signed up for the Healthy New Beginnings Garcinia Cambogia weight loss supplement 14-day trial and paid \$4.95 for shipping and handling. As covered on our order page and within our terms and conditions the customer has 14 days to try the product to see if it suits them. If the customer does not feel they have enough time on the trial they are urged to contact us via email or telephone to extend their trial. If we are not contacted by the customer before the end of their trial they will be billed the full retail value of the product on the 15th day, which was the \$86.90 charge. Customer contacted customer support on 6-19-2013 and arranged for a return of the product and had their membership cancelled. We received the return on 6-24-2013 and the account was refunded \$70.00 which includes a \$9.95 restocking fee and nonrefundable shipping and handling charge of \$6.95. Our terms and conditions clearly states that after the 14-day trial they will be billed for the product they have received, which is what happened in this case since no contact was made before the end of their 14-day trial. We apologize for the confusion but we do wish that the customer had contacted us sooner to resolve the issue. Again, the customer has been refunded in full for both amounts of \$4.95 and \$16.90. Should you have any questions or concerns, please feel free to contact us again.

Regards,
Danielle W.
Healthy New Beginnings Inc
1540 International Parkway Suite 2000
Lake Mary, FL 32746
888.656.8893
support@healthynb.com

07/02/2013 cha **EMAIL** Forward Business response to Consumer
07/15/2013 Otto **BBB** No Consumer Response- Assumed Resolved with Letter

07/15/2013
07/15/2013

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED
Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90122446 BBB of Central Florida

Consumer Info:

Bushart, Randy
P.O. Box 4900

2000

Auburn, CA 95604
530 305-5310

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

When the product I ordered arrived I returned it to sender. They refuse to give me a full refund of \$86.90.

When the product I ordered arrived I returned it to sender. Since according to them, that was not the right way to return a product to them, they could only give me a partial refund "for settlement". That's a good business model if you can keep peoples money because they refuse the order. I refused the package and therefore want a full refund of \$86.90. I saw the pending amount on line in my checking account and was expecting that they would see the return and not go through with the charge, when they did I called, and they refused to give a full refund. I didn't wait, I called the day the charge went through.

Thank You

Problem date: 1/14/2014

Purchase date: 12/27/2013

Product number: Garcinia Cambogia Trial, no number

Order Number: 238561

Account number: no account number

Sales rep: no sales rep

Payment Amount: \$86.90

Payment method: Debit Card

Consumer's Desired Resolution:

refund of \$86.90

01/14/2014

web BBB Case Received by BBB

01/15/2014

cha BBB Case Reviewed by BBB

01/15/2014

Otto EMAIL Send Acknowledgement to Consumer

01/15/2014

Otto MAIL Notify Business of Dispute

01/31/2014

Otto BBB No response to first notice to business

01/31/2014

Otto EMAIL Consumer - Have You Heard From the Company

01/31/2014

Otto MAIL Reminder of Dispute to Business

01/31/2014

WEB BBB RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 1-31-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. All future shipments have been canceled along with their membership. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,

HNB Complaint Department

02/03/2014

cha EMAIL Forward Business response to Consumer

02/11/2014

BBB MORE INFO RECEIVED FROM THE BUSINESS : To whom it may

concern,

We responded to this complaint on 1-31-2014 but it seems it did not go through. Again as stated in the previous response, the customer has been refunded in full for the

amount of \$86.90 as of 1-31-2014 and their membership completely canceled. To clarify, we require an RMA (return merchandise authorization number) prior to returned the product, most online companies have this policy in place. Again, the customer has already been refunded in full for the amount of \$86.90 as of 1-31-2014. Should you have any other questions or concerns, feel free to respond to this response.

Regards,
Healthy New Beginnings

| | | |
|-------------------|------------------|--|
| 02/14/2014 | Otto BBB | No Consumer Response- Assumed Resolved with Letter |
| 02/14/2014 | Otto MAIL | Inform Business - Case Closed ASSUMED RESOLVED |
| 02/14/2014 | Otto BBB | Case closed - ASSUMED RESOLVED |

COMPLAINT ACTIVITY REPORT Case # 90125609 BBB of Central Florida

Consumer Info:

Butolph, Mike
P.O. Box 2253

2000

Helendale, CA 92342
- 760 490-3698

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

"14 day" trial of product on 19 Feb 2014 Rcvd prod on 24 Feb 2014. Being told that 14 days trial began on 19 feb.

called company to remove the re-curring autoship/ charge on my account. Was told that since I placed online order on the 19th of Feb, the 14 day period began that day- as opposed to when I received product. They charged \$86.90 and \$87.35 to my account at 2:21 a.m on the morning of the 5th of March. I called this morning to cancel, but was told that I was outside the 14 day trial. Was given an opportunity to get a refund of 35% the 50% of the charges- but they were going to continue with the charges/ transactions. I maintain that since I rece'd the product (and they could track the arrival of the product) that the "trial" period did not begin until 24 Feb (therefore my 14 day window would not end until the 9th of March)

Consumer's Desired Resolution:

I want the charges against my account to be taken off completely and for no additional transaction to be authorized or completed. In addition, something needs to be done about modifying the terms of service agreement on the website to make it clear that customer's "Trial" Period begins when they place the order versus when they actually gets something in hand.

03/06/2014 web **BBB** Case Received by BBB
03/10/2014 cha **BBB** Case Reviewed by BBB
03/10/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/10/2014 Otto **MAIL** Notify Business of Dispute
03/25/2014 Otto **BBB** No response to first notice to business
03/25/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
03/25/2014 Otto **MAIL** Reminder of Dispute to Business
03/27/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125609

Customer Name: Mike Butolph

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$24.90 (the remainder of the Garcinia Cambogia product cost) as of 3-27-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 2-19-2014 two orders were placed; one for our Garcinia Cambogia weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling and one for our Amazing Cleanse supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 for the Garcinia Cambogia order and \$87.35 for the Amazing Cleanse order. A partial refund of 70% (\$62.00) was refunded on the Garcinia Cambogia order on 3-24-2014 and a full refund of \$87.35 was refunded on the Amazing Cleanse order on 3-06-2014. Again, the customer's account has been refunded in full for the remaining amount of \$24.90 (Garcinia Cambogia order) as of 3-27-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/28/2014 cha **EMAIL** Forward Business response to Consumer
04/08/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter

04/08/2014
04/08/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED
Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90125363 BBB of Central Florida

Consumer Info:

Caksackkar, Andrew
2201 NW 82nd Ave

Pembroke Pines, FL 33024-3514
- 954 391-0731

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

The same as the other 52 complaints with the exception to the call center told me they could only refund up to 50% of the charge. Not satisfied.
Free trial requested on 02/14/2014. Charge from company on bank account statement for \$86.90 on 03/01/2014. Called HEALTHY NEW BEGINN @ 888-6568893 as described on transaction details. Conversation between rep and I was ok. Rep advised bottle unsealed and after 14 days no refund available. Advised rep never saw any notification of agreement account would be auto debited. Advised to elevate call to supervisor. Rep advised able to give 35%. Advised not satisfied. Supervisor advised rep 50% return on charges. Told rep that I do not feel that is OK due to it not being obvious that account will be auto charged. I felt I was jammed into a bad position. Business is refunding 50% of debited charge. Logged onto BBB to check company. Found 52 complaints filed for same reasoning Billing/Collections. It is obvious this is an ongoing issue and the business has not corrected this issue stated by the consumers. Filed complaint due to customer service not providing full refund on known issue.

Consumer's Desired Resolution:

Full refund.

03/03/2014 **web BBB** Case Received by BBB
03/03/2014 **cha BBB** Case Reviewed by BBB
03/03/2014 **Otto EMAIL** Send Acknowledgement to Consumer
03/03/2014 **Otto MAIL** Notify Business of Dispute
03/18/2014 **Otto BBB** No response to first notice to business
03/18/2014 **Otto EMAIL** Consumer - Have You Heard From the Company
03/18/2014 **Otto MAIL** Reminder of Dispute to Business
03/24/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125363

Customer Name: Andrew Caksackkar

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$42.90 (remainder of the \$86.90 charge that had not yet been refunded) as of 3-24-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 2-13-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 2-27-2014 for the product of which they received during the trial period. A partial refund of \$44.00 was issued on 3-03-2014 to settle and close out the account. Again, the customer's account has been refunded in full for the amount of \$42.90 as of 3-24-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/25/2014 **cha EMAIL** Forward Business response to Consumer
03/25/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
I accept there response. Full refund was issued.
03/26/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED

03/26/2014

Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124294 BBB of Central Florida

Consumer Info:

2000

Cardwell, Phillip R.
654 North Edgewood Drive

Sparta, TN 38583
931 738-2760 931 738-2760

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Paid postage of \$4.95 on free sample on Jan 6, 2014. Did not place any orders, but my credit card was charged \$86.90 on 1/21/14. Did not receive notice of this charge and did not receive any additional product.

Consumer's Desired Resolution:

Refund of \$86.90 from Healthy New Beginnings.

02/13/2014 web **BBB** Case Received by BBB
02/18/2014 cha **BBB** Case Reviewed by BBB
02/18/2014 Otto **EMAIL** Send Acknowledgement to Consumer
02/18/2014 Otto **MAIL** Notify Business of Dispute
03/04/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,
I would like to preface by stating that the customer has been refunded in full for the amounts of \$86.90 (Garcinia Cambogia weight loss supplement product cost on 1-18-2014) and \$86.90 (second Garcinia Cambogia weight loss supplement product cost on 2-17-2014) as of 3-04-2014. Please allow 2-7 business days for the refund to process and post back to their account. On 1-04-2014 an order was placed to try our Garcinia Cambogia weight loss supplement for a 14-day trial only paying \$4.95 for shipping and handling. We offer no free trial, only 14-day trials. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via phone or email to extend their trial period. If we are not contacted by the customer prior to the end of their trial then once their trial expires they will be billed for the product(s) of which they received and enrolled in an autoship membership until cancelled. All of which is stated on our website, the order page the order was placed on and within our terms and conditions. Since we were never contacted by the customer prior to the end of their trial then they were billed \$86.90 on the 15th day (1-18-2014). Another bottle was shipped 30 days later on 2-17-2014 and billed a second \$86.90 for the product. We were never contacted by the customer to make any adjustments to their account. Again, the customer has been refunded in full for the amounts of \$86.90 (product cost on 1-18-2014) and \$86.90 (second product cost on 2-17-2014) as of 3-04-2014 and their membership completely cancelled. No other shipments or debits will be made to their account. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,
Healthy New Beginnings

03/04/2014 cha **EMAIL** Forward Business response to Consumer
03/04/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
03/05/2014 Otto **MAIL** Inform Business - Case Closed RESOLVED
03/05/2014 Otto **BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90140853 BBB of Central Florida

Consumer Info:

Carreon, Yesenia
217 Van Molan St

Houston, TX 77022
980 621-9751 980 621-9751

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I was told this trail was only \$4.95. I checked my bank account statement and saw a charge for full price of \$86.90.

After seeing the charge for \$86.90 for the Garcinia Wow with Healthy New Beginnings I contacted customer service, however they refused to reimburse stating that this information was located at the checkout page. I tried locating the page where this was ordered and the information is no longer there. I told the representative that I wanted to return the product and get my money back but she said it wasn't allowed. This is wrong for the company to advertise this 14 day trail when in reality they are charging full price. The website where I order is no longer there and that seems way sketchy. I want my money back for false advertisement. My order number is 709056 was ordered on 11/17/2014 at 2:39 pm My tracking number is 9274 8999 9833 5551 3028 0449 13 and I used my debit card ending in 1442. I am really discusted with the kind of service I received.

Consumer's Desired Resolution:

I want my money refunded the full \$86.90 which caused my bank account to be overdrawn. I will no longer be doing business with this company.

12/01/2014 web BBB Case Received by BBB
12/03/2014 cha BBB Case Reviewed by BBB
12/03/2014 Otto EMAIL Send Acknowledgement to Consumer
12/03/2014 Otto MAIL Notify Business of Dispute
12/18/2014 Otto BBB No response to first notice to business
12/18/2014 Otto EMAIL Consumer - Have You Heard From the Company
12/18/2014 Otto MAIL Reminder of Dispute to Business
12/18/2014 BBB MORE INFO RECEIVED FROM THE CONSUMER : I keep on calling and it takes more than 30 min for someone to get on the phone. Its really stressful. I just wish all of this can get fix because with the holidays around the corner that money could be really useful especially to use towards my kids.
12/29/2014 Otto BBB No Response received from Business on 2nd Notice
12/31/2014 cha BBB Inform Consumer No Response from Business
12/31/2014 Otto EMAIL Inform Consumer - Case Closed UNANSWERED
12/31/2014 Otto MAIL Inform Business - Case Closed UNANSWERED
12/31/2014 Otto BBB Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90127483 **BBB of Central Florida**

Consumer Info:

Carrigg, Monica
105 San Juan Ave

Roseville, CA 95678
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Received "free" bottle on Garcinia Wow, but charged \$86.90 after having less than 14 days. Discontinued since made me ill. Would only reimburse 70%. Ordered "free" bottle of product from a pop-up on my computer, supposed to be charged only shipping of \$4.95. Find \$86.90 charge on my credit card, in addition to the shipping charge. Called, said terms&conditions stated I would be charged after 14-day trial period, if I didn't cancel. One, no terms&conditions were ever on the pop-up. Secondly, I didn't receive the product until 3/29, and it was 4/6 (not 14 days; product wasn't shipped until 13 days ago, since that's when the shipping charge was placed on my card). Thirdly, the product made me ill, but company would not take it back unless unopened, but how could you try something without opening it? Wanted the full \$86.90, but representative said could only give 70%. I want to report this scam, as well as get my full refund.

Consumer's Desired Resolution:

I want the full refund of \$86.90.

04/06/2014 **web BBB** Case Received by BBB
04/07/2014 **cha BBB** Case Reviewed by BBB
04/07/2014 **Otto EMAIL** Send Acknowledgement to Consumer
04/07/2014 **Otto MAIL** Notify Business of Dispute
04/22/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90127483

Customer Name: Monica Carrigg
To whom it may concern,

I would like to preface by stating that the customer has been issued a refund in the amount of \$25.90 (remaining Garcinia Cambogia product cost) as of 04/22/2014. The customer has also accepted a settlement refund of \$61.00, issued on 04/06/2014. Please allow 2 - 7 business days for the refund to process and post back to the customer's account. On 03/21/2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$86.90 for the weight loss supplement at the end of the trial. We apologize for any inconvenience this may have caused the customer. Again, we have issued a refund of \$25.90 for the remaining cost of the product as of 04/22/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

04/23/2014 **cha EMAIL** Forward Business response to Consumer
04/23/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
04/23/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED
04/23/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90128342 BBB of Central Florida

Consumer Info:

2000

Carter, Joan
7119 Brous Avenue

Philadelphia, PA 19149
215 850-4292 215 850-4292

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I cancelled my account the day after the order. The person was rude and hung up on me. I was then charged 87.35 and that overdrafted my account. First of all my bank charged me 35.00 overdraft fee. I received one package not two and called to close my account the next day. I called and the customer service phone number was not in service. I have called my bank to stop payment on any further charges from your company. I have friends that you did the same thing to. I am calling Action News to report your business practices. Your customer service representative said that the package was delivered she was also rude to me. I did not sign for any package.

Consumer's Desired Resolution:

\$87.35 plus \$35.00 overdraft fee

04/19/2014 web BBB Case Received by BBB
04/19/2014 BBB MORE INFO RECEIVED FROM THE CONSUMER : I never signed for any product.
04/21/2014 cha BBB Case Reviewed by BBB
04/21/2014 Otto MAIL Send Acknowledgement to Consumer
04/21/2014 Otto MAIL Notify Business of Dispute
05/02/2014 WEB BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90128342

Customer Name: Joan Carter

To whom it may concern,

I would like to preface by stating that the customer has been issued a full refund in the amount of \$87.35 (Amazing Cleanse product cost) as of 05/02/2014. Please allow 2 - 7 business days for the refund to process and post back to the customer's account. On 03/22/2014 an order was placed for Amazing Cleanse weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Amazing Cleanse trial expiration, the customer was billed \$87.35 for the weight loss supplement at the end of the trial and they are also billed \$87.35 every 30 days until cancellation. We apologize for any inconvenience this may have caused the customer. Again, we have issued a refund of \$87.35 for the cost of the product as of 05/02/2014 and have also completely cancelled the membership to ensure no future charges or shipments. This company and its affiliates are in no way responsible for customer's overdraft fees. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

05/05/2014 cha MAIL Forward Business response to Consumer
05/08/2014 WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

They have refunded my money. I just want to say thank you for your help in this matter.

Respectfully submitted,

Joan Career

05/09/2014

Otto MAIL Inform Business - Case Closed RESOLVED

05/09/2014

Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141167 BBB of Central Florida

Consumer Info:

Caylor, Cortney
2028 Tingen Rd
Broadway, NC 27505
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Purchased product with an offer of only paying 4.95 for S & H and was charged 86.90 without any knowledge of this pending charge.

Purchased advertised product where it said all that was paid was 4.95 for S & H. Now I have a charge for 86.90 that I did not authorize this company to make.

Consumer's Desired Resolution:

I am seeking a refund for the 86.90 that was charged to my account.

12/05/2014 web **BBB** Case Received by BBB
12/08/2014 cha **BBB** Case Reviewed by BBB
12/08/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/08/2014 Otto **MAIL** Notify Business of Dispute
12/23/2014 Otto **BBB** No response to first notice to business
12/23/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/23/2014 Otto **MAIL** Reminder of Dispute to Business
01/05/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/05/2015 cha **BBB** Phone Call or Time Extension
01/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/09/2015 cha **BBB** Inform Consumer No Response from Business
01/09/2015 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
01/09/2015 Otto **MAIL** Inform Business - Case Closed UNANSWERED
01/09/2015 Otto **BBB** Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90123486 **BBB of Central Florida**

Consumer Info:

Chapman, Pat
6022 S.KENNETH
2000
Chicago, IL 60629
773 582-0217 773 582-0217

Business Info:

Healthy New Beginnings, Inc.
1540 International Pkwy Ste
Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

they charged me for there product i didnt want
i ordered the free trial for 4.99 & 1.99 for 24 hr delivery THEY DIDNT HAVE. recieved it after a week, didnt want it .told them about the fraud 24hr.delivery service also cancelled they gave me a cancellation no#273151 & promised the wouldnt take ANY MONEYS FROM MY ACCNT. today jan. 30th. 2014 i found out they went into my debit acct & took out 87.00 jan.24th. after i told them NO. i called back 3 times last call i talked to janice a supervisor, who told me i wanted the product she kept overe talking me saying there isnt ANYTHING I CAN DO ABOUT IT. PLUS I NEVER RECIEVED WHAT THEY SENT ME. SHE WAS RUDE DIDNT CARE ABOUT WHAT I HAD TO SAY & ACTED LIKE SHE DOES THIS ALL THE TIME

Consumer's Desired Resolution:

I WOULD LIKE MY MONEY BACK. THEY HAVE TO MAIL IT BECAUSE I HAD TO CANCEL MY DEBIT CARD FOR FEAR THEY WOULD TAKE OTHER MONEYS

01/31/2014
02/03/2014
02/03/2014
02/03/2014
02/11/2014

web BBB Case Received by BBB
cha BBB Case Reviewed by BBB
Otto EMAIL Send Acknowledgement to Consumer
Otto MAIL Notify Business of Dispute

WEB BBB RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer will be mailed a check for the amount of \$86.90 as of 2-11-2014, per the customer's request to not refund the card that has been cancelled. Please allow 2-10 business days for the check to arrive to the customer's address that was provided upon placing their original order. On 1-08-2014 an order was placed to try a 30-day supply of our Garcinia Cambogia supplement for a 14-day trial period. If the customer feels that 14 days is not enough time, then they are more than welcome to contact us via email or phone to extend their trial. All of this is stated within our terms and conditions and on the order page prior to submitting their order. On 1-08-2014 the customer also paid \$1.98 for rushed shipping, this was refunded on 1-13-2014 when the customer contacted us via phone to obtain a refund of the \$1.98, the customer did not cancel their membership when they contacted us on 1-13-2014. Since we never received contact from the customer prior to the end of the 14-day trial to cancel, they were billed \$86.90 for the product of which they received during the trial period on the 15th day (1-22-2014 at 3:21 AM. On 1-22-2014 at 12:37 PM we were contacted by the customer to cancel their membership and request for a refund of the \$86.90. We offered to issue the customer an RMA (return merchandise authorization number) so they could return the product and obtain a refund once we received the returned merchandise. The customer wanted the refund that day without returning the product. Customer stated that they cancelled their membership prior to the end of the 14-day trial, this statement is not true, they only contacted us to refund the rushed shipping charge, nothing more. Again, the customer has been refunded in full for the amount of \$86.90 via a check and their membership completely cancelled. Allow 2-10 business days for the check to arrive. Should you have any other questions, please feel free to reply to this response.

Regards,
Healthy New Beginnings

02/12/2014
02/24/2014

cha EMAIL Forward Business response to Consumer
Otto BBB No Consumer Response- Assumed Resolved with Letter

02/24/2014
02/24/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED
Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90140700 BBB of Central Florida

Consumer Info:

Christensen, Kellie
45050 164th St

Watertown, SD 57201-7406
605 237-4979 605 237-4979

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

The full amount of the product was not readily disclosed even when the package was received. The product was not delivered for 5 days but the 14 day trial started before I received the product. When the package arrived there was a single slip of paper indicating the customer service phone number and no other order details. I was not aware the full price of the product would be 86.90 or I would not have purchased the product. The deceptive way this company does business is wrong. If a receipt with a summary of the 14 day trial information and the full amount of the product had been included with the shipment I would have cancelled this "subscription service".

Consumer's Desired Resolution:

I would like a refund of in the amount of 86.90 and I will never order from this company in the future as I can see the inappropriate way they conduct business.

11/25/2014 web **BBB** Case Received by BBB
11/26/2014 cha **BBB** Case Reviewed by BBB
11/26/2014 Otto **EMAIL** Send Acknowledgement to Consumer
11/26/2014 Otto **MAIL** Notify Business of Dispute
12/11/2014 Otto **BBB** No response to first notice to business
12/11/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/11/2014 Otto **MAIL** Reminder of Dispute to Business
12/22/2014 Otto **BBB** No Response received from Business on 2nd Notice
12/23/2014 cha **BBB** Phone Call or Time Extension
12/29/2014 Otto **BBB** No Response received from Business on 2nd Notice
12/31/2014 cha **BBB** Inform Consumer No Response from Business
12/31/2014 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
12/31/2014 Otto **MAIL** Inform Business - Case Closed UNANSWERED
12/31/2014 Otto **BBB** Case Closed - UNANSWERED
01/05/2015 cha **BBB** ReOpen the Complaint
01/05/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90140700

Customer Name: Kellie Christensen

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 11-23-2014, as of 12-19-2014. The customer has been refunded \$88.49 (Garcinia XS product cost) for the charge on 11-23-2014, as of 12-19-2014. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-09-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered.

The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 11-23-2014, as of 12-19-2014. The customer has been refunded \$88.49 (Garcinia XS product cost) for the charge on 11-23-2014, as of 12-19-2014. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

01/05/2015 **cha EMAIL** Forward Business response to Consumer

01/05/2015 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

I have received both refunds And would still add they do not document enough the fact that you have to contact them within 14 days. Even when I received the package the slip in the box did not say anything about canceling within 14 days or be billed over 120+ dollars.

01/05/2015 **Otto MAIL** Inform Business - Case Closed RESOLVED

01/05/2015 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90122783 BBB of Central Florida

Consumer Info:

2000

Cloyd, John
7244 Old Kentucky Road

Sparta, TN 38583
- 931 761-7274

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

signed up online for free trial of garcinia cambosia diet pills suppose to be shipping only ;now i have been charged 89.60 for one bottle of garcinia discover was charged 4.95 for shipping then 15 days later 89.60 charged to discover no more product has come to me and customer service 888-656-8893 Ashley said sorry that is what i signed up for her supervisor also pretty much same story 1/20/14 when i realized their scam(healthy new beginnings)supervisor said could issue refund if product post marked by 1-22-14 i am going to try this but dont trust them so doubt will get my money back,please help stop this company from ripping people off.there was nothing about this seen online when i ordered they must have it hidden from consumers.John Cloyd

Consumer's Desired Resolution:

never charge me again let me ship the untouched unsealed product back for full refund of 89.60+ 4.95 shipping since product is unsealed and i have as of today 1-20-14 only received one bottle.

01/20/2014

web BBB Case Received by BBB

01/21/2014

cha BBB Case Reviewed by BBB

01/21/2014

Otto EMAIL Send Acknowledgement to Consumer

01/21/2014

Otto MAIL Notify Business of Dispute

01/28/2014

WEB BBB RECEIVE BUSINESS RESPONSE : To who it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 1-28-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. We apologize for any inconvenience this matter may have caused the customer. On 12-22-2013 the customer paid \$4.95 for shipping and handling for a 30-day supply of our Garcinia Cambogia weight loss supplement to try for a 14-day trial. We do not offer any "free trials". If we are not contacted by the customer prior to the end of their 14-day trial, then they are billed the full price (\$86.90) of the product of which was shipped out to them shortly after placing the order. Since we never heard from the customer to cancel, they were billed for the product that they received. All of which is clearly stated on our order page. Again, the customer has been refunded in full for the amount of \$86.90 and their membership completely canceled. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,
HNB Complaint Department

01/29/2014

cha EMAIL Forward Business response to Consumer

02/02/2014

WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

Money back thanks so much

02/03/2014

Otto MAIL Inform Business - Case Closed RESOLVED

02/03/2014

Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90116425 **BBB of Central Florida**

Consumer Info:

Colquette, Shirley
9382 Adams Street

2000

Terrell, TX 75160

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I have been charged an extra \$173.80 on my visa without my permission.

I ordered Garcinia Cambogia in April 2013 for \$44.90 to try for a dietary supplement to lose some weight. My visa was billed on 04/29/13.

On 05/16/13 my visa was billed another \$86.90 without my permission. When I received this shipment, I returned it because I had not even started the first order because I had been on antibiotics for a sinus infection. Then on 06/17/13, I was charged another \$86.90 without my permission. This time I returned all the products. I do not want to do business with someone who thinks they can charge my visa whenever they get ready WITHOUT My PERMISSION. I want my total monies refunded \$218.70.

These people need to be held accountable. Senior citizens that rely on mail order have no choice and if we can't trust people, we have no other alternative.

I am also deaf and cannot use a phone so I will have to rely on email. Please help me to get my money back.

The guys name where the product came from is:

Brandon Clark

2338 Rowland Ave

Savannah, GA 31404-4446

He should be accountable for this also. The products were sent from his address and returned to him. The billing to my visa is from Healthy New Beginnings. Thank you for your assistance.

Consumer's Desired Resolution:

TOTAL REFUND of \$218.70 and a note attached so that people know how they do business.

09/17/2013 web **BBB** Case Received by BBB
09/19/2013 cha **BBB** Case Reviewed by BBB
09/19/2013 Otto **EMAIL** Send Acknowledgement to Consumer
09/19/2013 Otto **MAIL** Notify Business of Dispute
10/07/2013 Otto **BBB** No response to first notice to business
10/07/2013 Otto **EMAIL** Consumer - Have You Heard From the Company
10/07/2013 Otto **MAIL** Reminder of Dispute to Business
10/18/2013 Otto **BBB** No Response received from Business on 2nd Notice
10/28/2013 cha **BBB** Phone Call or Time Extension
10/29/2013 cha **BBB** RECEIVE BUSINESS RESPONSE : From: Garcinia Cambogia

(mailto:support@healthynb.com)

Sent: Tuesday, October 29, 2013 1:03 PM

To: Candace Harmon

Subject: Re: Case ID 90116425 Reminder

Hello ,

My name is Opal, one of our customer care representatives with Garcinia WoW. We do take great pride in our customer service here, and certainly want to help you out. For your own protection and for security purposes, we cannot make any changes to an order via email. If you would like to cancel or have any questions or concerns, please contact our customer care line and our agents will be happy to assist you!

Thank you,

Opal
Garcinia Wow
Phone: 1- 888-656-8893

10/29/2013 cha **EMAIL** Forward Business response to Consumer
10/31/2013 WEB **BBB** BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE
: (The consumer indicated he/she DID NOT accept the response from the business.)

I cannot respond by phone. I am totally deaf and have to rely on email as my way of communication. I did NOT authorize additional pills to be sent every 30 days and the price to double. All the pills have been returned. My niece called Healthy New Beginnings for me and was told that they had tried to issue credit to my credit card but it would not go through that the card was no longer good. Well, I use that card twice a month for my AVON business. I know it is a good and current card. So they the company said that they would mail me a check. Of course, I have not received that either.

11/04/2013 cha **MAIL** Forward Consumer Rebuttal to Business
11/05/2013 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : On Friday, November 1, 2013, I did receive a check BUT the check is ONLY for \$86.90. This is NOT acceptable when I am owed \$218.70. My niece contacted their business office again and the person told her that she would check into the matter. I will email as soon as we receive a response. I am very upset over this whole situation. I no longer trust doing mail order with ANYONE. This is not fair to senior citizens who do not choose to go to malls and big cities to do their shopping. Something has got to be done.

11/12/2013 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : On Nov. 8th, my niece talked to the Representative, she said that I had signed an agreement. I ordered through an advertisement on facebook and did not sign anything. She said I did not cancel and send back timely. The pills were shipped from Brandon Clarke's address so that is where I returned every shipment. The first shipment was received in April. The second shipment was received in May and returned with a letter to NOT send any more pills or charge anymore to my visa. In June I received another shipment. On June 20, I returned ALL pills to BRANDON CLARK, Representative of Healthy New Beginnings. He now has all the pills and Healthy New Beginnings has my money. There is a lot of fraud and abuse going on in this company. I am ready for the next step.

11/15/2013 **Otto BBB** No Response from Business re: Consumer Rebuttal
11/19/2013 cha **BBB** RECEIVED BUSINESS' REBUTTAL RESPONSE : To whom it may concern,

We apologize for the confusion and will be sending out another check for the amount of \$131.80. Please allow 2-10 business days for the check to arrive. Should you have any other questions, feel free to contact us again.

Regards,
Complaint Department,
Healthy New Beginnings Inc
1540 International Parkway Suite 2000
Lake Mary, FL 32746
888.656.8893
support@healthynb.com

11/19/2013 cha **EMAIL** Send Business' Rebuttal Response to Consumer
12/02/2013 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
12/02/2013 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
12/02/2013 **Otto BBB** Case closed - ASSUMED RESOLVED
12/10/2013 cha **BBB** ReOpen the Complaint
12/10/2013 cha **BBB** BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE
: On 11-19-13 Jonathan Dorko with Healthy New Beginnings stated that a check would be sent to me for \$131.80 for the remainder of the monies owed to me. He stated that it could take up to 10 days. I allowed two weeks and I still have not received a check and I DID NOT close this case. This case has NOT been settled. I just came online to register the complaint of his lie again and saw where the case has been closed without my knowledge. I check my mail every day and have not had any communication on this complaint. Please leave this open until I am paid what monies are due me.
12/10/2013 cha **MAIL** Forward Consumer Rebuttal to Business

12/23/2013
12/23/2013
12/23/2013
12/23/2013
12/23/2013

Otto **BBB** No Response from Business re: Consumer Rebuttal
cha **BBB** Bureau judged complaint to be closed UNRESOLVED
Otto **EMAIL** Inform Consumer - Case Closed UNRESOLVED
Otto **MAIL** Inform Business - Case Closed UNRESOLVED
Otto **BBB** Case Closed UNRESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141008 BBB of Central Florida

Consumer Info:

2000

Combs, Kristin
339 Ludlow Avenue Apt 7Cincinnati, OH 45220
- 513 316-5222**Business Info:** Healthy New Beginnings, Inc.
1540 International Pkwy SteLake Mary, FL 32746-5096
888 656-8893**Location Involved:** (Same as above)**Consumer's Original Complaint :**

I signed up to receive a free bottle of this company's product and was charged again after two weeks for an order I did not place.

On November 17, 2014, I ordered two "free" bottles of the company's product, under the understanding that I would only have to pay \$4.95 for shipping for each bottle. The bottles arrived approximately 10 days later. As per many other individuals I failed to notice any "fine print" when I was placing my order. On December 1st I noticed a new charge on my account, this time for \$86.90. I never placed another order with this company and I assume this is part of the deceptive "fine print" that nobody seems to read when ordering from their website.

I attempted to call the number that the company gave me several times (one of which I spent an hour and a half on hold), but was never received by a customer service representative. I have since sent two emails asking them to cancel any and all accounts and subscriptions I have with the company. I have received no response.

I have contacted my bank and changed the number of the credit card I used to place the original order, but I still have been unable to contact the company whatsoever.

Consumer's Desired Resolution:

I would like a refund for the product that I did not order. I would also like to cancel any and all accounts or subscriptions that this company has under my name.

12/03/2014 web BBB Case Received by BBB
12/03/2014 cha BBB Case Reviewed by BBB
12/03/2014 Otto EMAIL Send Acknowledgement to Consumer
12/03/2014 Otto MAIL Notify Business of Dispute
12/19/2014 Otto BBB No response to first notice to business
12/19/2014 Otto EMAIL Consumer - Have You Heard From the Company
12/19/2014 Otto MAIL Reminder of Dispute to Business
12/30/2014 Otto BBB No Response received from Business on 2nd Notice
12/31/2014 cha BBB Inform Consumer No Response from Business
12/31/2014 Otto EMAIL Inform Consumer - Case Closed UNANSWERED
12/31/2014 Otto MAIL Inform Business - Case Closed UNANSWERED
12/31/2014 Otto BBB Case Closed - UNANSWERED
01/05/2015 cha BBB ReOpen the Complaint
01/05/2015 cha BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90141008

Customer Name: Kristin Combs

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$4.95 (Garcinia Cambogia shipping cost) for the charge on 11-17-2014, as of 12-23-2014. The customer has been refunded \$4.95 (Garcinia Elite Slim shipping cost) for the charge on 11-17-2014, as of 12-23-2014. These are the only two charges that are associated with this account. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-17-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia Elite Slim weight loss supplements to try for a 14-

day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$4.95 (Garcinia Cambogia shipping cost) for the charge on 11-17-2014, as of 12-23-2014. The customer has been refunded \$4.95 (Garcinia Elite Slim shipping cost) for the charge on 11-17-2014, as of 12-23-2014. These are the only two charges that are associated with this account. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015

cha EMAIL Forward Business response to Consumer

01/05/2015

WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

01/05/2015

OttO MAIL Inform Business - Case Closed RESOLVED

01/05/2015

OttO BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141490 BBB of Central Florida

Consumer Info:

Cooper, Carlton
419 John Ave

Essex, MD 21221
410 391-7090 443 506-9786

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Cannot reach customer to cancel product.

I purchased product from company over the internet and as a trial basis had 14 days to cancel without any additional shipments being sent and no additional charges to my account. However, when you call the company, you're automatically sent to hold and no one ever picks up the phone. I have tried many times and at different times during the day with the same results. No answer. My account is now being charged and I wish to stop this charge immediately.

Consumer's Desired Resolution:

I expect a refund for the amount charged to my account in the amount of \$175.00. No additional shipments of their product.

| | | |
|-------------------|-------------------|--|
| 12/10/2014 | web BBB | Case Received by BBB |
| 12/11/2014 | cha BBB | Case Reviewed by BBB |
| 12/11/2014 | Otto EMAIL | Send Acknowledgement to Consumer |
| 12/11/2014 | Otto MAIL | Notify Business of Dispute |
| 12/26/2014 | Otto BBB | No response to first notice to business |
| 12/26/2014 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 12/26/2014 | Otto MAIL | Reminder of Dispute to Business |
| 01/06/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/07/2015 | cha BBB | Phone Call or Time Extension |
| 01/12/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/12/2015 | cha BBB | Inform Consumer No Response from Business |
| 01/12/2015 | Otto EMAIL | Inform Consumer - Case Closed UNANSWERED |
| 01/12/2015 | Otto MAIL | Inform Business - Case Closed UNANSWERED |
| 01/12/2015 | Otto BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90127726 BBB of Central Florida

Consumer Info:

Corcoran, Kristen
13340 Spruce Run Dr 101

2000

North Royalton, OH 44133
- 440 838-1880

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I purchased a product for \$4.95 on my credit card it showed up on my bill fine Two weeks later a charge for 86.90 was on my credit card not authorized
On march 2nd 2014, I made a purchase of a product on line using my visa credit card. The product was \$4.95. The product showed up on my credit card bill the next week fine. Two weeks later on March 20th my credit card statement had another charge on it from Healthy New Beginnings for \$86.90 that I did not authorize. I can not find a phone number for them that gets me to talk with anyone to get this charged removed from my bill.

Consumer's Desired Resolution:

I would like a full refund of \$86.90 and for them to throw away my information so they never can charge my card without my authorization.

04/09/2014 **web BBB** Case Received by BBB
04/10/2014 **cha BBB** Case Reviewed by BBB
04/10/2014 **Otto MAIL** Send Acknowledgement to Consumer
04/10/2014 **Otto MAIL** Notify Business of Dispute
04/22/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90127726

Customer Name: Kristen Corcoran

To whom it may concern,

I would like to preface by stating that the customer has been issued two refunds in the amount of \$86.90 (Garcinia Cambogia product cost) for charges on 03/16/2014 and 04/15/2014 as of 04/22/2014. Please allow 2 -7 business days for the refund to process and post back to the customer's account. On 03/02/2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$86.90 for the weight loss supplement at the end of the trial and they are also billed \$86.90 every 30 days until cancellation. We apologize for any inconvenience this may have caused the customer. Again, we have issued two refunds of \$86.90 for charges on 03/16/2014 and 04/15/2014 as of 04/22/2014. We have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

04/23/2014 **cha MAIL** Forward Business response to Consumer
05/05/2014 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
05/05/2014 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
05/05/2014 **Otto BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90127881 BBB of Central Florida

Consumer Info:

Cowdrey, Kris
P.O. Box 272

Greer, SC 29652
864 434-0813 864 434-0813

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Charged me for something they shouldn't have
I placed an order that advertised 14 day trial. Before the trial period was up, I was charged and additional \$86.90. I want this money refunded and all future orders cancelled. I have no desire to do business with an organization that operates in this manner.

Consumer's Desired Resolution:

\$86.90

04/12/2014 web **BBB** Case Received by BBB
04/15/2014 cha **BBB** Case Reviewed by BBB
04/15/2014 Otto **EMAIL** Send Acknowledgement to Consumer
04/15/2014 Otto **MAIL** Notify Business of Dispute
04/22/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90127881

Customer Name: Kris Cowdrey

To whom it may concern,

I would like to preface by stating that the customer has been issued a full refund in the amount of \$86.90 (Garcinia Cambogia product cost) as of 04/22/2014. Please allow 2 -7 business days for the refund to process and post back to the customer's account. On 03/28/2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$86.90 for the weight loss supplement at the end of the trial. We apologize for any inconvenience this may have caused the customer. Again, we have issued a full refund of \$86.90 for the cost of the product as of 04/22/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

04/23/2014 cha **EMAIL** Forward Business response to Consumer
05/05/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
05/05/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
05/05/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90140534 BBB of Central Florida

Consumer Info:

Cox, Danny
5214 W. Port AU Prince Ln.

2000

Glendale, AZ 85306
602 561-3860 602 561-3860

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Cancelled my trial within 14 days (Ordered on 11/7/14) and emailed 11/10/14 to cancel and spoke with them on 11/21/14--Still charged \$86.90 and \$6.95

Cancelled my trial within 14 days (Ordered on 11/7/14) and emailed 11/10/14 and 11/12/14 to cancel and called SEVERAL times with NO ANSWER. Finally, left phone sit on speaker--after an hour of waiting, I spoke with them on 11/21/14--Still charged \$86.90 and \$6.95

Consumer's Desired Resolution:

Please refund my two NEW charges of 86.90 and 6.95

11/21/2014 web **BBB** Case Received by BBB
11/24/2014 cha **BBB** Case Reviewed by BBB
11/24/2014 Otto **EMAIL** Send Acknowledgement to Consumer
11/24/2014 Otto **MAIL** Notify Business of Dispute
12/09/2014 Otto **BBB** No response to first notice to business
12/09/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/09/2014 Otto **MAIL** Reminder of Dispute to Business
12/22/2014 Otto **BBB** No Response received from Business on 2nd Notice
12/23/2014 cha **BBB** Phone Call or Time Extension
12/29/2014 Otto **BBB** No Response received from Business on 2nd Notice
12/31/2014 cha **BBB** Inform Consumer No Response from Business
12/31/2014 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
12/31/2014 Otto **MAIL** Inform Business - Case Closed UNANSWERED
12/31/2014 Otto **BBB** Case Closed - UNANSWERED
01/05/2015 cha **BBB** ReOpen the Complaint
01/05/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90140534

Customer Name: Danny Cox

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 11-21-2014, as of 12-19-2014. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 11-21-2014, as of 12-19-2014. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-07-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia Elite Slim weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 11-21-2014, as of 12-19-2014. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 11-21-2014, as of 12-19-2014. Please allow 2 - 10 business days

for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015

cha EMAIL Forward Business response to Consumer

01/16/2015

Otto BBB No Consumer Response- Assumed Resolved with Letter

01/16/2015

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

01/16/2015

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90123530 BBB of Central Florida

Consumer Info:

Creeden, Peggy
540 Park Ave

2000

Manistique, MI 49854
906 286-4085 906 286-4085

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Charged my account for over 80 dollars before the 14 day trial period, and then told me they dont take shipping time into consideration.

They initially charged my debit card the 4.95 that I authorized, then I only had the product for 4 days and notices another charge on my card for 89 dollars, when I called to have them reverse the charge they stated my fourteen days was over and therefore they could charge the 89 dollars, when I explained I only had the product for 4 days, they said it didnt matter how long I had them, they count from the day of order. This is a scam and I need my money back.

Consumer's Desired Resolution:

I want a complete refund for the 89 dollar charge to my debit card.

02/01/2014

web BBB Case Received by BBB

02/03/2014

cha BBB Case Reviewed by BBB

02/03/2014

Otto EMAIL Send Acknowledgement to Consumer

02/03/2014

Otto MAIL Notify Business of Dispute

02/11/2014

WEB BBB RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 2-11-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 01-18-2014 an order was placed for a 30-day supply of our Garcinia Cambogia supplement for a 14-day trial paying only \$4.95 shipping and handling. The customer has 14-days from the date the original order was placed to see if the product suits them. If the customer feels that 14 days is not enough time, then they are more than welcome to contact us via email or phone to extend their trial, all of which is clearly stated in our terms and conditions prior to placing the order. Since we never received contact from the customer until after the 14-day trial period was up they were indeed billed \$86.90 for the product of which they received shortly after placing their order on the 15th day. Again, this is also stated within our terms and conditions and also on the order page prior to submitting their order. The customer has been refunded \$86.90 and their membership completely canceled. Should you have any other questions or concerns, please feel free to respond to this reply.

Regards,

Healthy New Beginnings

02/12/2014

cha EMAIL Forward Business response to Consumer

02/12/2014

WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

I am satisfied that the funds have been returned, however this company is taking advantage of people, they still have an ad that I see frequently on facebook that clearly states 30 day supply for 4.95 no other costs. I think they should be held responsible for false and misleading advertising.

02/12/2014

cha MAIL Inform Business - Case Closed RESOLVED

02/12/2014

Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90127381 BBB of Central Florida

Consumer Info:

Crone, Megan
319 Independence Dr

2000

Stafford, VA 22554
- 540 498-6715

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Card was charged and pills were sent without notice this would occur after ordering from a trial period offer.

I was charged \$86.90 and received more pills in the mail. I ordered a \$4.95 trial with Garcinia Cambogia and nowhere did I see there would be an additional charge or additional pills. I do not want the pills and I want my credit card refunded.

Consumer's Desired Resolution:

Refund of \$86.90

04/03/2014 web **BBB** Case Received by BBB
04/07/2014 cha **BBB** Case Reviewed by BBB
04/07/2014 Otto **EMAIL** Send Acknowledgement to Consumer
04/07/2014 Otto **MAIL** Notify Business of Dispute
04/22/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90127381

Customer Name: Megan Crone
To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for four charges. The customer has received two refunds of \$86.90 (Garcinia Cambogia product cost) and also two refunds of \$87.35 (Amazing Cleanse product cost) as of 04/22/2014. Please allow 2 -7 business days for the refunds to process and post back to the customer's account. On 02/08/2014 two orders were placed; one for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling and one for our Amazing Cleanse supplement to try for a 14-day trial paying \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia and Amazing Cleanse trial expirations, the customer was billed \$86.90 and \$87.35 for the weight loss supplements and the customer also was billed every 30-days after the end of trial. We apologize for any inconvenience this may have caused the customer. Again, we have issued four refunds; two for \$86.90 as of 04/22/2014 for the Garcinia Cambogia and also two for \$87.35 as of 04/22/2014 for the Amazing Cleanse and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

04/23/2014 cha **EMAIL** Forward Business response to Consumer
05/05/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
05/05/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
05/05/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90127858 BBB of Central Florida

Consumer Info:

Crowder, Sharon
112 Gurten Street

New Bern, NC 28562
757 338-6574 757 338-6574

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I was on a website paying a bill. After I paid the bill, I was selected to complete a survey. After completion of the survey, a pop up reported "congratulations you have won a free gift" all you pay is shipping and handling. There were a list of items to choose from. I chose the Garcinia Wow product claiming that Dr. Oz endorsed this product. I entered my credit card information and received the product approximately 1 week later. I checked my checking account as I often do and noticed that I had an automatic debit for \$65 from Healthy New Beginnings. I called the company to see why I received the charge and was told that their was a disclaimer at the bottom of the page. I didn't see a disclaimer at the bottom of the page. It was a list of gifts and chose one then entered my credit card information. I was told by representative that unfortunately I agreed to the information on the page. I only agreed to \$4.95. I asked to speak to a manager who said they could give me half my money. I didn't want half and I thought it was very inappropriate to deceive the consumer.

Product_Or_Service: Garcinia Wow

Order_Number: 424361

Consumer's Desired Resolution:

DesiredSettlementID: RefundI would like my money fully refunded back to me with the exception of the \$4.95.

04/11/2014 web **BBB** Case Received by BBB
04/17/2014 cha **BBB** Case Reviewed by BBB
04/17/2014 Otto **EMAIL** Send Acknowledgement to Consumer
04/17/2014 Otto **MAIL** Notify Business of Dispute
04/29/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90127858

Customer Name: Sharon Crowder

To whom it may concern,

I would like to preface by stating that the customer has been issued a refund in the amount of \$65.17 (Garcinia Cambogia product cost) as of 04/29/2014. Please allow 2 -7 business days for the refund to process and post back to the customer's account. On 03/16/2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$86.90 for the weight loss supplement at the end of the trial and they are also billed \$86.90 every 30 days until cancellation. We apologize for any inconvenience this may have caused the customer. Again, we have issued a refund of \$65.17 for the cost of the product as of 04/29/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

05/01/2014 **cha EMAIL** Forward Business response to Consumer
05/10/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated
he/she ACCEPTED the response from the business.)
05/12/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED
05/12/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90127500 BBB of Central Florida

Consumer Info:

Culver, Bobbie
6007 Rdige Creek CT.

2000

Louisville, KY 40291
- 502 403-3072

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I cancelled the subscription and wanted a refund but was unable to get one because I did not have the product yet. They will not give me a refund.

I ordered Garcinia Cambogia for a trial period. Before receiving my next bottle I was charged \$86.90, weeks later I finally received the bottle. When I started getting to the middle I called and cancelled my subscription on 3/24/14. But on 4/5/14 I noticed I had been charged another \$86.90 but had not received any product. When I called to tell the company I needed a refund and I didn't receive the product they told me it had been delivered, which it hadnt. And I couldnt get my money back unless I returned the product, although I didn't get the product. After spending nearly an hour on the phone and on hold waiting for a supervisor, I was told that they are not responsible for lost and stolen items and they still would NOT give me my refund. Instead, they gave me a tracking number to go and "find" the package that "was" delivered to my house. I finally found the package and will be sending the product back ASAP. I will wait to see how long it takes for them to receive my return and get my refund settled. Will NOT be using this company again!!

Consumer's Desired Resolution:

I just want my \$86.90 back and my account to be cancelled AND deleted!

04/07/2014 web **BBB** Case Received by BBB
04/07/2014 cha **BBB** Case Reviewed by BBB
04/07/2014 Otto **EMAIL** Send Acknowledgement to Consumer
04/07/2014 Otto **MAIL** Notify Business of Dispute
04/22/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90127500

Customer Name: Bobbie Culver

To whom it may concern,

I would like to preface by stating that the customer has been issued two refunds in the amount of \$86.90 (Garcinia Cambogia product cost) as of 04/22/2014. Please allow 2 -7 business days for the refund to process and post back to the customer's account. On 02/10/2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$86.90 for the weight loss supplement at the end of the trial and also billed 30 days after the trial charge, as per terms and conditions. We apologize for any inconvenience this may have caused the customer. Again, we have issued two full refunds of \$86.90 as of 04/22/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

04/23/2014 cha **EMAIL** Forward Business response to Consumer
04/23/2014 **WEB BBB** BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE
: (The consumer indicated he/she DID NOT accept the response from the business.)

I have never received ANY refunds for this product. So please make sure you have the right person!!! And I tried to speak with them on the phone and they told me they would not do a refund due to not having the product to ship back! If a refund is going to be given that is great, but don't say it has if it has not! Again neither one of the \$86.90 was refunded!

04/28/2014 **cha BBB** DISPUTE RESOLVED- WITH LETTER : My refund has been placed on my account. Thanks

04/28/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED

04/28/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90122801 BBB of Central Florida

Consumer Info: Daly, Patrick
4801 W.PALMWOOD Lane
2000
Post Falls, ID 83854
- 208 262-9040

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste
Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

free trial time taken up in shipping time and was billed \$89.00 instead of the \$4.95 as in the ad. tried the product just to find out that 10 days of the trial period was taken up in shipping. Billed me \$89.00 instead of the advertised \$4.95 shipping as advertised. also wanted to include me on their auto ship program. I have email the not to do that and to cancel any program they have and not to auto ship anything

Consumer's Desired Resolution:

my \$89.00 refunded

01/21/2014 web BBB Case Received by BBB
01/21/2014 cha BBB Case Reviewed by BBB
01/21/2014 Otto EMAIL Send Acknowledgement to Consumer
01/21/2014 Otto MAIL Notify Business of Dispute
01/27/2014 cha BBB DISPUTE RESOLVED- WITH LETTER : refund issued today and any membership has been canceled. Thank you so much!
01/27/2014 Otto MAIL Inform Business - Case Closed RESOLVED
01/27/2014 Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90142870 BBB of Central Florida

Consumer Info:

Dame, Christopher
120 Oak St

2000

Ballston Spaspa, NY 12020
- 518 588-1560

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I signed up for a free trial. Few weeks later my bank card was billed \$86.90
I called Cust Svc Supvr and demanded a full refund, she would only agree to refund half the fee
and would not let me speak to any higher Mgmt. The product did not work and I want a full refund
as I was mislead that it was a "free trial". Same as everyone else complaining. My card was billed
on 12/30/14, I called right around that time.

Consumer's Desired Resolution:

I want my bank card to be refunded the entire fee of \$86.90. I will pay the shipping as I did agree
to do that in the beginning.

01/07/2015 web **BBB** Case Received by BBB
01/08/2015 cha **BBB** Case Reviewed by BBB
01/08/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/08/2015 Otto **MAIL** Notify Business of Dispute
01/23/2015 Otto **BBB** No response to first notice to business
01/23/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
01/23/2015 Otto **MAIL** Reminder of Dispute to Business
02/03/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/10/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90142870

Date: 02-05-2015

Customer Name: Christopher Dame (Account Holder: Chris Dame)

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds
for the products that they ordered. The customer has been issued a refund of \$88.49 (Garcinia XS
Cleanse product cost) for the charge on 12-17-2014, as of 02-05-2015. The customer has been
refunded \$43.45 (remaining Garcinia Cambogia product cost) for the charge on 12-29-2014, as of
02-05-2015. The customer has previously accepted a settlement refund of \$43.45, issued on 12-
30-2014, for this order. Please allow 2 - 10 business days for the customer to receive these
refunds. On 12-01-2014, two orders were placed; one for our Garcinia XS Cleanse and one for our
Garcinia Cambogia weight loss supplements to try for a 14-day trial period paying only \$4.95 for
shipping and handling, per order. If a customer feels that 14 days is not enough time to try the
product(s) they are urged to contact us via email or phone to obtain an extension. If we are not
contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the
product(s) of which they have received. All of which is covered on our order pages, our website and
within our terms and conditions. Since no contact was made prior to the end of the trial periods,
the customer was billed for what they have received. We apologize for any inconvenience that this
matter may have caused the customer. Again, the customer has been issued 2 refunds for the
products that they ordered. The customer has been issued a refund of \$88.49 (Garcinia XS Cleanse
product cost) for the charge on 12-17-2014, as of 02-05-2015. The customer has been refunded
\$43.45 (remaining Garcinia Cambogia product cost) for the charge on 12-29-2014, as of 02-05-
2015. The customer has previously accepted a settlement refund of \$43.45, issued on 12-30-2014,
for this order. Please allow 2 - 10 business days for the customer to receive these refunds. Should
you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/10/2015 **cha EMAIL** Forward Business response to Consumer
02/10/2015 **WEB BBB** BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE
: (The consumer indicated he/she DID NOT accept the response from the business.)

I would like to say that to date I have not received the refund for \$88.49, until this refund is received I will not mark this as accepted. Also, I did not 'accept' the settlement of \$43.45 when I spoke to customer service. They told me that was all they could do for me and I vocalized my displeasure at that time. At this time I am willing to accept the \$43.45 and the \$88.49 (once it has been received) just to be done with this company. thank you.

02/10/2015 **cha MAIL** Forward Consumer Rebuttal to Business
02/16/2015 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : the \$88.49 that Helathy New Beg said they were going to refund me is still not in my bank account. Please assist as it has been longer than the 10 days they said it would be.

Thank You,
Christopher Dame

02/23/2015 **OttO BBB** No Response from Business re: Consumer Rebuttal
03/03/2015 **cha BBB** Phone Call or Time Extension

COMPLAINT ACTIVITY REPORT Case # 90143197 BBB of Central Florida

Consumer Info:

Dasaro, Christine
485 E Foothill BLVD Suite A 289

2000

Upland, CA 91786
- 909 969-8459

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Billed me 200 dollars for product that was supposed to be a free trial
There was no bill with the bottle and no way to contact the company with the bottle.

Consumer's Desired Resolution:

I want my money back

| | | |
|-------------------|-------------------|--|
| 01/12/2015 | web BBB | Case Received by BBB |
| 01/16/2015 | cha BBB | Case Reviewed by BBB |
| 01/16/2015 | Otto EMAIL | Send Acknowledgement to Consumer |
| 01/16/2015 | Otto MAIL | Notify Business of Dispute |
| 02/03/2015 | Otto BBB | No response to first notice to business |
| 02/03/2015 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 02/03/2015 | Otto MAIL | Reminder of Dispute to Business |
| 02/16/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 02/26/2015 | cha BBB | Phone Call or Time Extension |
| 03/02/2015 | Otto BBB | No Response received from Business on 2nd Notice |

COMPLAINT ACTIVITY REPORT Case # 90140811 BBB of Central Florida

Consumer Info:

Davila, Erica
1208 South 22nd Street None

2000

Saint Joseph, MO 64507
816 244-5018 816 244-5018

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)**Consumer's Original Complaint :**

I ordered a product Garcinia Wow from Healthy New Beginnings agreeing to a \$4.95 charge. They charged that plus \$86.90 & gave my info away.

I recently ordered a product called Garcinia Wow from Healthy New Beginnings. I saw an advertisement online for a free trial of the product and it said I only had to pay the shipping and handling of \$4.95. About a week later i received the Garcinia Wow and another product called Garcinia XS. These are both weight loss and fat burning tablets. I assumed the two different tablets were a combination like product to be taken together, so that's what i have done for the past week. Today i just received my bank statement, and there was the shipping charge of \$4.95, but also another charge of \$86.90 from healthy new beginnings, and another charge of \$88.49 from a company called Wonder Diet. Apparently these are sister companies who work together. I never clicked on anything linking me to a Wonder Diet website or agreed to any charges from this company, nor did i agree to pay the \$86.90 from Healthy New Beginnings. I simply wanted to try the free trial to see if i liked the Garcinia Wow product. I called the customer service number for Healthy New Beginnings explaining the problem, and they are telling me that i had to of agreed to these other charges, or they would not have charged them to me. They say as a "courtesy" I can send back the remaining pills for a partial refund of only 35%. The customer service representatives for Wonder Diet say the same things, and that it must have been an error on my end agreeing to these other charges. This is not true. I only agreed to the free trial and to pay shipping and handling. With both companies i asked to speak to a higher manager and they both claim to be the highest i could speak to. If that were the case, they would not be answering customer service phone calls. I feel that after my initial agreement to pay the \$4.95, my information was used to pay for the full product as well as my information being given to another company and being charged for their full product without my consent. The only webpage i visited also says in large print: "100% safe, secure transaction & worry free, 30 day money back guarantee". They are telling me that i only had 14 days to call and request a refund and that the product must be unused. So on top of the bogus charges, i also feel they are using false advertisement on their webpage. Due to this horrible service i no longer have the desire to use these products and feel i deserve a full refund on these charges, other than the \$4.95 shipping charge. Following are the website address i visited, the total charges, the order number, date and time of the order. Also i have attached a copy of the confirmation e-mail.

Consumer's Desired Resolution:

I am only seeking a settlement for the charges that i did not agree to. These charges are for \$86.90, and one for \$88.49, for a total of \$175.39.

| | | | |
|------------|------|-------|--|
| 11/28/2014 | web | BBB | Case Received by BBB |
| 12/02/2014 | cha | BBB | Case Reviewed by BBB |
| 12/02/2014 | Otto | EMAIL | Send Acknowledgement to Consumer |
| 12/02/2014 | Otto | MAIL | Notify Business of Dispute |
| 12/18/2014 | Otto | BBB | No response to first notice to business |
| 12/18/2014 | Otto | EMAIL | Consumer - Have You Heard From the Company |
| 12/18/2014 | Otto | MAIL | Reminder of Dispute to Business |
| 12/29/2014 | Otto | BBB | No Response received from Business on 2nd Notice |
| 12/31/2014 | cha | BBB | Inform Consumer No Response from Business |

12/31/2014

Otto EMAIL Inform Consumer - Case Closed UNANSWERED

12/31/2014

Otto MAIL Inform Business - Case Closed UNANSWERED

12/31/2014

Otto BBB Case Closed - UNANSWERED

01/04/2015

BBB MORE INFO RECEIVED FROM THE BUSINESS : Complaint ID:

90140853

Customer Name: Yesenia Carreon

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 full refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-01-2014, as of 12-23-2014. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 12-01-2014, as of 12-23-2014. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-17-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia Elite Slim weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 full refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-01-2014, as of 12-23-2014. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 12-01-2014, as of 12-23-2014. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015

cha BBB ReOpen the Complaint

01/05/2015

cha BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90140811

Customer Name: Erica Davila

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$53.90 (remaining Garcinia Cambogia product cost) for the charge on 11-16-2014, as of 12-23-2014. The customer has previously accepted a settlement refund of \$33.00, issued on 12-09-2014, for this order. The customer has been refunded \$57.52 (remaining Garcinia XS Cleanse product cost) for the charge on 11-16-2014, as of 12-23-2014. The customer has previously accepted a settlement refund of \$30.97, issued on 11-28-2014, for this order. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-18-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS Cleanse weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$53.90 (remaining Garcinia Cambogia product cost) for the charge on 11-16-2014, as of 12-23-2014. The customer has previously accepted a settlement refund of \$33.00, issued on 12-09-2014, for this order. The customer has been refunded \$57.52 (remaining Garcinia XS Cleanse product cost) for the charge on 11-16-2014, as of 12-23-2014. The customer has previously accepted a settlement refund of \$30.97, issued on 11-28-2014, for this order. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015

cha EMAIL Forward Business response to Consumer

01/16/2015

Otto BBB No Consumer Response- Assumed Resolved with Letter

01/16/2015

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

01/16/2015

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90143219 BBB of Central Florida

Consumer Info:

Davis, Denise
1142B Pegasus Loop

Corpus Christi, TX 78418
662 574-9206 662 574-9206

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I was charged 2 charges by this company. I was not notified that this would happen. I placed an order for some Garcia Cambodia online. I received it and another with it. When I called they told me there was nothing they could do for me. When I asked why they told me that when I place my order I started a 14 day trial that started the day I ordered. I never received an email with any information after this order. I didn't receive an email when the order was sent. I got the pills a week and a half later. So by what I was told on the phone my 14 day trial was almost done before I even got the pills. I took the pills one day and they did nothing except make me feel nauseated so I quit taking them. After talking to their customer service, they told me they could refund me 35% of the \$86.90 they charged me. I told them that this is ridiculous and that they should refund the whole thing. This is a huge scam and I wish I had listened to my gut when I first saw this ad. It seemed sneaky. Do not do business with these people.

Consumer's Desired Resolution:

I want my \$86.90 back.

| | | |
|-------------------|-------------------|--|
| 01/13/2015 | web BBB | Case Received by BBB |
| 01/16/2015 | smi BBB | Case Reviewed by BBB |
| 01/16/2015 | Otto EMAIL | Send Acknowledgement to Consumer |
| 01/16/2015 | Otto MAIL | Notify Business of Dispute |
| 02/03/2015 | Otto BBB | No response to first notice to business |
| 02/03/2015 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 02/03/2015 | Otto MAIL | Reminder of Dispute to Business |
| 02/16/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 02/26/2015 | cha BBB | Phone Call or Time Extension |
| 03/02/2015 | Otto BBB | No Response received from Business on 2nd Notice |

COMPLAINT ACTIVITY REPORT Case # 90125733 BBB of Central Florida

Consumer Info:

Davis, Lori
18201 St James Dr
Conyers, GA 30094
- -

2000

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

The 14 day trial offer I purchased because I open the bottle and want to return telling me I cant and I owe them 79.95 Plus 6.95 its a scam. they claim in there and that this is Garcinia cambogia extract when in fact it is Garcinia cambogia wow they offer a 14 day trial which starts the day you order it but you don't get it for 10 days which leaves you 4 days when you realize that you want to return it they don't let you because you open the bottle and then they're going to charge you \$79.95 Plus\$6.95.this is nothing but a scam and it is not the real stuff. These people need to be stopped.

Consumer's Desired Resolution:

if they charge my credit card \$79.95 plus \$6.95 I want that refunded.

- 03/08/2014** web **BBB** Case Received by BBB
03/10/2014 cha **BBB** Case Reviewed by BBB
03/10/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/10/2014 Otto **MAIL** Notify Business of Dispute
03/24/2014 WEB **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125733
Customer Name: Lori Davis
To whom it may concern,
I would like to preface by stating that the customer has been refunded in full for the amount of \$92.11 as of 3-24-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 2-16-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$92.11 on 3-02-2014 for the product of which they received during the trial period. Again, the customer's account has been refunded in full for the amount of \$92.11 as of 3-24-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.
Regards,
Healthy New Beginnings
03/25/2014 cha **EMAIL** Forward Business response to Consumer
03/27/2014 WEB **BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
03/27/2014 Otto **MAIL** Inform Business - Case Closed RESOLVED
03/27/2014 Otto **BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90127981 BBB of Central Florida

Consumer Info:

Day, Christopher
813 Bering Way

2000

Suisun City, CA 94585
707 384-2696 707 384-2696

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Signed up and authorized to have \$4.95 shipping fees for trial period. Did not authorize any other funds. Request refund for total amount charged.

On the 19th of Feb, 2014, I authorized a one time 4.95 shipping fee to be charged for a free trial of Garcinia Wow. My account was charged a total of 346.43 between February 20th and April 10th for a total of 8 transactions. I tried to contact the company on February 25, 2014 to cancel my trial subscription and I got no answer. I have tried various times since then to no avail. Finally, on April 14, after my bank put a block on my card for suspicious activity due to "Healthy New Beginnings," I repeatedly called the company and finally got to speak with a representative. She stated that I signed up for a recurring monthly subscription which is completely inaccurate. I requested to cancel the "subscription" to avoid further bogus charges to my account and she was extremely rude and attempted to offer me a 30% discount to continue. I promptly declined to which she offered a 50% discount. I reiterated my refusal to continue any sort of business with the company and stated that I want a refund for the full amount charged from my account. She declined. I would like to resolve this issue as soon as possible. I have only received one bottle of Garcinia Wow and have been charged 346.43 in total These are erroneous charges that I want reversed ASAP. Thank you.

Consumer's Desired Resolution:

I would like the full amount of \$346.43 refunded back to me as soon as possible.

04/14/2014 **web BBB** Case Received by BBB
04/15/2014 **cha BBB** Case Reviewed by BBB
04/15/2014 **Otto EMAIL** Send Acknowledgement to Consumer
04/15/2014 **Otto MAIL** Notify Business of Dispute
04/22/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90127981

Customer Name: Christopher Day

To whom it may concern,

I would like to preface by stating that the customer has been issued a full refund in the amount of \$87.35 (Amazing Cleanse product cost) as of 04/22/2014. Please allow 2 - 7 business days for the refund to process and post back to the customer's account. On 02/25/2014 an order was placed for Amazing Cleanse weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Amazing Cleanse trial expiration, the customer was billed \$87.35 for the weight loss supplement at the end of the trial. We apologize for any inconvenience this may have caused the customer. Again, we have issued a full refund of \$87.35 for the cost of the product as of 04/22/2014 and have also completely cancelled the membership to ensure no future charges or shipments. The customer has also received two refunds of \$86.90 for Garcinia Cambogia, both of which were issued on 04/21/2014. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

04/23/2014

cha EMAIL Forward Business response to Consumer

05/05/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

05/05/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

05/05/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90128224 BBB of Central Florida

Consumer Info:

Decker, Beth
217 8th Street SE
Watertown, SD 57201
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Called the Company for Unathorized charges.

I ordered a Product from this company for a free 14 day trial period and Paid \$4.95 shipping and handling. I have had the product for one week and on the 14th the company took \$46.43 out of account - which I did not authorize. I called the company and the lady in Customer Service would not give her name and stated that my account has been closed - and cannot refund my money. So much for the free trial period and the CSR also stated this is the company policy. I never Authorized any money for any product.

Consumer's Desired Resolution:

I would like a full refund of \$46.43 to my account and for the company to never access this account again.

04/17/2014 web **BBB** Case Received by BBB
04/18/2014 cha **BBB** Case Reviewed by BBB
04/18/2014 Otto **EMAIL** Send Acknowledgement to Consumer
04/18/2014 Otto **MAIL** Notify Business of Dispute
05/02/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90128224

Customer Name: Beth Decker

To whom it may concern,

I would like to preface by stating that the customer has been issued a full refund in the amount of \$43.45 (Garcinia Cambogia product cost) as of 05/02/2014. Please allow 2 -7 business days for the refund to process and post back to the customer's account. On 03/17/2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$43.45 for the weight loss supplement at the end of the trial and they are also billed \$86.90 every 30 days until cancellation. We apologize for any inconvenience this may have caused the customer. Again, we have issued a refund of \$43.45 for the cost of the product as of 05/02/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

05/05/2014 cha **EMAIL** Forward Business response to Consumer
05/16/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
05/16/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
05/16/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124358 BBB of Central Florida

Consumer Info:

Dekutoski, Robin
201 Mill Hill Road
Waterford, ME 04088
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Would like 100% refund on a product offered for a trial period via email.

I ordered on January 29th a diet product, called Garcini Cambogia via email on a trial period for \$4.95. According to the email this was for a 14 day trial period which to my fault thought it was for 30 days. Received an email stating that my product was ordered and never mentioning anything in regard to the trial period, received another email stating the product was being ship and never mentioned the terms of the trial period. The product finally arrived, there was nothing in the package except the bottles of pills. Once again nothing to mention the trial period or even how to return it, nothing at all!

I noticed today February 14, 2014 that \$86.90 was being deducted from my account was on hold twice, 1st for half an hour due to being disconnect and the second time for half an hour again. They offered 30% return and then when I called the second time they offered 50% return. Since the product was opened they could not offer 100% return of my money. While on hold I noticed on their website I could get a 5 month supply for \$89.95, so why if I knew would I pay \$4.95 (trial offer)+86.90=\$91.85 for one month? When I mentioned this to the supervisor he had no idea that was even offered and didn't even know the website address, I had to tell him.

The supervisor told me he could only offer me 50% return of my money and that there was no manager I could speak with or no direct email to contact a manager either. I am really upset and asked if I was his only really upset customer and he said no.

This is a total rip off and am really upset that this company is able to get away with this. Yes, it may have been mentioned in the email but there was never any follow up information on either emails or in the package when I received the product, absolutely nothing.

What can be done? I just want my money back \$86.90. Please email me when you have any idea what can be done. I am a person about principal and this is absolutely not right or acceptable in my mind. They should be able to offer a money back guarantee. I only used the pills for 3 days not even enough time to see if they would work!

Consumer's Desired Resolution:

100% refund of \$86.90.

02/14/2014

web BBB Case Received by BBB

02/18/2014

cha BBB Case Reviewed by BBB

02/18/2014

Otto EMAIL Send Acknowledgement to Consumer

02/18/2014

Otto MAIL Notify Business of Dispute

03/04/2014

WEB BBB RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$43.45 (remainder of the Garcinia Cambogia weight loss supplement product cost) as of 3-04-2014. Please allow 2-7 business days for the refund to process and post back to their account. On 1-29-201 an order was placed to try our Garcinia Cambogia weight loss supplement for a 14-day trial only paying \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via phone or email

to extend their trial period. If we are not contacted by the customer prior to the end of their trial then once their trial expires they will be billed for the product(s) of which they received and enrolled in an autoship membership until cancelled. All of which is stated on our website, the order page the order was placed on and within our terms and conditions. Since we were never contacted by the customer prior to the end of their trial then they were billed \$86.90 on the 15th day (2-12-2014). We were contacted by the customer via our support telephone number on 2-14-2014 regarding the \$86.90 charge to their account. The customer wanted to cancel their membership and requested information on how to return the product for a refund. The customer support representative explained what the customer signed up for, why they were billed and that since the bottle was opened we were not able to accept it back due to health and safety regulations not allowing us to accept open products back. Due to not being able to return the product since it was opened, we offered them a partial refund of 50% (\$43.45) of which the customer agreed to over the phone to close out and settle the account. We refunded \$43.45 and closed the account on 2-14-2014. Again, the customer has been refunded in full for the amount of \$43.45 (remainder of the product cost) as of 3-04-2014 and their membership completely cancelled. No other shipments or debits will be made to their account. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,

Healthy New Beginnings

| | |
|-------------------|--|
| 03/04/2014 | cha EMAIL Forward Business response to Consumer |
| 03/17/2014 | Otto BBB No Consumer Response- Assumed Resolved with Letter |
| 03/17/2014 | Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED |
| 03/17/2014 | Otto BBB Case closed - ASSUMED RESOLVED |

COMPLAINT ACTIVITY REPORT Case # 90140645 BBB of Central Florida

Consumer Info:

Demosthene, Darline
1401 NW 2nd St

2000

Boynton Beach, FL 33435-2615
- 772 324-0841

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)**Consumer's Original Complaint :**

I want to cancel my order from Healthy New Beginnings. I dont want any products from them. I called the customer service number and no answer.

I ordered the Garcinia pill and I am trying to contact them to cancel my order so they wont send it. I called them about 8 x now and actually waited on the line for about 30-40 couple times and sometimes I wait for about 15 minutes and no response. I am trying to cancel my order because I read some of the complaints they had and I am not trying to be billed \$89.95. They have poor customer service. I am not interested in purchasing anything from them and I just want to cancel my order.

Consumer's Desired Resolution:

I don't really care about the \$4.95, I just want them to cancel my order before the 14 day trial ends so I wont be billed \$89.95. I am not interested in this company!

11/24/2014 web **BBB** Case Received by BBB
11/25/2014 cha **BBB** Case Reviewed by BBB
11/25/2014 Otto **EMAIL** Send Acknowledgement to Consumer
11/25/2014 Otto **MAIL** Notify Business of Dispute
12/10/2014 Otto **BBB** No response to first notice to business
12/10/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/10/2014 Otto **MAIL** Reminder of Dispute to Business
12/22/2014 Otto **BBB** No Response received from Business on 2nd Notice
12/23/2014 cha **BBB** Phone Call or Time Extension
12/29/2014 Otto **BBB** No Response received from Business on 2nd Notice
12/31/2014 cha **BBB** Inform Consumer No Response from Business
12/31/2014 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
12/31/2014 Otto **MAIL** Inform Business - Case Closed UNANSWERED
12/31/2014 Otto **BBB** Case Closed - UNANSWERED
01/05/2015 cha **BBB** ReOpen the Complaint
01/05/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90140645

Customer Name: Darline Demosthene

To whom it may concern,

I would like to preface by stating that the customer has been issued a full refund for the product that they ordered. The customer has been issued a refund of \$96.52 (Garcinia Elite Slim product cost) for the charge on 12-05-2014, as of 12-19-2014. Please allow 2 - 10 business days for the customer to receive this refund. On 11-21-2014, an orders was placed for our Garcinia Elite Slim weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued a full refund for the product that they ordered. The customer has been issued a refund of \$96.52 (Garcinia Elite Slim product cost)

for the charge on 12-05-2014, as of 12-19-2014. Please allow 2 - 10 business days for the customer to receive this refund. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015

cha EMAIL Forward Business response to Consumer

01/16/2015

Otto BBB No Consumer Response- Assumed Resolved with Letter

01/16/2015

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

01/16/2015

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90128035 BBB of Central Florida

Consumer Info:

Dillion, Stephanie
748 Morgan Rd

2000

Eden, NC 27288

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I cancelled my subscription 1 week after receiving my product, & 1 month later(yesterday) my credit card was charged \$173, I didn't order!!!!

Paid with credit card, they said they cancelled my order yesterday & will not answer or return my calls & emails about my refund. I told them I will ship the product back, but I want my money & I didn't authorize them to charge my card!

Consumer's Desired Resolution:

\$175.00

04/15/2014 web **BBB** Case Received by BBB
04/17/2014 cha **BBB** Case Reviewed by BBB
04/17/2014 Otto **EMAIL** Send Acknowledgement to Consumer
04/17/2014 Otto **MAIL** Notify Business of Dispute
05/02/2014 Otto **BBB** No response to first notice to business
05/02/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
05/02/2014 Otto **MAIL** Reminder of Dispute to Business
05/13/2014 Otto **BBB** No Response received from Business on 2nd Notice
05/14/2014 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90128035

Customer Name: Stephanie Dillion, Jeffrey Criner (name on account)
To whom it may concern,

I would like to preface by stating that the customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost for charge on 03/12/2014) and also \$87.35 (Amazing Cleanse product cost for charge on 03/12/2014) as of 05/13/2014. Please allow 2 -7 business days for the refunds to process and post back to the customer's account. On 02/26/2014 two orders were placed; one for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling and one for our Amazing Cleanse supplement to try for a 14-day trial paying \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia and Amazing Cleanse trial expirations, the customer was billed \$86.90 and \$87.35 for the weight loss supplements. We apologize for any inconvenience this may have caused the customer. Again, we have issued a refund of \$86.90 (Garcinia Cambogia product cost for charge on 03/12/2014) and also \$87.35 (Amazing Cleanse product cost for charge on 03/12/2014) as of 05/13/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

05/14/2014 cha **EMAIL** Forward Business response to Consumer
05/26/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
05/26/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
05/26/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124814 BBB of Central Florida

Consumer Info:

DiPalma, Jason
19 Greenwood Avenue

West Orange, NJ 07052
973 324-1861 732 312-4542

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Healthy new beginnings did not give me a full 14 days to try their product. They will not refund the \$86.90 .

On January 29th I ordered the Garcinia Cambogia Trial product. Order # 283096. I received the product a few days later. I was then charged 86.90 on 2/12/2014.

From what I understood from the add was that I would be able to take the product for 14 days and if I was not satisfied I could call and cancel.

It was my understanding that the first months supply of tablets was for \$4.95, and if I didn't call they would ship me more at \$86.90 a month.

Instead what they did was automatically charge me the 86.90 after 14 days of the order. I may have interpreted the add incorrectly, but they did not give me a chance to take the product for the full 14 days to see if it worked. It took a few days to get here. Plus this product is sold in health food stores for less than 20.00 for a month supply.

This whole thing is a scam and product doesn't even work.

Consumer's Desired Resolution:

Please have Healthy new beginnings refund the \$86.90. Also please make them allow a few days for shipment for their 14 day trial. You can't try the product when it is in the mail. I think you should shut them down as a scam. But that's my opinion

02/22/2014 web BBB Case Received by BBB
02/25/2014 cha BBB Case Reviewed by BBB
02/25/2014 Otto EMAIL Send Acknowledgement to Consumer
02/25/2014 Otto MAIL Notify Business of Dispute
03/10/2014 WEB BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90124814

Customer Name: Jason DiPalma

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 (product cost) as of 3-10-2014. Please allow 2-7 business days for the refund to process and post back to their account. On 1-29-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or phone to obtain an extension. If we are not contacted by the customer prior to the end of their trial period, they will be billed for the product of which they received and enrolled in an auto-ship membership until cancelled. All of which is stated on our order page, on our website and within our terms and conditions. Since we were never contacted prior to the end of their trial, they were billed \$86.90 for the Garcinia Cambogia supplement on 2-12-2014. Mr. DiPalma contacted our support center on 3-10-2014 regarding the \$86.90 charge to their account and wished to cancel their membership. The customer support representative cancelled their membership out to ensure no other shipments or billings would occur. Again, the customer has been refunded in full for the amount of \$86.90 as of 3-10-2014 and their

membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings

03/10/2014 **cha EMAIL** Forward Business response to Consumer

03/10/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

I accept their response because they refunded me the \$86.90. I don't recall seeing anywhere that I only had 14 days to cancel or I would be billed \$86.90. It was my understanding that the first month was a free trial and then \$86.90 going forward. The add says 30 day money back guarantee all over it. The sales pitch for this product is very good, but unfortunately the product did not work for me and the terms were not clear at all. So well hidden that it seems to be a trick. When I called to cancel and ask why I was billed I was pretty much just told oh well. It's a shame it had to come to this. Thank you BBB.

03/11/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED

03/11/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141154 BBB of Central Florida

Consumer Info: DPulos, Dana
4905 Paces Trail Apt 626
2000
Arlington, TX 76017
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste
Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered the free trial and was charged twice 2 weeks later for \$86 and \$88. It did not state I was going to be charged at a later date

The unexpected charge sent me into the negative.

Consumer's Desired Resolution:

I would like a full refund and a letter sent to my bank telling them about the mistake.

12/04/2014 web **BBB** Case Received by BBB
12/08/2014 cha **BBB** Case Reviewed by BBB
12/08/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/08/2014 Otto **MAIL** Notify Business of Dispute
12/23/2014 Otto **BBB** No response to first notice to business
12/23/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/23/2014 Otto **MAIL** Reminder of Dispute to Business
01/05/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/05/2015 cha **BBB** Phone Call or Time Extension
01/06/2015 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : So far I have received a credit for the \$88 on 1/02/15 but not the \$86 charge. No word from the company though.
01/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/09/2015 cha **BBB** Inform Consumer No Response from Business
01/09/2015 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
01/09/2015 Otto **MAIL** Inform Business - Case Closed UNANSWERED
01/09/2015 Otto **BBB** Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90142434 BBB of Central Florida

Consumer Info:

Drees, Shannon
65291 210th Street
Elkton, MN 55933
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I signed up for the free trial on 11/20/2014. I have had more charges that were not authorized. I ordered the trial on 11/20/2014. I received those a few days later. Then I was charged \$4.95 on 12/3/2014 and \$86.90 on 12/4/2014 that i had not ordered. I have still not received them. I tried several times to call customer service and was on the line for 15 minutes and still no one would answer my calls. I sent an email to try to stop these charges and no response there either. I now am going to be charged again. There are 2 charges going to go through my bank account on 1/5/2014. One for \$96.52 and the other is \$86.90. I do not want the products and i do not want to pay any more charges!! The numbers for these charges are as follows:

12/3/2014 #4337269000019 \$86.90

12/4/2014 #4337219000017 \$4.95

1/5/2014 #500208403982 \$96.52

1/5/2014 #500208202994 \$86.90

I would appreciate my money back for these charges. Thank You!

Shannon Drees

Consumer's Desired Resolution:

I would like my money refunded for the charges that i did not authorize to be taken from my bank account. 12/3/2014 \$86.90 #4337269000019 12/4/2014 \$4.95 #4337219000017 1/5/2014 \$96.52 #500208403982 1/5/2014 \$86.90 #500208202994 Thank you Shannon Drees

01/02/2015 web BBB Case Received by BBB
01/05/2015 cha BBB Case Reviewed by BBB
01/05/2015 Otto EMAIL Send Acknowledgement to Consumer
01/05/2015 Otto MAIL Notify Business of Dispute
01/20/2015 Otto BBB No response to first notice to business
01/20/2015 Otto EMAIL Consumer - Have You Heard From the Company
01/20/2015 Otto MAIL Reminder of Dispute to Business
02/02/2015 Otto BBB No Response received from Business on 2nd Notice
02/05/2015 cha BBB Phone Call or Time Extension
02/09/2015 Otto BBB No Response received from Business on 2nd Notice
02/10/2015 cha BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90142434

Date: 02-05-2015

Customer Name: Shannon Drees

To whom it may concern,

I would like to preface by stating that the customer has been issued 5 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-02-2014, as of 02-05-2015. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 12-02-2014, as of 02-05-2015. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 01-02-2015, as of 02-05-2015. The customer has been refunded \$96.52 (Garcinia Elite Slim product cost) for the charge on 01-02-2015, as of 02-05-2015. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 02-03-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-18-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia Elite Slim

weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 5 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-02-2014, as of 02-05-2015. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 12-02-2014, as of 02-05-2015. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 01-02-2015, as of 02-05-2015. The customer has been refunded \$96.52 (Garcinia Elite Slim product cost) for the charge on 01-02-2015, as of 02-05-2015. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 02-03-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/10/2015 **cha EMAIL** Forward Business response to Consumer

02/10/2015 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

The company refunded all the charges and have taken my off the auto order system that incurred all the charges. Thank you.

02/10/2015 **cha MAIL** Inform Business - Case Closed RESOLVED

02/10/2015 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90120526 BBB of Central Florida

Consumer Info:

Earles, Cathy
1118 Reece Drive

2000

Billings, MT 59105
406 208-1228 406 208-1228

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered Garcinia Cambogia and Green Coffee Bean Extract from Health New Beginnings on 11/12/13 after reading an article on the internet from Women's Health, and featuring a video from the Dr. Oz show outlining the benefits of these products in weight loss. On their website, it states that you will be charged \$4.95 for shipping and handling for each bottle. I assumed I would be charged \$4.95 for the Garcinia Cambogia, and \$4.95 for the Green Coffee Bean Extract. When I received my bank statement, I was charged \$86.90 for the Garcinia Cambogia, and \$78.85 for the Green Coffee Bean Extract. Neither one of the products worked, and I was unaware of their "terms and conditions" that states they can charge you a monthly subscription charge after 14 days. I believe they're business practices are fraudulent. Their product doesn't work, and I think it's a scam to get money for products that clearly doesn't cost \$86.90 and \$78.85; I can get products that do work at my local health food store for \$20.00. I would like a refund of my money. From what I'm reading on the BBB site, I'm not the only consumer that has been ripped off.

Product_Or_Service: Garcinai Cambogia/Green Coffee Bean Extract

Order_Number: 4074081353 and 33142

Consumer's Desired Resolution:

DesiredSettlementID: RefundI would like a refund of my money in the amount of \$86.90 for the Garcinia Cambogia, and \$78.85 for the Green Coffee Bean Extract.

12/04/2013

web BBB Case Received by BBB

12/12/2013

cha BBB Case Reviewed by BBB

12/12/2013

Otto EMAIL Send Acknowledgement to Consumer

12/12/2013

Otto MAIL Notify Business of Dispute

12/23/2013

WEB BBB RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 and \$79.95 as of 12-23-2013. Please allow 2-7 business days for the refunds to process and post back to the customer's account. The upcoming holiday may set this back an extra day. We apologize for any inconvenience this matter may have caused the customer. Again, they have been refunded in full for the amounts of \$86.90 and \$79.95. Should you have any other questions, please feel free to contact us again.

-Regards

Complaint Department

12/23/2013

cha EMAIL Forward Business response to Consumer

12/24/2013

WEB BBB BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE

: (The consumer indicated he/she DID NOT accept the response from the business.)

My accounts with Healthy New Beginnings and Premier Green Coffee were closed, per my phone call. I appreciate the refund amounts on the shipments I was charged for in November. However, since that time, I received a second shipment of Garcinia Cambogia and Green Coffee Bean Extract. I refused both packages and called each company, respectively. I was told I would be refunded for the second shipments: \$86.90 for the Garcinia Cambogia, and \$78.85 for the Green Coffee Bean Extract. I was told by Healthy New Beginnings that they would refund the amount for the second shipment. Premier Green Coffee was quite defensive, and the first operator hung up on me. I called back a second time. The second operator told me that they had

no way of tracking the package I refused, because I didn't call and get a specific letter or number from them. I refused the package when it arrived at my mailing address, and the package had my address and tracking number on it. They could track the package with my address and tracking number. I was told to call back within a week to see if the package had been received. If I was charged a second time for these two products, I want refunds.

12/24/2013 **cha MAIL** Forward Consumer Rebuttal to Business
01/06/2014 **Otto BBB** No Response from Business re: Consumer Rebuttal
01/09/2014 **cha BBB** RECEIVED BUSINESS' REBUTTAL RESPONSE : To whom it may concern,

The two refunds that were processed on 12-23-2013 were for Garcinia Cambogia only, not for this Green Coffee Bean Extract company the customer is referring to. Both charges that were refunded, \$86.90 and \$79.95 were for the two billings the customer encountered with Health New Beginnings Garcinia Cambogia. The \$86.90 was for the charge that was billed to the customer on 11-08-2013 and the \$79.95 was for the charge that was billed on 12-08-2013. We are not associated with this Green Coffee Bean Extract company and she will need to contact them regarding any refunds from them. She's been refunded in full for both charges from Health New Beginnings Garcinia Cambogia, to clarify since the customer thinks those refunds were for "the amounts she was charged in November". Please contact the other company for refunds from them. Should you have any other questions please feel free to reply to this response.

Regards,
Complaint Department

01/10/2014 **cha EMAIL** Send Business' Rebuttal Response to Consumer
01/12/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

Healthy New Beginnings refunded both charges (charges from November and December). I am satisfied with this settlement.

01/13/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED
01/13/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90122937 BBB of Central Florida

Consumer Info:

Eberhart, Len
509 16th Avenue
Grinnell, IA 50112
- 641 236-4990

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Fraudulent Advertising and Business practices
Healthy New Beginnings Inc. 1540 International Parkway Suite 2000 Lake Mary, FL 32746 - 888-656-8893
Premier Green Coffee, 3025 S Harbor Blvd, Santa Ana, CA 92704-6448 - 877-730-6002

I ordered Garcinia Cambogia and Green Coffee Bean Extract from Health New Beginnings and Premier Green Coffee (offered together) in December 2013 after reading an article on the internet. The ad gave the impression that Dr. Oz endorsed the benefits of these products in weight loss. After placing the order I did more research and discovered Oz does not endorse either of these products, and there are others who have considered them useless.

On their website, it states that you will be charged \$4.95 for shipping and handling for each bottle. I assumed I would be charged \$4.95 for the Garcinia Cambogia, and \$4.95 for the Green Coffee Bean Extract. When I received my bank statement, I was charged \$86.90 for the Garcinia Cambogia, and \$78.85 for the Green Coffee Bean Extract. In January my charge card was charged for a second payment of \$86.90 and \$78.85, respectively. I was unaware of their "terms and conditions" that states they can charge you a monthly subscription charge after 14 days. I believe their business practices are fraudulent. It's a scam for products that are highly overpriced and don't produce the stated benefits and effects.

I made contact with both companies and was told that since the 14 day period had elapsed, I had to pay the fee for one month and that there would be a restocking fee for each product of \$9.95 which would be taken out of my refund of the second month charge. I had to pay for the return postage as well as have a "restocking fee" charged. I verified the return addresses and received RMA#s when making the return. These numbers were not offered, I had to specifically ask for them.

Resolution will require full refund of all charges (for both months) not authorized, plus the shipping cost to return products for which I didn't knowingly authorize shipment.

Consumer's Desired Resolution:

Resolution will require full refund of all charges (for both months) not authorized, plus the shipping cost to return products for which I didn't knowingly authorize shipment.

01/22/2014 **web BBB** Case Received by BBB
01/23/2014 **cha BBB** Case Reviewed by BBB
01/23/2014 **Otto EMAIL** Send Acknowledgement to Consumer
01/23/2014 **Otto MAIL** Notify Business of Dispute
02/04/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,
I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 (the charge of the first bottle the customer received) and \$6.95 (the shipping cost of the second bottle since the cost of the product had already been refunded (\$79.95) on 1-27-2014 since we received their returned merchandise) as of 2-3-2014. Please allow

2-7 business days for the refunds to process and post back to the customer's account. We received a call from the customer on 1-22-2014 requesting cancellation and a refund. We issued the customer an RMA (return merchandise authorization number) and the return address. We received the returned package on 1-27-2014 and the customer was issued a refund of \$79.95 minus the shipping cost of \$6.95. The customer signed up for a 14-day trial paying \$4.95 for shipping and handling of the product. If we do not hear from the customer whether it's via email or a phone call to cancel their membership prior to the end of the 14-day trial, then they are billed for the product of which they have received shortly after placing the order. Since no contact was made prior to the end of the 14-day trial, the customer was billed for the product on the 15th day and enrolled in an auto-ship program until canceled. All of which is covered on our order page and within our terms and conditions. Again, the customer has been refunded in full for the amount of \$86.90 (the first bottle cost) and \$6.95 (the shipping and handling cost of the second bottle) as of 2-3-2014 and their membership completely canceled. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,

Healthy New Beginning's Complaint Department

02/06/2014 **cha EMAIL** Forward Business response to Consumer

02/06/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

02/06/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : While Healthy New Beginnings did comply with the minimum expectations I put forth, it disappointing that there isn't any effort to clean up their deceptive advertising (Implying that persons like Dr. Oz endorses the product) and the misleading practices of charging for the first month product when the clear impression is given that it's a sample, available for the shipping cost.

There isn't any mention of the Premier Coffee portion of the complaint. While there isn't any acknowledgement of the two being linked, they were advertised together, their procedures mirror one another.

This sort of deception and fraud should not be allowed.

02/06/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED

02/06/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124505 **BBB of Central Florida**

Consumer Info:

Edey, Elaine
24353 Walnut St

2000

Newhall, CA 91321
- 661 388-7793

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Signed up for the for a 30 day free trial of this product, they charged me \$86.90/Original charge was shipping 4.75 now \$86.90 taken.

On 2/3/2014 signed up for a 30 day free trial for \$4.95 shipping fee ONLY! Today, 2/18/2014 there is a pending charge for \$86.90. When I called the company I sat on hold for hours, then I had to hang up and when I kept calling back the # was not working. I called my bank to put a stop payment, and they were able to get through to a supervisor, his name being WES. Wes advised me that since I opened the bottle I would not be able to get a refund, regardless!! He also advised that since this really is only a 14 day trial that I needed to have called, and/or returned the unopened bottle by 2/16/2014 WHICH WAS A SUNDAY! After crying and freaking out, he decided that they could send me back 1/2 my money, rescind my "membership" which I never EVER signed up for. They stole my money and went into my bank account without my permission! NO ONE DOCUMENT OR EMAIL WAS EVER SENT TO ME STATING THAT I SIGNED UP ON A MEMERSHIP. NOTHING!! They are refusing to give my all of my hard earned money!!!

Consumer's Desired Resolution:

I want my \$86.90 back. They stated that \$7.95 was for shipping and handling, AND I ALREADY PAID \$4.95. I want my money back PLEASE, I AM A SINGLE MOTHER OF 3 CHILDREN, I WORK HARD FOR MY MONEY AND I WOULD NEVER TAKE ADVANTAGE LIKE THIS OF ANYONE. They would not even allow me to return the bottle since it was opened!

02/18/2014 web **BBB** Case Received by BBB
02/19/2014 cha **BBB** Case Reviewed by BBB
02/19/2014 Otto **EMAIL** Send Acknowledgement to Consumer
02/19/2014 Otto **MAIL** Notify Business of Dispute
03/04/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$43.45 (remainder of the Garcinia Cambogia weight loss supplement product cost) as of 3-04-2014. Please allow 2-7 business days for the refund to process and post back to their account. On 2-03-2013 an order was placed to try our Garcinia Cambogia weight loss supplement for a 14-day trial only paying \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via phone or email to extend their trial period. If we are not contacted by the customer prior to the end of their trial then once their trial expires they will be billed for the product(s) of which they received and enrolled in an autoship membership until cancelled. All of which is stated on our website, the order page the order was placed on and within our terms and conditions. Since we were never contacted by the customer prior to the end of their trial then they were billed \$86.90 on the 15th day (2-17-2014). We were contacted by the customer via our support telephone number on 2-18-2014 regarding the charge to their account. The customer wanted to cancel their membership and was offered a partial refund of 50% (\$43.45) to close out and settle the account. The \$43.45 partial refund was applied on 2-18-2014. Again, the customer has been refunded in full for the amount of \$43.45 (remainder of the product cost) and their membership completely cancelled. No other shipments or debits will be made to their account. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,

Healthy New Beginnings

03/04/2014

cha EMAIL Forward Business response to Consumer

03/17/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

03/17/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

03/17/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90115863 BBB of Central Florida

Consumer Info:

Edwards, Lisa
1178 Hwy 225 South Lot 212

2000

Chatsworth, GA 30705
706 313-4848 706 313-4848

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

if dr.oz. is involved in this company it is giving him a bad name. it was told to me on the internet that i would be ordering a bottle of garcinia cambogia for 4.95 plus shipping and handling. i received the bottle for a trial offer. but after 14 days i was charged 95.92 for another bottle of it that was not authorized off my debit card. when i called healthy new beginnings, inc. of course it was you didnt read the fine print of the order process. they refunded me 25% of the price but i didnt not authorize the transaction and the product did not even work. this is bad business and will not order again and will tell all of my friends not to order from them also. if dr. oz is involved with this company it is giving

Consumer's Desired Resolution:

refund i say that i deserve the refund that you can have the unused part of the bottle back which is alot. that you can sale to some other sucker that will fall for the skam that you are doing. thank you lisa edwards.

09/06/2013 web **BBB** Case Received by BBB
09/09/2013 cha **BBB** Case Reviewed by BBB
09/09/2013 Otto **EMAIL** Send Acknowledgement to Consumer
09/09/2013 Otto **MAIL** Notify Business of Dispute
09/16/2013 **WEB BBB** RECEIVE BUSINESS RESPONSE : RE: Case # 90115863

To whom it may concern,

I would like to preface by stating that the customer been refunded for the amounts of \$4.95 (shipping/handling), \$1.49 (rush processing) and \$69.73 (remainder of the \$86.90) as of 9-16-2013. On 8-22-2013 Customer signed up for the Healthy New Beginnings Garcinia Cambogia weight loss supplement 14-day trial and paid \$4.95 for shipping and handling and \$1.49 rush processing. As covered on our order page and within our terms and conditions the customer has 14 days to try the product to see if it suits them. If the customer does not feel they have enough time on the trial they are urged to contacts us via email or telephone to extend their trial. If we are not contacted by the customer before the end of their trial they will be billed the full retail value of the product on the 15th day, which was the \$86.90 charge. Customer contacted our call center on 9-06-2013 and was offered a 25% refund out of the \$86.90 charge. Customer agreed to a 25% refund and was refunded \$23.25 as well as having their account completely cancelled. Our terms and conditions clearly states that after the 14-day trial they will be billed for the product they have received, which is what happened in this case since no contact was made before the end of their 14-day trial. We apologize for the confusion but we do wish that the customer had contacted us sooner to resolve the issue.

Regards,
Danielle W.
Healthy New Beginnings Inc.
1540 International Parkway Suite 2000
Lake Mary, FL 32746
888.656.8893
support@healthynb.com

09/18/2013 cha **EMAIL** Forward Business response to Consumer
09/30/2013 Otto **BBB** No Consumer Response- Assumed Resolved with Letter

09/30/2013
09/30/2013

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED
Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90126619 BBB of Central Florida

Consumer Info:

Elizondo-Garcia, Renee
210 Stone Ave Apt 16

2000

Paris, TX 75460

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Advertisement is not what it seems. Products are sent from same company but claim not to be held responsible for the other's delay.

Advertised a two week free trial of both Garcinia Wow and Amazing Cleanse and claims, when used together, the products give the best results. Both products were charged the 4.95 trial fee from Healthy New Beginnings with both charges showing the same phone number 888-656-8893. I called on March 19th, one day after the 14 day period to just ask for an extension because I had still yet to receive the amazing cleanse. That day, their systems were down and they took me information and said someone would call me back. On the 20th I called back and the representative told me that she was only with the Garcinia Wow! not with Amazing Cleanse and do to me agreeing to the terms and conditions, it was legally binding. I told her that you advertise to take the items together. I can't use the product because the other bottle has still yet to arrive. She said that I should have extended them. On my card statement...it shows the same name and phone number. If it is separate companies, why should I have to call and extend for items I believe are coming from the same place. I told her I needed the number to amazing cleanse. She gave it to me and I told her I would just file a complaint since she was unwilling to help. By the way, the two week free trial is not a true two week free trial. I ordered on March 5th, they charged me on March 7 when it shipped. It took a few days to arrive. The two week free trial starts the day you agree and give your credit card information. For me, that was March 5. It is not a true two week trial period...it is technically one week. And you better make sure you keep track of the days. One day after the trial period, they are unwilling to work with you. When I called Amazing cleanse, they said that they were having issues with their computers and shipping. I told them I wanted to cancel due to Garcinia Wow and they cancelled no problem. They said I was still in the trial period. I do not understand how they were able to cancel and Garcinia was unable to, but I believe that this whole thing is a rip-off. They should not advertise together with separate rules and claim not to be the same company, but then charge my card with the same information. The amazing cleanse was finally delivered on March 20...but at least they explained what happened and worked with me.

Consumer's Desired Resolution:

To ensure my subscription is cancelled and to receive my refund.

03/22/2014 web **BBB** Case Received by BBB
03/24/2014 cha **BBB** Case Reviewed by BBB
03/24/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/24/2014 Otto **MAIL** Notify Business of Dispute
04/08/2014 Otto **BBB** No response to first notice to business
04/08/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
04/08/2014 Otto **MAIL** Reminder of Dispute to Business
04/18/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : As of 4/17/2014, I have still not heard from the company.
04/18/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90126619
Customer Name: Renee Elizondo-Garcia
To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 (Garcinia Cambogia product cost) as of 04/18/2014. Please allow 2 -7 business days for the refunds to process and post back to the customer's account. On 03/05/2014 two orders were placed; one for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling and one for our Amazing Cleanse supplement to try for a 14-day trial only paying \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$86.90 for the weight loss supplement. We apologize for any inconvenience this may have caused the customer. Again, we have issued a full refund of \$86.90 as of 04/18/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

04/21/2014 cha EMAIL Forward Business response to Consumer

04/21/2014 WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

Thank you for the refund and guarantee of no further charges. I did try and contact this business and I asked for an extension being that I had still yet to receive the other part of my order. Garcinia refused to help...that was my problem. In no way were they trying to help when I called...I contacted Amazing Cleanse and had no issues. Stating again that this is not a free trial if I get charged for it. You should send a fourteen day trial period bottle...only allowing fourteen days of pills. This would avoid people being aggravated by false free trial. Also, at no time was I urged to call and extend. I had to go online to find other complaints before I even knew to ask for an extension. They only send a paper with large print stating to contact them if necessary. Put on the paper that it is a fourteen day trial from the date of purchase and to call and extend if needed. This would save you a lot of complaints! Thank you for the help with my order!

04/22/2014 Otto MAIL Inform Business - Case Closed RESOLVED

04/22/2014 Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124532 **BBB of Central Florida**

Consumer Info:

Emmerling, Michael
146 SE 12 Terrace
Cape Coral, FL 33990

2000

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I signed up for the trial offer and was billed \$86.90 when I failed to get a hold of them to cancel. I tried several times to only to be put on hold.

On Jan 10 and Feb 10 I was billed 86.90 on each date without receiving any product (Garcinia Cambogia). I tried several times to call only to be put on hold for 30 min or more. Frustrated I ended the call and tried again later. On Feb 18 I spoke to the "Supervisor" named Justin Emp#336 and was told I wouldn't be refunded my money for Jan 10 because I did not cancel the subscription. I asked to be have the Feb 10 refunded and he said that I should be expecting a package on Feb 21, and I would not be refunded the money until the package was received by them with the appropriate rma#. I used my MC debit card issued by 5/3 bank. I feel that this is a very sneaky and inappropriate way to do business. Thank you for your time.

Consumer's Desired Resolution:

I am going to return the product expected on Feb 21st and should be refunded for that product. I would like to be refunded for the Jan 10th billing of \$86.90. I tried to call several times only to be on hold. Customer service is obviously not a priority and I believe they put you on hold for a long time just to frustrate their customers and are forcing them to hang up out of their frustrations.

02/18/2014 web **BBB** Case Received by BBB
02/19/2014 cha **BBB** Case Reviewed by BBB
02/19/2014 Otto **EMAIL** Send Acknowledgement to Consumer
02/19/2014 Otto **MAIL** Notify Business of Dispute
03/04/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$86.90 (Garcinia Cambogia weight loss supplement product cost on 1-11-2014) and \$86.90 (second Garcinia Cambogia weight loss supplement product cost on 2-10-2014) as of 3-04-2014. Please allow 2-7 business days for the refund to process and post back to their account. On 12-28-2013 an order was placed to try our Garcinia Cambogia weight loss supplement for a 14-day trial only paying \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via phone or email to extend their trial period. If we are not contacted by the customer prior to the end of their trial then once their trial expires they will be billed for the product(s) of which they received and enrolled in an autoship membership until cancelled. All of which is stated on our website, the order page the order was placed on and within our terms and conditions. Since we were never contacted by the customer prior to the end of their trial then they were billed \$86.90 on the 15th day (1-11-2014) and shipped a second bottle 30 days later and billed for that second bottle on 2-10-2014. We were contacted by the customer via our support telephone number on 2-18-2014 regarding the charges to their account. The customer wanted to cancel their membership and was given an RMA (return merchandise authorization number) so they could return the second bottle back for a refund. Again, the customer has been refunded in full for the amounts of \$86.90 (product cost on 1-11-2014), \$86.90 (product cost on 2-10-2014) and their membership completely cancelled. No other shipments or debits will be made to their account. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,
Healthy New Beginnings

03/04/2014 **cha EMAIL** Forward Business response to Consumer
03/16/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated
he/she ACCEPTED the response from the business.)
03/17/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED
03/17/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90125861 BBB of Central Florida

Consumer Info:

Escobedo, Juana
5515 W 43rd Street

Houston, TX 77092
832 396-0922 832 704-4229

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

was charged after sending email and calling and customer service was no help ordered both garcinia and cleanse both made me sick 1st day of taking and tried calling the next day was unsuccessful - in the advertisement stated "you may cancel it anytime by simply calling our customer service @ 1-800-591-9650 or emailing to support@weightloss-solutions.info" in which i did. have the emails to prove it. After calling several times to cs finally getting a live person their response was well if you didnt get a confirmation that we received your email you didnt cancel - basically stating im S.O.L. I'm very dissapointed and out my money for both products. This company uses false advertisement and has poor customer service.

Consumer's Desired Resolution:

i want a full refund and an apology for wasting my time.

03/11/2014 web **BBB** Case Received by BBB
03/12/2014 cha **BBB** Case Reviewed by BBB
03/12/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/12/2014 Otto **MAIL** Notify Business of Dispute
03/27/2014 Otto **BBB** No response to first notice to business
03/27/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
03/27/2014 Otto **MAIL** Reminder of Dispute to Business
03/27/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125861

Customer Name: Juana Escobedo

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$56.49 (the remainder of the Garcinia Cambogia product cost) and \$56.34 (the remainder of the Amazing Cleanse product cost) as of 3-27-2014. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 2-25-2014 two orders were placed; one for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling and one for our Amazing Cleanse supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trials expiration the customer was billed \$86.90 on 3-11-2014 for the Garcinia Cambogia order and billed \$87.35 for the Amazing Cleanse order. On 3-11-2014 a partial refund of 35% (\$30.41) was applied to the Garcinia Cambogia order to settle and close out the account. Also a partial refund of 35% (\$31.00) was applied to the Amazing Cleanse order to settle and close out that account as well. Again, the customer's account has been refunded in full for the remaining amounts of \$56.49 for the Garcinia Cambogia order and \$56.34 for the Amazing Cleanse order as of 3-27-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/28/2014 cha **EMAIL** Forward Business response to Consumer
04/08/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
04/08/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
04/08/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

04/11/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : it has been well over 10 business days and still have not been reimbursed - company is a total fraud

04/15/2014 **cha BBB** ReOpen the Complaint

04/15/2014 **cha BBB** BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE : to be attached to case #90125861

Company is fraud and nothing but liars

to be part of case #90125861 - company is a fraud - had all my proof as far as email cancelations and company still charged me when 1st reported to BBB company stated will be reimbursed 5-7 business day - here we are 10-14 business days and still no refund - company just trying to look good but in reality does nothing to satisfy customers all advertising is a fraud.

04/15/2014 **cha MAIL** Forward Consumer Rebuttal to Business

04/22/2014 **WEB BBB** RECEIVED BUSINESS' REBUTTAL RESPONSE : Complaint ID: 90125861

Customer Name: Juana Escobedo

To whom it may concern,

I would like to preface by stating that the customer has been issued a full refund of \$86.90 (Garcinia Cambogia product cost) and also \$87.35 (Amazing Cleanse product cost) as of 03/27/2014. All of our merchant gateways show that these refunds have processed successfully. This account is now closed and no further adjustments can be made. Please refer to your bank to see why the refunds have yet to post.

Regards,

Healthy New Beginnings Support

04/23/2014 **cha EMAIL** Send Business' Rebuttal Response to Consumer

04/23/2014 **WEB BBB** CONSUMER REJECTS BUSINESS' FINAL OFFER : (The consumer indicated he/she DID NOT accept the response from the business.)

I can produce bank statements proving no refunds had been made. Today is April 23, and yet no refund. This company is so full of lies.

04/28/2014 **cha MAIL** Forward Consumer Rebuttal to Business

05/09/2014 **Otto BBB** No Response from Business re: Consumer Rebuttal

05/19/2014 **cha BBB** Phone Call or Time Extension

05/23/2014 **Otto BBB** No Response from Business re: Consumer Rebuttal

05/28/2014 **cha BBB** Bureau judged complaint to be closed UNRESOLVED

05/28/2014 **Otto EMAIL** Inform Consumer - Case Closed UNRESOLVED

05/28/2014 **Otto MAIL** Inform Business - Case Closed UNRESOLVED

05/28/2014 **Otto BBB** Case Closed UNRESOLVED

COMPLAINT ACTIVITY REPORT Case # 90133867 BBB of Central Florida

Consumer Info:

Estes, Kristy
619 South Main Street PO Box 385
Bucklin, KS 67834
-

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Been ret. product unopened for 8 months. My credit card has not been credited. On hold-no ans. until today.wont refund money for ret. prod.

\$44 only

Unfortunately I have learned a valuable and expensive lesson. I ordered a free sample of Garcinia Cambodia and because I didn't read their fine print, I did not contact them witin 14 days to stop other shipments. They started arriving and I would put decline and send back. Unfortunately, I did not get a tracking # on them but I did take a photo with the daily paper in December. When I try to call, the message puts you on hold and for me there was never anyone to answer for 20 min plus with no communication. My contact on my computer was inadvertantly deleted so I had no way of contacting them other than phoning.Finally, today someone actually answered the phone and after I told them I wanted refunded for the produts that I returned I was told that I didn't follow their specific procedure

that no refund was in order. I then told them that I was calling the BBB and turn them in, also, to take me off their list. She then put me on hold again and came back and said she would send me 44.00, when I was asking for 695.20, the amout they have debited my card since November 2013. If there is another charge on my account this month, my bank will help me by cancelling my card.

Consumer's Desired Resolution:

I realize that I have been snookered, and probably won't see all of the money returned, but I would appreciate some help in getting some of it back. (I promise I won't do this again). I would appreciate any help you can give me.Thanks,Kristy

07/23/2014 web BBB Case Received by BBB
07/24/2014 cha BBB Case Reviewed by BBB
07/24/2014 Otto EMAIL Send Acknowledgement to Consumer
07/24/2014 Otto MAIL Notify Business of Dispute
08/05/2014 WEB BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90133867

Customer Name: Kristy Estes

To whom it may concern,

I would like to preface by stating that the customer has been issued 9 refunds for the products that they ordered. The customer has been issued an electronic refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 10-28-2013, as of 08-05-2014. The customer has been refunded \$86.90 (Garcinia Cambogia product cost) for the charge on 11-27-2013, \$86.90 (Garcinia Cambogia product cost) for the charge on 12-27-2013, and \$86.90 (Garcinia Cambogia product cost) for the charge on 01-26-2014, as of 08-06-2014. Due to a technical error, these 3 refunds are being sent via certified check through the mail, as of 08-06-2014. Please allow 2 - 10 business days for the customer to receive these refunds. The customer has been electronically refunded \$86.90 (Garcinia Cambogia product cost) for the charge on 02-25-2014, \$86.90 (Garcinia Cambogia product cost) for the charge on 03-27-2014, \$86.90 (Garcinia Cambogia product cost) for the charge on 05-01-2014, \$86.90 (Garcinia Cambogia product cost) for the charge on 05-31-2014, and also a refund of \$42.90 (remaining Garcinia Cambogia product cost) for the charge on 06-30-2014, as of 08-05-2014. The customer previously accepted a settlement refund of \$44.00, on 07-23-2014, for the charge on 06-30-2014. Please allow 2 - 7 business days for these refunds to post to the customer's account. On 10-14-2013, an order was placed for our Garcinia Cambogia

weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. After the trial period, the customer is sent a 30-day supply every month until cancellation. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 9 refunds for the products that they ordered. The customer has been issued an electronic refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 10-28-2013, as of 08-05-2014. The customer has been refunded \$86.90 (Garcinia Cambogia product cost) for the charge on 11-27-2013, \$86.90 (Garcinia Cambogia product cost) for the charge on 12-27-2013, and \$86.90 (Garcinia Cambogia product cost) for the charge on 01-26-2014, as of 08-06-2014. Due to a technical error, these 3 refunds are being sent via certified check through the mail, as of 08-06-2014. Please allow 2 - 10 business days for the customer to receive these refunds. The customer has been electronically refunded \$86.90 (Garcinia Cambogia product cost) for the charge on 02-25-2014, \$86.90 (Garcinia Cambogia product cost) for the charge on 03-27-2014, \$86.90 (Garcinia Cambogia product cost) for the charge on 05-01-2014, \$86.90 (Garcinia Cambogia product cost) for the charge on 05-31-2014, and also a refund of \$42.90 (remaining Garcinia Cambogia product cost) for the charge on 06-30-2014, as of 08-05-2014. The customer previously accepted a settlement refund of \$44.00, on 07-23-2014, for the charge on 06-30-2014. Please allow 2 - 7 business days for these refunds to post to the customer's account. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

08/05/2014

cha EMAIL Forward Business response to Consumer

08/18/2014

OttO BBB No Consumer Response- Assumed Resolved with Letter

08/18/2014

OttO MAIL Inform Business - Case Closed ASSUMED RESOLVED

08/18/2014

OttO BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90142747 BBB of Central Florida

Consumer Info:

Evans, Nancy
14590 Buckhorn Rd

Lake Park, MN 56554
- 218 439-3988

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

No where on the electronic form that I submitted did it say I would be charged \$86.90 the full value of the product after the 14 day trial period. I ordered a trial sample of Garcinia Wow for \$6.95. Nowhere on the electronic form I submitted and printed, did it say that if I did not call within 14 days that I would be charged the full price of the product. A charge of \$6.95 for S & H hit my charge card on 11/26/14 on the same day. there was also a charge for \$86.90. The company gave me a 35% refund but I feel they were dishonest in there presentation of the trial product. I feel a full refund is in order.

Consumer's Desired Resolution:

Full refund of \$86.90.

01/05/2015 web **BBB** Case Received by BBB
01/06/2015 cha **BBB** Case Reviewed by BBB
01/06/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/06/2015 Otto **MAIL** Notify Business of Dispute
01/21/2015 Otto **BBB** No response to first notice to business
01/21/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
01/21/2015 Otto **MAIL** Reminder of Dispute to Business
02/02/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/05/2015 cha **BBB** Phone Call or Time Extension
02/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/20/2015 cha **BBB** Inform Consumer No Response from Business
02/20/2015 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
02/20/2015 Otto **MAIL** Inform Business - Case Closed UNANSWERED
02/20/2015 Otto **BBB** Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90142906 BBB of Central Florida

Consumer Info:

Everard, Dawn
N9339 French Rd

2000

Seymour, WI 54165
920 833-9324 920 833-9324

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)**Consumer's Original Complaint :**

charging more than agreed to.

I order 1 bottle of pills, i was not clear that you were signing up for a monthly charge. i bought 1 bottle of pills for 4.95 and then was charge 86.90 and then another 86.90 and only received 1 bottle of pills. I believe this is a big scam and should be looked at. i paid this company \$178.75 for one bottle of pills.

Consumer's Desired Resolution:

i would like to the the two 86.90 charges credited back to my account.

01/07/2015 web **BBB** Case Received by BBB
01/08/2015 cha **BBB** Case Reviewed by BBB
01/08/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/08/2015 Otto **MAIL** Notify Business of Dispute
01/23/2015 Otto **BBB** No response to first notice to business
01/23/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
01/23/2015 Otto **MAIL** Reminder of Dispute to Business
02/03/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/05/2015 cha **BBB** Phone Call or Time Extension
02/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/10/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90142906

Date: 02-05-2015

Customer Name: Dawn Everard

To whom it may concern,

I would like to preface by stating that the customer has been issued 4 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-02-2014, as of 02-05-2015. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 12-02-2014, as of 02-05-2015. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 01-02-2015, as of 02-05-2015. The customer has been refunded \$33.52 (remaining Garcinia Elite Slim product cost) for the charge on 01-02-2015, as of 02-05-2015. The customer has previously accepted a settlement refund of \$63.00, issued on 01-07-2015, for this order. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-18-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia Elite Slim weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 4 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-02-2014, as of 02-05-2015. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 12-02-2014, as of 02-05-2015. The customer has been issued a

refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 01-02-2015, as of 02-05-2015. The customer has been refunded \$33.52 (remaining Garcinia Elite Slim product cost) for the charge on 01-02-2015, as of 02-05-2015. The customer has previously accepted a settlement refund of \$63.00, issued on 01-07-2015, for this order. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/10/2015

cha EMAIL Forward Business response to Consumer

02/23/2015

Otto BBB No Consumer Response- Assumed Resolved with Letter

02/23/2015

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

02/23/2015

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90118803 BBB of Central Florida

Consumer Info:

Fain, Loretta
7115 Pease Lane SE

2000

Laconia, IN 47135
812 737-1975 812 972-3440

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I started the free trial of the product and when I called and stopped the free trial. It was never recorded that I stopped the free trial.

On October 12 about 10pm I filed out on line for the free trial of Garcinia Cambogia from Healthy New Beginnings (888)6568893. I only had to pay the total 4.95 and I was supposed to get a bottle. I recieved the bottle on Thursday the October 17th in the mail. I called an called the free trial on or about the 24th of October because I did not think the product works. I noticed on 30 of October at 830 that I had 86.40 taken out of my bank account. When I called the number provided on my bank account statement I got a hold of a guy named Wes. I explained I called and stopped it and I didn't want to continue the product anymore. He said that it was on the website that I would be billed 86.40 if I didn't return the unopened bottle. I said how is somwone supposed to know if they don't like it if pthey can't open the bottle. It was said the second bottle which I never got. I asked Wes to speak with his supervisor and he said he was the highest that there was. I then said he wasn't the highest he has a manager and he said they don't get on the phones. I then had my soon to be ex call to see if he can get any answers. Wes told zachary fain that they would have a recorded if I had called which I did. But he said it was not there. I still can not find the website Wes tried to send me to t find the product. I will send the used bottle back if I can get my money back.

Consumer's Desired Resolution:

I will send back the one bottle this company has sent me for my refund. I never got two bottles and the bottle I have is open. I would like my refund.

10/30/2013

web BBB Case Received by BBB

11/01/2013

cha BBB Case Reviewed by BBB

11/01/2013

Otto EMAIL Send Acknowledgement to Consumer

11/01/2013

Otto MAIL Notify Business of Dispute

11/07/2013

WEB BBB RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$4.95 (shipping and handling) and \$36.90 (the remainder of the \$86.90 charge that had not been refunded.) Please allow 2-7 business days for the refunds to process and post back to the consumer's account. We apologize for any inconvenience this matter may have caused the customer. On 10-30-2013 we were contacted by the customer and also her husband multiple times and agreed to a \$50.00 refund to settle and close the account. Should you have any other questions or concerns, contact us again.

Regards,
Complaint Department
Healthy New Beginnings Inc
1540 International Parkway Suite 2000
Lake Mary, FL 32746
888.656.8893
support@healthynb.com

11/07/2013

cha EMAIL Forward Business response to Consumer

11/18/2013

Otto BBB No Consumer Response- Assumed Resolved with Letter

11/18/2013

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

11/18/2013

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90125742 **BBB of Central Florida**

Consumer Info:

Farris, Galia
349 Hurdle Dr

Chesapeake, VA 23322
- 757 647-1294

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

This company is a complete ripoff taking advantage of innocent people. The company offered the product Garcinia Cambogia for only shipping but charged the full price after 14 days. fine print stated but no warning.

I was browsing the offers when something for Garcinia Cambogia came up stating a trial of the product for only the cost of shipping. I decided to try it and see if the product worked so I paid the \$4.95 for shipping on 2/25/2014 and it was deducted from my account. On 3/9/2013 I was charged \$86.90 from the company without warning or knowledge. When I called the company to dispute the charge they stated that if I did not call to cancel within 14 days that they would charge me for the full product price. I did not recall seeing this anywhere on the site when I ordered the product. They told me I did not respond within 14 days. I stated that my account was deducted on the 2/25 making it a 12 day trial. The representative then claimed I paced the original order on the 23. Still making today day 14! She then claimed that no that would make today 3/9/2014 day 15. When asked to speak to a supervisor she screamed at me that I don't need one. What a mess. While I am sure this was on the site in very tiny print, it is clear that this is a misrepresentation of advertisement. I saw in huge letters that I would only be paying for shipping at least 4 times before I actually entered my payment information. I do not just fall for advertisements like this, but this actually seemed legitimate. It seems the first and only time I have tried an advertisement that seemed to good to be true, was in fact just that. I called the company and they simply stated that they will not stop the charge and that all they could do is cancel recurrent charges, which I also had no idea I was signed up for, in the future. Before the charge went through I received no notification, I only received a shipment notification for the price of \$4.95 on the date I originally ordered the product. I generally do all of my shopping online and every website I order from sends me notification of the amount and the date of charge BEFORE I am actually charged, even if I am aware that it is going to happen.

This company shows false representation in their advertisement, and I am appalled at their lack of understanding when a customer calls surprised at the large charge on their bank statement. I just wanted them to cancel the charge for \$86.90 placed on so I may consider future purchases with their company, and they refused. I haven't even tried the product, I had it for 2 days.

It is important that this company improve their advertisements for special deals to emphasize the parameters of their special. There are likely many of people that get ripped off by this company and never do anything because they feel as though there is nothing that can be done based on their scripted response to upset consumers trying to work it out the right way. I am extremely disappointed to have to go through all this effort of getting charged a huge amount to my card, then have to ship product back. I will at minimum be spending 30-40 on shipping and their "restocking fee" and I never even got to use the product. That is if at some point I will actually receive the product. Pretty sad they are ripping off hard working single moms like this.

Consumer's Desired Resolution:

I would like all the charges including shipping refunded.

03/09/2014

web BBB Case Received by BBB

03/10/2014 cha **BBB** Case Reviewed by BBB
03/10/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/10/2014 Otto **MAIL** Notify Business of Dispute
03/24/2014 WEB **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125742

Customer Name: Galia Farris

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$4.95 (Garcinia Cambogia shipping and handling), \$4.95 (Amazing Cleanse shipping and handling), \$9.95 (remainder of the Garcinia Cambogia product cost that had yet to be refunded) and \$9.95 (remainder of the Amazing Cleanse product cost that had yet to be refunded) as of 3-24-2014. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 2-23-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. A secondary order for our Amazing Cleanse was also placed on 2-23-2014 to try for a 14 day trial paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 3-09-2014 for the Garcinia Cambogia order and \$87.35 for the Amazing Cleanse order on 3-09-2014. We issued a refund of \$76.95 on 3-18-2014 due to receiving the Garcinia Cambogia order back. We issued a second refund of \$77.40 on 3-21-2014 due to receiving the Amazing Cleanse order back. Again, the customer's account has been refunded in full for the amounts of \$4.95, \$4.95, \$9.95 and \$9.95 as of 3-24-2014 and their memberships completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/25/2014 cha **EMAIL** Forward Business response to Consumer
04/07/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
04/07/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
04/07/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90125221 BBB of Central Florida

Consumer Info:

Fay, Betsy
2419 Covington Drive

2000

Myrtle Beach, SC 29579
- 843 742-5994

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Ordered a trial size of Healthy New Beginnings weight loss product. Garcinia Cambogia, and charged huge amount for trial amount.

Purchased a trial size of Garcinia Cambogia on line from Healthy New Beginnings. I understood that the \$4.95 I paid covered the trial bottle and if I liked it and wanted more, I could order more for their regular price. Got the product and tried it with none of the promised results. Then I found that they had charged my credit card for \$86.90. When I contacted them, I thought it was for the next bottle and told them to cancel shipment and refund money to my credit card but was told that that money was to pay for the trial bottle that I had already received as I hadn't notified them within 14 days or sent the unopened bottle to them. They state all this is in the print of their ad but to me if you charge \$4.95 for a trial size that is all you can charge and not charge in the rear for a product you received. I have had multiple contacts with them and they refuse to refund the \$86.90. I think their advertisement is very deceptive and they should state in large print that you will be charged \$4.95 and \$86.90 for the first bottle you receive. It isn't a trial in my opinion. I thank you in advance for anything you can do to rectify this situation.

Consumer's Desired Resolution:

would like to be refunded the \$86.90 that was on my credit card. Also, would require them to put in large print the actual costs of the trial bottle, not in fine print on the bottom.

02/28/2014 web **BBB** Case Received by BBB
03/03/2014 cha **BBB** Case Reviewed by BBB
03/03/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/03/2014 Otto **MAIL** Notify Business of Dispute
03/18/2014 Otto **BBB** No response to first notice to business
03/18/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
03/18/2014 Otto **MAIL** Reminder of Dispute to Business
03/24/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125221

Customer Name: Betsy Fay

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 3-24-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 1-30-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 2-13-2014 for the product of which they received during the trial period. Again, the customer's account has been refunded in full for the amount of \$86.90 as of 3-24-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/25/2014 cha **EMAIL** Forward Business response to Consumer
03/25/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
03/26/2014 Otto **MAIL** Inform Business - Case Closed RESOLVED

03/26/2014

Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124916 BBB of Central Florida

Consumer Info:

Federenko, Ed
210 S. Odessa Ave.

2000

Egg Harbor City, NJ 08215
- 609 804-0623

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Free trial product was actually billed for \$86.90 14 days from time of order. Did not expect to be billed for the "free trial." Terms are misleading

I saw the Facebook advertisement, using Dr. Oz's name so I believed it was reputable, for a free trial of Garcinia Wow and signed up for it on 1/28/14. Before I had a chance to try the product I was billed \$86.90 for it--a price that was nowhere in their advertisement. When I called to cancel on 2/24/14, they said that they bill for that free trial size 14 days after the order date, regardless of when the order is received. I have cancelled the subscription they say I signed up for, but they say all was explained in their terms and conditions. Their ad is misleading and there is no way I would have signed up for a free trial if I knew that "free" meant \$86.90 to them.

Consumer's Desired Resolution:

Refund of \$86.90.

02/24/2014 web **BBB** Case Received by BBB
02/25/2014 cha **BBB** Case Reviewed by BBB
02/25/2014 Otto **EMAIL** Send Acknowledgement to Consumer
02/25/2014 Otto **MAIL** Notify Business of Dispute
03/10/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90124916

Customer Name: Ed Federenko

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 (Garcinia Cambogia product cost) as of 3-10-2014. Please allow 2-7 business days for the refund to process and post back to their account. On 1-28-2014 and order was placed for our Garcinia Cambogia weight loss supplement for a 14-day trial paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or phone to obtain an extension. If we are not contacted by the customer prior to the end of their trial period, they will be billed for the product of which they received and enrolled in an auto-ship membership until cancelled. All of which is stated on our order page, on our website and within our terms and conditions. Since we were never contacted prior to the end of their trial, they were billed \$86.90 for the Garcinia Cambogia weight loss supplement on 2-11-2014. The customer contacted our support center on 2-24-2014 via our customer support telephone number regarding the charge to their account and wished to cancel their membership. The customer service representative cancelled all future shipments and billings on 2-24-2014. Again, the customer has been refunded in full for the amount of \$86.90 as of 3-10-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/11/2014 cha **EMAIL** Forward Business response to Consumer
03/24/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
03/24/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
03/24/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141259 BBB of Central Florida

Consumer Info:

Feliciano, Crystal
6341 Blaine Ave

Hammond, IN 46324
- 708 582-4253

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

2000

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Trying to receive a refund for a product. Refusal to give me a refund. Would not give me information on how to obtain a full refund.

I have no receipt of my purchase with no date on which my purchase was made or date of when I need to cancel the product. According to them I made the purchase Nov. 20 and needed to cancel 14 days after. I called on December 5 and they refused to give me a refund. I have not used the product. It is still brand new and sealed. I just want my money back. They kept giving me excuses and telling me there was no one there above them and no one would give me a refund.

Consumer's Desired Resolution:

I want the remainder of my refund. She only gave me 50% but I need the rest of my money. The company is shady. They relabeled the bottles from another company. They are very shady with their customers.

12/06/2014 web **BBB** Case Received by BBB
12/08/2014 cha **BBB** Case Reviewed by BBB
12/08/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/08/2014 Otto **MAIL** Notify Business of Dispute
12/24/2014 Otto **BBB** No response to first notice to business
12/24/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/24/2014 Otto **MAIL** Reminder of Dispute to Business
01/05/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/05/2015 cha **BBB** Phone Call or Time Extension
01/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/09/2015 cha **BBB** Inform Consumer No Response from Business
01/09/2015 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
01/09/2015 Otto **MAIL** Inform Business - Case Closed UNANSWERED
01/09/2015 Otto **BBB** Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90143424 BBB of Central Florida

Consumer Info: Feller, Samantha
811 Hawkeye Drive Apt 204
2000
Dubuque, IA 52001
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste
Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I have been charged for this "free trial" because I did not cancel soon enough. I have been charged THREE times now.

I tried the "risk free trial" and was subjected to wrongful charges. I knew I had 14 days to cancel if I was not satisfied, however, I could find NOWHERE on the site to cancel my trial. After 2 unsuccessful phone calls, I came here only to find numerous others had been scammed. On 11/22 I was charged \$86.90 to my Discover card by GarciniaWow/Healthy New Beginnings. Also on 11/22 I was charged \$88.49 to my Discover card by DietSupply. I contacted Discover to dispute these charges and just recently got a response from them that the charges were correct. I have now just received a THIRD charge on 1/6 from ETX Supplements for \$95.44 on my Discover card. I find this to be absolutely ridiculous!! I did receive the two "risk free" bottles, but have been charged THREE times which is even more infuriating.

Consumer's Desired Resolution:

I expect to be refunded for the three charges to my Discover card. \$86.90, \$88.49, and \$95.44. Those charges have totaled \$270.83. As a full-time employee and full-time student, I am struggling to make ends meet without this sham of a company making it any harder.

| | | |
|-------------------|-------------------|--|
| 01/15/2015 | web BBB | Case Received by BBB |
| 01/16/2015 | cha BBB | Case Reviewed by BBB |
| 01/16/2015 | Otto EMAIL | Send Acknowledgement to Consumer |
| 01/16/2015 | Otto MAIL | Notify Business of Dispute |
| 02/03/2015 | Otto BBB | No response to first notice to business |
| 02/03/2015 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 02/03/2015 | Otto MAIL | Reminder of Dispute to Business |
| 02/16/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 02/26/2015 | cha BBB | Phone Call or Time Extension |
| 03/02/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 03/03/2015 | cha BBB | Inform Consumer No Response from Business |
| 03/03/2015 | Otto BBB | Inform Consumer - Case Closed UNANSWERED |
| 03/03/2015 | Otto BBB | Inform Business - Case Closed UNANSWERED |
| 03/03/2015 | Otto BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90127834 BBB of Central Florida

Consumer Info:

Fiederlein, Michael
3262 4th St

Oceanside, NY 11572
516 764-7851 516 764-7851

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

unauthorized bank debits

signed up and authorized to have \$4.95 shipping fees for trial period. I did not authorize any other funds.

I am a MILITARY PERSON USCG and signed up and authorized \$4.95 shipping fees to be debited from my account for the trial period.

I did not authorize any \$43.45 or \$46.92 that was taken. when I contacted Healthy New Beginnings at 888-656-8893

I tried to explain that I never authorized these charges, they were extremely rude and hung up on me. I called back and asked to speak to a supervisor and was placed on hold for 40 minutes during that time the rep came on the line and offered me a 30% refund I said NO. then later she came back on the line offered a 50% refund I said NO. then eventually was disconnected. this is a SCAM BEWARE this company should be shut DOWN...I will as well file a complaint with the Florida State Attorney Generals Office..

Consumer's Desired Resolution:

I want a FULL REFUND for both charges \$43.45 and \$46.92... and I never want another product from this company ever again..

04/11/2014 web **BBB** Case Received by BBB
04/15/2014 cha **BBB** Case Reviewed by BBB
04/15/2014 Otto **EMAIL** Send Acknowledgement to Consumer
04/15/2014 Otto **MAIL** Notify Business of Dispute
04/22/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90127834

Customer Name: Michael Fiederlein

To whom it may concern,

I would like to preface by stating that the customer has been issued a full refund in the amount of \$43.45 (Garcinia Cambogia product cost) as of 04/22/2014. Please allow 2 -7 business days for the refund to process and post back to the customer's account. On 01/28/2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$86.90 for the weight loss supplement at the end of the trial and they are also billed \$86.90 every 30 days until cancellation. We apologize for any inconvenience this may have caused the customer. Again, we have issued a full refund of \$43.45 for the cost of the product as of 04/22/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

04/23/2014 cha **EMAIL** Forward Business response to Consumer
05/05/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter

05/05/2014
05/05/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED
Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90126155 **BBB of Central Florida**

Consumer Info:

Finn, Kaylan
19 Gorham St Unit 1
Waltham, MA 02453
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I was charged by them first \$4.95 and then \$86 without consent. I entered my cc info into their website where it told me I would be able to review.

After I reviewed the transaction, I realized it was misleading advertisement and I clicked out of it without authorizing the transaction. I am assuming they already registered my cc info. and took it upon themselves to charge me twice. I NEVER authorized and received a billing confirmation. I am appalled that this company is using a misleading ploy to gain interest and then fraudulently charging credit cards with ridiculous amounts of money.

Consumer's Desired Resolution:

I have already reported the fraud to my cc company so there is nothing the company can do for me except realize they are frauds and discontinue their practices.

| | | |
|-------------------|-------------------|---|
| 03/15/2014 | web BBB | Case Received by BBB |
| 03/17/2014 | cha BBB | Case Determined to be INFO ONLY - No Wait |
| 03/17/2014 | Otto EMAIL | Inform Consumer - Case Closed INFO ONLY |
| 03/17/2014 | Otto MAIL | Inform Business of Case Closed INFO ONLY |
| 03/17/2014 | Otto BBB | Case Closed INFO ONLY |

COMPLAINT ACTIVITY REPORT Case # 90117267 BBB of Central Florida

Consumer Info:

Focke, Jennifer
6804 Smoketree

Denton, TX 76208
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered a trial product then cancelled it. They then sent me a second bottle and billed me. When called they refused to credit me back.

I ordered a trial product in the end of June 2013. I was aware at the time that there was a short window in which to cancel to avoid any other charges. I called at the end of the 14 days and cancelled my account. I was told at that time to return my bottle (it was half gone) and everything was supposedly taken care of. I then saw a charge on my CC on 7/6/2013 and called again early the week of 7/15 to confirm cancellation. I then called on 9/3/2013 as i had not seen a credit and had been forced to call my credit card for dispute. During that call they then said that the bottle was never returned (one was; after I sent back my trial then they sent me a second bottle.... they neglected to mention that I needed to send that one that was in transit when I made my last call!!!) I was told that since it was in dispute status they could not touch my account..... weird... seems like a refund would help the resolution end quickly... anyhow they advised me that once it was out of dispute they could "touch it" and suggested taht if I sent back the second bottle I still had it could all be resolved so I ended the dispute and then called the company back today 10/1/2013. Suddenly they say they cant do anything even thought it is out of dispute status. I asked for a supervisor and was routed to someone different who said they didn't have complete notes and that he was not able to give any credit once a charge goes into dispute...this was contradictory and I told him so. I explained that I had made the necessary calls and still had the second bottle....again his unwillingness to assist. I explained that my next step was forced to report them and to seek legal counsel for assistance. I asked for his name (he could only give me his first name and Emp ID#) and I asked for address info. He refused to give me any address info as they only give that out to people returning products..... HELLO! I have a product to return. HE refused to give me any corporate information. Once I began then to google the company I found all sorts of negative reviews including issues noted with the BBB. I found the addresses and am mailing back the bottle now. I have the original packaging and find it interesting that the address is not the same as where it came from and there was no note/bill or contact info with the bottle. Sneaky way to make someone challenged in getting in touch with you....

I believe this company is running a scam operation. They have diet pills falsely endorsed by celebrities and are who knows what in a bottle. They tell you that if you cancel you wont be charged but you will and then when you finally catch it; its conveniently too late to do anything further. All i want is a credit- its simple.

Consumer's Desired Resolution:

Seeking refund of 86.90

10/01/2013 web BBB Case Received by BBB
10/04/2013 cha BBB Case Reviewed by BBB
10/04/2013 Otto EMAIL Send Acknowledgement to Consumer
10/04/2013 Otto MAIL Notify Business of Dispute
10/08/2013 WEB BBB RECEIVE BUSINESS RESPONSE : RE: Case # 90117267
To whom it may concern,

I would like to preface by stating that the customer been refunded for the amounts of \$4.95 and \$86.90 as of 10-08-2013. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 6-23-2013 Customer signed up for the Healthy New Beginnings Garcinia Cambogia weight loss supplement 14-day trial and paid \$4.95 for shipping and handling. As covered on our order page and within our terms and conditions the customer has 14 days to try the product to see if it suits them. If the customer does not feel they have enough time on the trial they are urged to contacts us via email or telephone to extend their trial. If we are not contacted by the customer before the end of their trial they will be billed the full retail value of the product on the 15th day, which was the \$86.90 charge. Our terms and conditions clearly states that after the 14-day trial they will be billed for the product they have received. Again, the customer has been refunded in full for the amounts of \$4.95 and \$86.90. Should you have any other questions or concerns, please feel free to contact us again.

Regards,
Danielle W.
Healthy New Beginnings Inc
1540 International Parkway Suite 2000
Lake Mary, FL 32746
888.656.8893
support@healthynb.com

10/08/2013 cha EMAIL Forward Business response to Consumer
10/11/2013 WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
10/14/2013 Otto MAIL Inform Business - Case Closed RESOLVED
10/14/2013 Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90122940 BBB of Central Florida

Consumer Info:

2000

Foley, Mark P
250 Summer St Unit #6

Plantsville, CT 06479
- 860 877-5477

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Hello this company reported a miracle weight loss pill after a Dr. Oz report. They offered a trial sample for \$4.95. If it worked, I could order more. Instead I was surprised to see an item on my credit card for \$86.95! They claim it takes months to confirm the product works however provide only 14 days to notify them. This is not long enough for any reasonable trial. In the meantime several weeks of use -this product does not work. Not only that- I was duped into an add on drug call "Green Coffee". I contacted them to refund the balance. After a level 2 check, I will reportedly get "50%" back in the amount \$44.00. This product does not work and I have been treated unfairly. I feel I should receive a refund of the unused amount which is \$86.90 - \$4.95= \$81.95. This is a farce of major proportion.

Product_Or_Service: Trial Bottle of Garcinia Cambogia

Order_Number: Refund order 235263

Account_Number: No invoice with ship

Consumer's Desired Resolution:

DesiredSettlementID: Refund\$86.90- \$4.95 trial that was expected is a refund/credit of \$81.95, not \$44.00.

01/22/2014 **web BBB** Case Received by BBB
01/23/2014 **cha BBB** Case Reviewed by BBB
01/23/2014 **Otto EMAIL** Send Acknowledgement to Consumer
01/23/2014 **Otto MAIL** Notify Business of Dispute
02/03/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : The company credited \$44 back to me on 1/20. Today they reported they will credit me \$42.90 which is a 100% refund although I am pending verification from my credit card company....
02/04/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,
I would like to preface by stating that the customer has been refunded in full for the amount of \$42.90 (the remainder of the \$86.90 that was not refunded previously) as of 2-03-2014. Please allow 2-7 business days for the refund to process and post back to their account. On 1-20-2014 the customer was issued a partial refund of \$44.00, leaving a remaining balance of \$42.90 of which was refunded on 2-03-2014. We received a mailed letter requesting the remainder be refunded, of which is was shortly after receiving the letter. Should you have any other questions or concerns, please feel free to reply to this response.
Regards,
Healthy New Beginnings Complaint Department
02/06/2014 **cha EMAIL** Forward Business response to Consumer
02/06/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
02/07/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED
02/07/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90143005 BBB of Central Florida

Consumer Info:

Fowler, Jamie
1203 Lexington Dr
Corsicana, TX 75110
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

2000

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I was charged \$4.95 & \$86.90 and I have not received anything. They shipped it to the wrong address so it was sent back to them. I want a full refund
I ordered there product in November on a trial offer for \$4.95. December rolled around and I had still not received anything. I checked my account and had also been billed an additional \$86.90. I have NOT received anything nor do I want to deal with this company ever again. I called the company and they told me to track the package with the US postal office which I did. It turns out that it was send to the wrong address which does not exist so it was sent back to post office where it was shipped back to the company. They know I never received their product but still charged my account twice for almost \$100! I called and they said they would refund my money after a heated debate. They kept wanting to send me a bottle at a 35% discount. I explained to them that I just wanted a full refund and did not want their product. They agreed to issue a refund. I have waited and waited and no refund has been received. I just called and they are still giving me the run around saying it was issued and to check with my bank! How can a company charge you not once but twice even for a product you can prove you never received.

Consumer's Desired Resolution:

full refund of both charges

01/08/2015 web **BBB** Case Received by BBB
01/12/2015 cha **BBB** Case Reviewed by BBB
01/12/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/12/2015 Otto **MAIL** Notify Business of Dispute
01/27/2015 Otto **BBB** No response to first notice to business
01/27/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
01/27/2015 Otto **MAIL** Reminder of Dispute to Business
01/27/2015 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : I called and spoke with a representative again. They admitted that they know I NEVER received any product from them but was charged twice. They said that they have issued a refund as of December 23rd. They told me I should receive it by Jan. 23rd bc it could take up to 1 month maximum. I have still not received anything. It is excuse after excuse! They stole money from my credit card and charged me twice for something I never received at all. I have spoke to them multiple times each time taking about 20 minutes of wait time minimum. Then they give me excuse after excuse.
02/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/20/2015 cha **BBB** Phone Call or Time Extension
02/24/2015 Otto **BBB** No Response received from Business on 2nd Notice
03/03/2015 cha **BBB** Inform Consumer No Response from Business
03/03/2015 Otto **BBB** Inform Consumer - Case Closed UNANSWERED
03/03/2015 Otto **BBB** Inform Business - Case Closed UNANSWERED
03/03/2015 Otto **BBB** Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90125300 BBB of Central Florida

Consumer Info:

Fulton, Denise
115 S Piatt St

Monticello, IL 61856
217 621-6169 217 621-6169

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Unauthorized charge of credit card for supplement that was supposed to be a free trial with payment of shipping.
Ordered free trial on 2/5/14 of Garcinia Cambogia for \$4.95 shipping. When I finished the order I received no email or anything confirming the order. Then on my credit card statement it shows a charge on 2-19-14 for \$86.90 which I never ordered or said to put on my card. I called thinking it was a future order and I wanted to cancel since the product doesn't work and instead was told that was for my original order and I had 14 days from the day I placed the order to cancel. They offered to refund me 35% and a company discount but if I wanted to talk to supervisor then I would get nothing. I wanted to speak to supervisor because I wanted my refund since there advertising said free trial. I have disputed the charge with my credit card company.

Consumer's Desired Resolution:

I want the \$86.90 refunded to my account. I agreed to pay \$4.95 for a free trial.

03/01/2014 web **BBB** Case Received by BBB
03/03/2014 cha **BBB** Case Reviewed by BBB
03/03/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/03/2014 Otto **MAIL** Notify Business of Dispute
03/18/2014 Otto **BBB** No response to first notice to business
03/18/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
03/18/2014 Otto **MAIL** Reminder of Dispute to Business
03/24/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125300

Customer Name: Denise Fulton

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 3-24-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 2-05-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 2-19-2014 for the product of which they received during the trial period. Again, the customer's account has been refunded in full for the amount of \$86.90 as of 3-24-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/25/2014 cha **EMAIL** Forward Business response to Consumer
04/07/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
04/07/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
04/07/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124587 BBB of Central Florida

Consumer Info:

Gadway, Lynn
121 Avery Rd
2000
Brushton, NY 12916-3403
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Requested refund by email 3x and attempted to call 3 times with no answer. I ordered a trial sample (order # 277717) for \$4.95 on 1/24/14 @ 9:56pm using a visa card. I was charged on 1/26/14 and never received the product until the afternoon of 2/03/14. On 2/07/14 I was charged the full price of \$86.90 with only 4 days since receiving the product. I called on 2/07/14 and waited on hold for 18 minutes at 9:04am and again @9:17am. I finally hung up and sent an email requesting the RMA # required by the HNB to receive a refund and to cancel the order. I received a cancellation notice for FUTURE orders however NO RMA# to be able to return this shipment and receive my refund which they say has to be within 30 days. I sent a second and third email requesting the RMA # again on 02/11/14 and again on 02/13/14 with no response. I attempted to call on 02/13/14 and again on 02/19/14 in which I stayed on hold for 21 minutes.

Consumer's Desired Resolution:

I am seeking a full refund.

02/19/2014 web **BBB** Case Received by BBB
02/20/2014 cha **BBB** Case Reviewed by BBB
02/20/2014 Otto **EMAIL** Send Acknowledgement to Consumer
02/20/2014 Otto **MAIL** Notify Business of Dispute
03/04/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,
I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 (Garcinia Cambogia weight loss supplement product cost) as of 3-04-2014. Please allow 2-7 business days for the refund to process and post back to their account. On 1-24-2014 an order was placed to try our Garcinia Cambogia weight loss supplement for a 14-day trial only paying \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via phone or email to extend their trial period. If we are not contacted by the customer prior to the end of their trial then once their trial expires they will be billed for the product(s) of which they received. All of which is stated on our website, the order page the order was placed on and within our terms and conditions. Since we were never contacted by the customer prior to the end of their trial then they were billed \$86.90 on the 15th day (2-07-2014). We were contacted by the customer on 2-07-2014 via email requesting cancellation and how to return the product for a refund. We replied to the email on 2-08-2014 explaining what the customer signed up for, why they were billed and to contact us via our support number to obtain an RMA to return the product. We received another email from the customer on 2-11-2014 explaining that they sent in an email on 2-07-2014 requesting cancellation, of which they state was done and that they requested an RMA (returned merchandise authorization number) but was not given one. As stated in the previous email, the customer has to contact us via our support phone number to obtain an RMA. We replied to the second email on 2-13-2014 further explaining that the customer has to contact us via the support phone number to obtain an RMA. We received a third email on 2-13-2014 from the customer explaining that they were irritated and that they had tried to contact us via our support phone number but we were closed due to inclement weather and the customer again, was requesting an RMA. We replied to the third email on 2-16-2014 explaining again that they need to contact us via our support number to obtain and RMA and explained that we were closed due to the inclement weather in the

Southeast. We replied to all three emails that the customer sent in and have records of the emails and the responses from the customer if needed. Again, the customer has been refunded in full for the amount of \$86.90 as of 3-04-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,

Healthy New Beginnings

03/04/2014 cha **EMAIL** Forward Business response to Consumer

03/07/2014 WEB **BBB** BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE

: (The consumer indicated he/she DID NOT accept the response from the business.)

The refund has been posted to my account only because the BBB is involved, however in response to their claiming they responded to all the emails...they did not! I would be interested in seeing their proof as they NEVER responded to the second and third email. I would have been willing to just cancel and get my refund the nice way had they just responded or answered a phone. The only one they responded to was the first one I sent and as I stated I tried numerous times to call with NO answer...again I had four days from the time it finally arrived to try the product which was supposed to have been a 14 day trial and you can not get them to answer the phone or a second email so how could I call or email them to have them extend the trial time??? And by the way, the order was placed at 10pm on the 24th and billed at 1am on the 7th!! It is a complete gimmick. It also always amazes me considering I work for a financial institution why they can always take the money immediately but it takes them so long to put it back!!! I have never used the BBB before and wished I wouldn't have had to this time either. This company is terrible and I hope other people don't fall prey to their scam!!!

03/11/2014 cha **BBB** Bureau Judged Case AJR

03/11/2014 Otto **EMAIL** Inform Consumer - Case ADMINISTRATIVELY CLOSED

03/11/2014 Otto **MAIL** Inform Business - Case ADMINISTRATIVELY CLOSED

03/11/2014 Otto **BBB** Case ADMINISTRATIVELY CLOSED

COMPLAINT ACTIVITY REPORT Case # 90122750 BBB of Central Florida

Consumer Info:

2000

Garcia, Michael
210 River View LaneNorwich, CT 06360
- 413 262-3937**Business Info:** Healthy New Beginnings, Inc.
1540 International Pkwy SteLake Mary, FL 32746-5096
888 656-8893**Location Involved:** (Same as above)**Consumer's Original Complaint :**

I was charged a large amount of money because I did not cancel my membership within 14 days. The company pretty much hid the small print.

I paid 4.95 for a sample bottle with my debit card on January 5th 2014. On January 19th I was charged 86.90 because I did not cancel my two week trial period. This is an obvious scam. I would like to be refunded the 86.90. My debit card is MasterCard. 5511410000219610. Exp. 4/14 code on back is 550.

Consumer's Desired Resolution:

Refund of 86.90

01/20/2014 web **BBB** Case Received by BBB
01/21/2014 cha **BBB** Case Reviewed by BBB
01/21/2014 Otto **EMAIL** Send Acknowledgement to Consumer
01/21/2014 Otto **MAIL** Notify Business of Dispute
01/28/2014 WEB **BBB** RECEIVE BUSINESS RESPONSE : To who it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 1-28-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. We apologize for any inconvenience this matter may have caused the customer. On 1-5-2014 the customer paid \$4.95 for shipping and handling for a 30-day supply of our Garcinia Cambogia weight loss supplement to try for a 14-day trial. We do not offer any "free trials" or sample bottles. If we are not contacted by the customer prior to the end of their 14-day trial, then they are billed the full price (\$86.90) of the product of which was shipped out to them shortly after placing the order. Since we never heard from the customer to cancel, they were billed for the product that they received. All of which is clearly stated on our order page. Again, the customer has been refunded in full for the amount of \$86.90 and their membership completely canceled. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,
HNB Complaint Department

01/29/2014 cha **EMAIL** Forward Business response to Consumer
02/10/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
02/10/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
02/10/2014 Otto **BBB** Case closed - ASSUMED RESOLVED
02/10/2014 cha **BBB** ReOpen the Complaint
02/10/2014 cha **BBB** BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE : I still have not been refunded the amount of money they promised. They said 2-7 business days from 1/25/14 and it is now 2/10/14.
02/10/2014 cha **MAIL** Forward Consumer Rebuttal to Business
02/21/2014 WEB **BBB** RECEIVED BUSINESS' REBUTTAL RESPONSE : To whom it may concern,

The refund that was given on 1-28-2014 for the amount of \$86.90 processed properly, meaning the refund did process back to your account. I've checked the merchant gateway to see if the refund failed and it was completely successful while processing. I suggest

contacting your bank regarding the refund. There is nothing more we are able to issue since we already issued a full credit to your account on 1-28-2014.

Regards,

Healthy New Beginnings

02/24/2014

cha EMAIL Send Business' Rebuttal Response to Consumer

03/07/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

03/07/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

03/07/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141349 BBB of Central Florida

Consumer Info:

Gattorna, Cristina
1475 Saturn St

2000

Merritt Island, FL 32953
321 431-3737 321 431-3737

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

THIS IS A SCAM, THEY SAY THAT THE INFORMATION IS ON THE ORDERING PAGE, BUT IT MUST BE HIDDEN IN SMAILL PRINT, HAVE BEEN CHARGED 183.42 AND WANT RETURN Healthy New Beginnings free trial offer (only pay S&H of \$4.95). No where did I see that a full charge of 86.90 would be charged 2 weeks later. I believe they omitted this information or buried in the fine print to deceive buyers. This product is not worth that money and they do not give people enough time to evaluate the product anyways. And when the charge showed up on my checking account I called the phone number and they said this was the charge for the bottle of Garcinia XS that I received and if I didn't respond to cancel within 14 days, they would charge this and put me on autobill/autoship. Even if it was a good product, they are deceptive and it is not clear enough what the deal is. It is also highly overpriced. It is in my mind a very deceptive scam that may not even work! They should be ordered to disclose in the same font and same 1st page of information the full deal. All products should not allow fine print anywhere. There were 2 charges on my credit card, and when I asked about the first charge she said it was in the order info, I said that it was unfair that they charge for a product 2 weeks after I order it when it didn't arrive until the 29th and didn't even have a chance to really try the product and see if it works (which does not work as they advertised0, that I wanted to return the product and get my money back, she apologies and said I couldn't return the product and get my money back (???) since the product was opened., that she would put my date out to feb 4th for the next billing so I can try it some more, I then asked about the second charge and she said she didn't know anything about that. I then call the second number to find out it is the same company and they were charging for the other bottle they sent which I saw no where was a separate charge anywhere so the first rep lied, then after waiting again for a long time this new rep said that the 96.52 was for the second bottle, I told her it was a scam and wanted to speak to a supervisor, she said one was not available, put me back on hold, checked on me twice if I still wanted to hold I said yes, then I was hung up on. I want my money back for both products, I will return it to them, there was no literature with the product except a slip of paper with the phone number on it and what is on the label which is limited. I am now on hold again to request the refund (currently going on 10 minutes)

Consumer's Desired Resolution:

I want my money returned of \$86.90 and \$96.50.

| | | |
|------------|------------|--|
| 12/08/2014 | web BBB | Case Received by BBB |
| 12/08/2014 | cha BBB | Case Reviewed by BBB |
| 12/08/2014 | Otto EMAIL | Send Acknowledgement to Consumer |
| 12/08/2014 | Otto MAIL | Notify Business of Dispute |
| 12/24/2014 | Otto BBB | No response to first notice to business |
| 12/24/2014 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 12/24/2014 | Otto MAIL | Reminder of Dispute to Business |
| 01/05/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/05/2015 | cha BBB | Phone Call or Time Extension |
| 01/09/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/09/2015 | cha BBB | Inform Consumer No Response from Business |
| 01/09/2015 | Otto EMAIL | Inform Consumer - Case Closed UNANSWERED |
| 01/09/2015 | Otto MAIL | Inform Business - Case Closed UNANSWERED |

01/09/2015

Otto BBB Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90145784 **BBB of Central Florida**

Consumer Info:

Giannasio, Lucinda
1107 Walnut Grove Rd.

2000

Carlisle, KY 40311

- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Returned product, was owed a refund but it was never received by my bank. Ordered Garcinia Wow!, didn't like product. Called and cancelled on 12/12/2014; was given an RMA # to return product already in shipping process. Product send via USP with tracking number and was received at their facility on 12/24/2014. Was told by customer service rep that my refund was processed on 1/7/2015 and was given a Transaction # 2508255301; waited a week, no refund called again; was advised that it could take up to one month to process refund. Called back on/about 2/11/2015 and was told to call my bank to have them search for transaction #, I called bank, they had no record of that transaction number; Called back on 2/14/2015, spoke with supervisor what stated she would have someone call me back with the refund department. Waited one week, called back 2/24/2015 again, was told that I my matter was under investigation and I would be called when it was complete; no time-frame for investigation: I asked for number to call, and was told there wan't one.

Consumer's Desired Resolution:

I just want my refund that is owed.

02/24/2015 **web BBB** Case Received by BBB
02/24/2015 **cha BBB** Case Reviewed by BBB
02/24/2015 **Otto EMAIL** Send Acknowledgement to Consumer
02/24/2015 **Otto MAIL** Notify Business of Dispute

COMPLAINT ACTIVITY REPORT Case # 90111749 BBB of Central Florida

Consumer Info:

Golden, Dana
19805 Waterford Place

2000

Excelsior, MN 55331
- 952 641-6901

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Refused to accept my return until I spoke to a supervisor and told them I was reporting to BBB. I purchased a trial bottle of Garcinia Cambogia for \$4.95 on 6-04-13. The deal was that I did not cancel the autoship that was associated with this within the 14 day trial period. I was then billed \$66.91 on 6-20-13. Another bottle was shipped to me at this time. If the bottle is a 30 day supply, why would they ship a bottle 15 days later?

I have 2 issues.

1. The fact that they are grossly, negligently OVER charging for this product. It is readily available on the internet from \$6.39-\$23.99. (I stupidly clicked on this link as it came up first in a google search).

2. Upon calling and canceling my autoship, and asking for a refund, I was told that they would not take back my unopened bottle.

It wasn't until I called back (I spoke with Jamie when I called back) asked for a supervisor, and let them know that I would be filing a complaint with the BBB, that I was able to negotiate a partial refund.

The wording in their advertising makes it sound like a person is getting such a great deal for the "low price of only \$79.95". It is definitely buyer beware.

Consumer's Desired Resolution:

I just want a consumer to find this complaint if they investigate this company. I would also like them to have change their refund policy so that someone who has an unopened bottle can return it for a full refund.

06/27/2013 web BBB Case Received by BBB
06/28/2013 cha BBB Case Reviewed by BBB
06/28/2013 Otto EMAIL Send Acknowledgement to Consumer
06/28/2013 Otto MAIL Notify Business of Dispute
07/12/2013 WEB BBB RECEIVE BUSINESS RESPONSE : RE: Case # 90111749

To whom it may concern,

I would like to preface by stating that the customer been refunded for the amount of \$66.91 and \$4.95 as of 7-12-2013. On 6-02-2013 Customer signed up for the Healthy New Beginnings Garcinia Cambogia weight loss supplement 14-day trial and paid \$4.95 for shipping and handling. As covered on our order page and within our terms and conditions the customer has 14 days to try the product to see if it suits them. If the customer does not feel they have enough time on the trial they are urged to contacts us via email or telephone to extend their trial. If we are not contacted by the customer before the end of their trial they will be billed the full retail value of the product on the 15th day. Our terms and conditions clearly states that after the 14-day trial they will be billed for the product they have received, which is what happened in this case since no contact was made before the end of their 14-day trial. We apologize for the confusion but we do wish that the customer had contacted us sooner to resolve the issue. Again, the customer has been refunded in full for the amounts of \$66.91, \$4.95 and their membership cancelled. Should you have any other concerns please contact us.

Regards,
Danielle W.
Healthy New Beginnings Inc

1540 International Parkway Suite 2000
Lake Mary, FL 32746
888.656.8893
support@healthynb.com

07/15/2013

cha EMAIL Forward Business response to Consumer

07/26/2013

Otto BBB No Consumer Response- Assumed Resolved with Letter

07/26/2013

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

07/26/2013

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90137616 BBB of Central Florida

Consumer Info:

Graham, Amanda
12080 SE 282nd AVE

2000

Boring, OR 97009
- 503 313-7874

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered your free trial bottle for \$4.95 and today I was charged \$65.17. That is wrong and I shouldn't have paid that much if I already paid the \$4.95.

I want my money back. I was charged \$65.17 for a bottle I still haven't received! I was told that the free trial only costed \$4.95 which I have already paid. So you guys need to learn how to advertise correctly or just stop all together. I want and need the \$65.17 refunded back into my account today!

Consumer's Desired Resolution:

if im not going to receive the bottle i want the full \$4.95 and \$65.17 refunded back into my account today!

09/26/2014

web BBB Case Received by BBB

09/29/2014

ned BBB Case Reviewed by BBB

09/29/2014

Otto EMAIL Send Acknowledgement to Consumer

09/29/2014

Otto MAIL Notify Business of Dispute

10/15/2014

Otto BBB No response to first notice to business

10/15/2014

Otto EMAIL Consumer - Have You Heard From the Company

10/15/2014

Otto MAIL Reminder of Dispute to Business

10/20/2014

WEB BBB RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating the customer was previously refunded \$65.17 as of 9-27-2014 and we have also refunded the shipping and handling cost, \$4.95 as of 10-20-2014. Please allow 2-10 business days for the refund to process and post back to their account. Should you have any further questions or concerns please feel free to reply to this response. Best wishes.

Regards,

Healthy New Beginnings Support

10/20/2014

ned EMAIL Forward Business response to Consumer

10/31/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

10/31/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

10/31/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90120020 BBB of Central Florida

Consumer Info:

Gray, William
4410 NE 109th Ave
Portland, OR 97220
503 262-8187 503 262-8187

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

After ordering online, I lost the website

I tried to return product in mail, dozens of times writing "cancel subscription, don't send any more"
There was no paperwork of any kind with product.

Nothing written on envelope. I searched, high and low looking for anything for a way to contact this company, but I couldn't find it.

I had to cancel my debt card to make it stop!

Consumer's Desired Resolution:

I have sent back dozen of bottles and they have turned around and resold them. I deserve a refund!!

11/22/2013 **web BBB** Case Received by BBB
11/25/2013 **cha BBB** Case Reviewed by BBB
11/25/2013 **Otto EMAIL** Send Acknowledgement to Consumer
11/25/2013 **Otto MAIL** Notify Business of Dispute
12/06/2013 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,
I would like to preface that the customer has been refunded in full for the amount of \$86.90 (x3) as of 12-6-2013. Please allow 2-7 business days for the refunds to process and post back to the customer's account. The customer was also refunded for an additional \$86.90 on 11-22-2013. We never received any contact from the customer prior to 11-22-2013. Our contact information is on our website, on the product itself and within the confirmation email the customer received after placing the original order. Again, the customer has been refunded in full for the amount of \$86.90 (x3) and their membership completely canceled. Should you have any other questions or concern, please do not hesitate to reply to this response.
Happy holidays,
Complaint Department
12/10/2013 **cha EMAIL** Forward Business response to Consumer
12/10/2013 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
I appreciate the refund, and am satisfied with the results.
Thanks for your help!
William Gray
12/10/2013 **Otto MAIL** Inform Business - Case Closed RESOLVED
12/10/2013 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90127468 BBB of Central Florida

Consumer Info:

Green, Ashley
2643 Hawaii Ave

2000

Humboldt, IA 50548
515 890-0281 515 890-0281

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)**Consumer's Original Complaint :**

Inadequate explanations of "trial period" and charging. Stated you have a trial period for 14 days only for 4.95. NOT TRUE!

This business offered a 14 day trial period to try Garcinia WOW weight loss product as well as a healthy Cleanse supplement that supposedly work well together. I purchased their 14 day trial advertised at 4.95 each. Garcinia showed up a week or so after purchasing it and a few days later I was charged 86.90 (false advertising!) I was NOT able to "try" it for 14 days before they charged me! I was unaware of the 86.90 but understand it must've been in some fine print somewhere. Also the cleanse product is not even here yet, and my trial period has now expired and my card was charged 87.35! I called the company and they claim that the day you order it, the trial period starts. That makes sense.. I can't even try it before you take my money?! I really needed that money that they stole from me and I am disgusted with this advertising. They have refused to give me my money back on the Garcinia Wow, saying since I opened it, they can't do anything about it. They also said I have to ship the cleanse product back to them once I receive it, and MAYBE I will get some money back. I am very upset, my family depends on this money and though I realize nothing comes free.. I wanted to give it a try and see if it worked for me. This is a bad business and I am hurt and upset that I was scammed into something that I even did research on before I made the (4.95) purchase! I want all my money refunded for both products.

Consumer's Desired Resolution:

I want them to refund me that 174.25 that they stole from me!

04/05/2014 web BBB Case Received by BBB
04/07/2014 cha BBB Case Reviewed by BBB
04/07/2014 Otto EMAIL Send Acknowledgement to Consumer
04/07/2014 Otto MAIL Notify Business of Dispute
04/22/2014 WEB BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90127468

Customer Name: Ashley Green

To whom it may concern,

I would like to preface by stating that the customer has been issued a refund of \$56.90 (remaining Garcinia Cambogia product cost) and also \$9.95 (remaining Amazing Cleanse product cost) as of 04/22/2014. The customer accepted a settlement refund of \$30.00 for Garcinia Cambogia on 04/05/2014 and also accepted a settlement refund of \$77.40 for Amazing Cleanse on 04/05/2014. Please allow 2 -7 business days for the refunds to process and post back to the customer's account. On 03/20/2014 two orders were placed; one for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling and one for our Amazing Cleanse supplement to try for a 14-day trial paying \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia and Amazing Cleanse trial expirations, the customer was billed \$86.90 and \$87.35 for the weight loss supplements. We apologize for any inconvenience this may have caused the customer. Again, we have issued two refunds; one for \$56.90 as of 04/22/2014 for Garcinia Cambogia and also one for \$9.95 for

Amazing Cleanse and have also completely cancelled the membership to ensure no future charges or shipments.. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

04/23/2014 **cha EMAIL** Forward Business response to Consumer
04/24/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
04/24/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED
04/24/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124779 BBB of Central Florida

Consumer Info:

Green, Barbara
16430 Park Lake Rd Lot 138

2000

East Lansing, MI 48823

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Failure to cancel and credit charges after not receiving product.

I placed an order with this company for the trial of Garcinia Cambogia for \$4.95. I was charged twice for this and an additional \$38.71 on Feb 5, 2014. I called the company and they reversed the two for \$4.95 and \$38.71, I requested this to be cancelled since I didn't receive the product. The company interchanged my street name with my last name and failed to correct this after three calls. Since I have not received the product and being handled poorly on the customer service line, I requested this all to be cancelled and refunded to make me whole again. On 2/14/2014 I was charged again for \$86.90. After speaking with the bank, they confirmed the same company has charged the \$86.90 after healthy new beginnings denied being the company to charge it. I have attempted to contact their customer service multiple times to resolve this and the line goes dead or they decline in assisting me. I want my money back. No product has every been received and the company will attest to this since they have my name and address incorrect and will not correct their mistake. This needs to be resolved, considering there are numerous complaints regarding the same issue with the same company for the same product.

Consumer's Desired Resolution:

I will settle for a full reimbursement to my account for the amount of \$86.90. This is the only settlement I will accept since no product will be delivered nor is it wanted.

02/21/2014 web **BBB** Case Received by BBB
02/24/2014 cha **BBB** Case Reviewed by BBB
02/24/2014 Otto **EMAIL** Send Acknowledgement to Consumer
02/24/2014 Otto **MAIL** Notify Business of Dispute
03/10/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90124779

Customer Name: Barbara Green

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$4.95 (shipping and handling) and \$86.90 (product cost) as of 3-10-2014. Please allow 2-7 business days for the refund to process and post back to their account. On 1-29-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or phone to obtain an extension. If we are not contacted by the customer prior to the end of their trial period, they will be billed for the product of which they received and enrolled in an auto-ship membership until cancelled. All of which is stated on our order page, on our website and within our terms and conditions. When the order was placed by Ms. Green the address provided was missing the street address and it was unable to be shipped out. Ms. Green never received the product and that is why I have issued a full refund of \$4.95 for shipping and handling and \$86.90 for the product cost of the Garcinia Cambogia supplement. Should you have any other questions, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/10/2014 cha **EMAIL** Forward Business response to Consumer
03/21/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter

03/21/2014
03/21/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED
Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90126234 BBB of Central Florida

Consumer Info:

Green, Donald
3709 Russellville Rd

2000

Franklin, KY 42134

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

2 withdraws from bank account, 1 for \$86 and 1 for \$32
these charges were withdrawn on 16 mar 2014 and I have never done any business with this
company. Money withdrawn for no reason

Consumer's Desired Resolution:

I have bank statement showing it was this company that withdrew funds for no reason

03/17/2014 **web BBB** Case Received by BBB
03/17/2014 **cha BBB** Case Reviewed by BBB
03/17/2014 **Otto EMAIL** Send Acknowledgement to Consumer
03/17/2014 **Otto MAIL** Notify Business of Dispute
04/02/2014 **Otto BBB** No response to first notice to business
04/02/2014 **Otto EMAIL** Consumer - Have You Heard From the Company
04/02/2014 **Otto MAIL** Reminder of Dispute to Business
04/10/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90126234

Customer Name: Connie Green (Donald Green)

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full
for the amounts of \$86.90 and \$86.90 as of 4-10-2014. Please allow 2-7 business days for the
refunds to process and post back to the customer's account. On 1-30-2014 an order was placed for
our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for
shipping and handling. Due to no contact prior to the trial expiration the customer was billed
\$86.90 on 2-13-2014 for the product of which they received during the trial period and shipped a
second bottle and billed \$86.90 on 3-15-2014. Again, the customer's account has been refunded in
full for the amounts of \$86.90 and \$86.90 as of 4-10-2014 and their membership completely
cancelled. Should you have any other questions or concerns, please feel free to reply to this
response. Thank you.

Regards,

Healthy New Beginnings

04/10/2014 **cha EMAIL** Forward Business response to Consumer
04/21/2014 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
04/21/2014 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
04/21/2014 **Otto BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90121537 BBB of Central Florida

Consumer Info:

Griffin, Dale
7730 Mosby Trail
Zephyrhills, FL 33540
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

The free trial is a scam to get people in there policy is that you get one 30 day free trial for 4.95 Then when I got bank statement they took out 89.60 for that bottle of pills as I didn't cancel within the 14 day period. This is how they get you. How can you try a product to see if it works when the 14 days starts the day of the order and you receive the product in the mail five days after the order. This gives you 9 days to try there product. This is the scam. Then I was sent a bottle of colon cleans with this product from another company that charged me 149.60 They are really stealing money from bank accounts with there legal loopholes.

Consumer's Desired Resolution:

I just want others to know there practices and hope to save someone from getting scammed from them

12/29/2013 **web BBB** Case Received by BBB
12/30/2013 **cha BBB** Case Determined to be INFO ONLY - No Wait
12/30/2013 **Otto EMAIL** Inform Consumer - Case Closed INFO ONLY
12/30/2013 **Otto MAIL** Inform Business of Case Closed INFO ONLY
12/30/2013 **Otto BBB** Case Closed INFO ONLY

COMPLAINT ACTIVITY REPORT Case # 90125823 BBB of Central Florida

Consumer Info:

Griffin, Kathy
3382 Cedar Circle Rd.
Lancaster, SC 29720
803 285-5719 803 285-5719

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered a free trial for \$4.95 from the website. Then they hit my credit card for \$86.90 which was unauthorized. They refuse to refund my money.

Ordered Garcinia Wow from their website. The charge was supposed to be \$4.95 shipping only. They then charged my credit card \$86.90 on February 19, 2014 which was an unauthorized charge. I've called for days trying to get someone to the phone. Today I held on for 1 hour and 6 minutes. Finally a lady named Sierra answered. Was very rude and told me they would not refund my money.

Consumer's Desired Resolution:

I simply want my \$86.90 refunded since I never agreed to the charges.

03/10/2014 web **BBB** Case Received by BBB
03/11/2014 cha **BBB** Case Reviewed by BBB
03/11/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/11/2014 Otto **MAIL** Notify Business of Dispute
03/24/2014 WEB **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125823

Customer Name: Kathy Griffin
To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 3-24-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 2-03-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 2-17-2014 for the product of which they received during the trial period. Again, the customer's account has been refunded in full for the amount of \$86.90 as of 3-24-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings

03/25/2014 cha **EMAIL** Forward Business response to Consumer
04/07/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
04/07/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
04/07/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90142939 BBB of Central Florida

Consumer Info:

Gutarra, Jeanette
405 Huntcliff Village Court

2000

Sandy Springs, GA 30350-7505
939 639-8786 939 639-8786

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

False advertisement, not a free trial if they charge the cost of the Garcinia bottle. The terms & conditions were not printed were all the information

When the shipping arrived there was not literature or copy of the supposed terms & conditions. If I accepted any terms was to pay the shipping of the free trial. I felt I have been Scammed. What person in the right mind is going to pay \$86.90 for a bottle of supplements that can be purchased for less than \$20.00. And where is the free trial if they charge you the supposed whole price. I called them and they insisted that I was supposed to read the terms & conditions. It will be better if in the same advertising they add the terms and conditions and we will see how many people agree to pay that ridiculous amount of money for Garcinia Cambogia.

Consumer's Desired Resolution:

Refund of unauthorized charges to credit card

01/07/2015 web **BBB** Case Received by BBB
01/08/2015 cha **BBB** Case Reviewed by BBB
01/08/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/08/2015 Otto **MAIL** Notify Business of Dispute
01/23/2015 Otto **BBB** No response to first notice to business
01/23/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
01/23/2015 Otto **MAIL** Reminder of Dispute to Business
02/03/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/05/2015 cha **BBB** Phone Call or Time Extension
02/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/10/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90142939

Date: 02-05-2015

Customer Name: Jeanette Gutarra

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$88.49 (Garcinia XS Cleanse product cost) for the charge on 12-26-2014, as of 02-05-2015. The customer has been refunded \$86.90 (Garcinia Cambogia product cost) for the charge on 12-31-2014, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. On 12-09-2014, two orders were placed; one for our Garcinia XS Cleanse and one for our Garcinia Cambogia weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$88.49 (Garcinia XS Cleanse product cost) for the charge on 12-26-2014, as of 02-05-2015. The customer has been refunded \$86.90 (Garcinia Cambogia product cost) for the charge on 12-31-2014, as of 02-05-2015. Please allow 2 - 10

business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/10/2015 **cha EMAIL** Forward Business response to Consumer

02/14/2015 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

Yes I will accept their response and will wait for the 10 days to confirm with my bank if those refunds has been issued as stated in their response

Thanks for the way this complaint was managed

Nelson Irizarry

02/16/2015 **Otto MAIL** Inform Business - Case Closed RESOLVED

02/16/2015 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124640 **BBB of Central Florida**

Consumer Info:

Guzman, Nadine
8310 Major Blizzard Dr

2000

Houston, TX 77089-2196
- 832 489-1649

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Credit card charges

I ordered Garcinia Cambogia and Green Coffee Bean Extract from Health New Beginnings on 02/06/14 after reading an article on the internet from Men's Health, and featuring a video from the Dr. Oz show outlining the benefits of these products in weight loss. On their website, it states that you will be charged \$4.95 for shipping and handling for each bottle. I assumed I would be charged \$4.95 for the Garcinia Cambogia, and \$4.95 for the Clense. When I view my online bank statement, I was charged \$86.90 for both the Garcinia Cambogia and the clenseon 2/20/14. The 20th is the 15th day but i received the products through the mail on 01/18/2014. I pretty sure i read the "terms and conditions" correctly plus it is online clearly on <http://www.customer-service-hq.com/terms.php>. They states they can charge you a monthly subscription charge after 14 days. I believe they're business practices are fraudulent. From what I'm reading on the BBB site, I'm not the only consumer that has been ripped off. I tried to resolve and get my money back but all they offered me was 50%, since my bank said that they could not refund my money because the 14 days that I billed was correct, there is nothing that can be done. I do however think that a company should do things on good faith.

Consumer's Desired Resolution:

This company shows false representation in their advertisement, and I am appalled at their lack of understanding when a customer calls surprised at the charge on their bank statement. I just wanted to try this product because i keep seeing it on Dr. Oz but for these charges i could of went to a licensed Dr. and get professional help. I haven't even tried the product, I just received it on the 18th and I want a full refundd instead of the 50% that they offered. It is important that this company improve their advertisements for special deals to emphasize the parameters of their special. There are likely many of people that get ripped off by this company and never do anything because they feel as though there is nothing that can be done based on their scripted response to upset consumers trying to work it out the right way. BBB should not keep allowing these internet based business to keep ripping off consumers. We are at their mercy when it comes to weight loss and losing a \$174.00 is not cool for a product that I was not even able to try. How can i try a product for 14 days when they are not taking the shipping into approval.

02/20/2014

web BBB Case Received by BBB

02/20/2014

cha BBB Case Reviewed by BBB

02/20/2014

Otto MAIL Send Acknowledgement to Consumer

02/20/2014

Otto MAIL Notify Business of Dispute

03/04/2014

WEB BBB RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$42.90 (the remainder of the Garcinia Cambogia product cost that had yet to be refunded) and \$43.35 (the remainder of the Amazing Cleanse product cost that had yet to be refunded) as of 3-4-2014. Please allow 2-7 business days for the refunds to process and post back to their account. On 2-06-2014 two orders were placed; one to try our Garcinia Cambogia weight loss supplement for a 14-day trial paying only \$4.95 for shipping and handling and one to try our Amazing Cleanse supplement for a 14-day trial paying only \$4.95 for shipping and handling. If a

customer feels that 14 days is not enough time to try the product then they are urged to contact us via phone or email to extend their trial period. If we are not contacted by the customer prior to the end of their trial then once their trial expires they will be billed for the product(s) of which they received. All of which is stated on our website, the order page the order was placed on and within our terms and conditions. Since we were never contacted by the customer prior to the end of their trial then they were billed \$86.90 on the 15th day \$86.90 (Garcinia Cambogia product cost on 2-20-2014) and \$87.35 (Amazing Cleanse product cost on 2-20-2014). We were contacted by the customer on 2-20-2014, after they were billed for the products of which were received, regarding the two charges to their account. Since both products had been opened we were not able to set up the customer for a return due to health and safety regulations not allowing us to accept opened products back. We did offer them a partial refund of 50% for both the Garcinia Cambogia (\$86.90) and the Amazing Cleanse (\$87.35), the customer agreed over the phone to the partial refunds to settle and close out the account. We refunded \$44.00 for the Garcinia Cambogia product cost and \$44.00 for the Amazing Cleanse product cost on 2-20-2014. Again, the customer has been refunded in full for the amounts of \$42.90 (remainder of the Garcinia Cambogia order) and \$43.35 (remainder of the Amazing Cleanse order) as of 3-4-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,
Healthy New Beginnings

| | |
|-------------------|--|
| 03/04/2014 | cha MAIL Forward Business response to Consumer |
| 03/17/2014 | Otto BBB No Consumer Response- Assumed Resolved with Letter |
| 03/17/2014 | Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED |
| 03/17/2014 | Otto BBB Case closed - ASSUMED RESOLVED |

COMPLAINT ACTIVITY REPORT Case # 90118102 BBB of Central Florida

Consumer Info:

Hale, Vickie
101 W Orchard Ave PO BOX 275

2000

INDIANOLA, IA 50125
515 961-2258 515 961-2258

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

we requested a free sample of garcinia cambogia for shipping of 4.95 and were not advised of the 14 day cancellation period and were billed for we were billed an amount of 86.90 after the 14 days which is coming out of our account as of oct. 17 we called but to no avail we told them that their add only said free and nothing about paying full price after 14 days. this caused a major hit on our budget even though offered 35% back it was still not made clear about their practice. it seems totally unfair and deceiving to take advantage like that. any help for us or others will be greatly appreciated. we seemed not to get much satisfaction and we thought more legitimate as was shown on dr.oz show. thanks for your consideration vickie hale

Consumer's Desired Resolution:

full amount of 86.90 plus the 4.95 shipping

10/17/2013

web BBB Case Received by BBB

10/22/2013

cha BBB Case Reviewed by BBB

10/22/2013

Otto EMAIL Send Acknowledgement to Consumer

10/22/2013

Otto MAIL Notify Business of Dispute

10/29/2013

WEB BBB RECEIVE BUSINESS RESPONSE : RE: Case # 90118102

To whom it may concern,

I would like to preface by stating that the customer been refunded for the amount of \$4.95 and \$56.90 (the remainder of the \$86.90 charge that had yet to be refunded) as of 10-29-2013. Allow 2-7 business days for the refunds to process and post back to the customer's account. On 10-03-2013 Customer signed up for the Healthy New Beginnings Garcinia Cambogia weight loss supplement 14-day trial and paid \$4.95 for shipping and handling. As covered on our order page and within our terms and conditions the customer has 14 days to try the product to see if it suits them. If the customer does not feel they have enough time on the trial they are urged to contact us via email or telephone to extend their trial. If we are not contacted by the customer before the end of their trial they will be billed the full retail value of the product on the 15th day, which was the \$86.90 charge. Customer contacted our customer support on 10-17-2013 and was offered a 35% refund (\$30.00) out of the \$86.90 charge to settle the account and so the customer was able to keep the product as well. Customer agreed to a 35% refund and hung up on the agent before the call was over. The \$30.00 refund was processed on 10-18-2013. Our terms and conditions clearly states that after the 14-day trial they will be billed for the product they have received, which is what happened in this case since no contact was made before the end of their 14-day trial. Again, the customer has been refunded for the amount of \$4.95, \$56.90 and their account completely cancelled. Should you have any other questions, feel free to contact us again.

Regards,

Complaint Department
Healthy New Beginnings Inc
1540 International Parkway Suite 2000
Lake Mary, FL 32746
888.656.8893
support@healthynb.com

10/29/2013

cha EMAIL Forward Business response to Consumer

11/11/2013

Otto BBB No Consumer Response- Assumed Resolved with Letter

11/11/2013

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

11/11/2013

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90122844 BBB of Central Florida

Consumer Info:

2000

Hall, Chris
5404 N Scout Island Cir

Austin, TX 78731
512 415-1695 512 415-1695

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Unexpected charge for garcinia cambogia with vague, hidden 14-day call back rule
I ordered their garcinia cambogia. Apparently, it states that if your don't call within 14 days of your order, you are charged the full amount. It took 12 days to arrive to my house. How could you know if you like it within 2 days!!!

I noticed the charge on my credit card a few days later. Having a newborn, I didn't call for about a week, and they told me I'm SOL. Please don't get caught up in their scam like I did.

Consumer's Desired Resolution:

Refund of full amount charged.

01/21/2014

web BBB Case Received by BBB

01/22/2014

cha BBB Case Reviewed by BBB

01/22/2014

Otto EMAIL Send Acknowledgement to Consumer

01/22/2014

Otto MAIL Notify Business of Dispute

02/04/2014

WEB BBB RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$12.02 (the remainder of the \$86.90 that was not refunded when we received the returned product) as of 2-03-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 1-30-2014 we received one unopened bottle of our Healthy New Beginning's Garcinia Cambogia weight loss supplement from the customer. On 1-30-2014 we refunded \$74.88, which included a \$9.95 restocking fee and since the customer did not pay for the return postage, we had to cover that and it was also deducted from the refund amount. Our 14-day trial terms and conditions are clearly stated on our order page before placing the order. Also stated within our terms and conditions, if a customer wants more time on their trial, they're more than welcome to give us a call or email to request an extension on their. Again, the customer has been refunded in full for the amount of \$12.02 (the remainder of what was left of the \$86.90 after refunding \$74.88) as of 2-3-2014 and their membership completely canceled. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,

Healthy New Beginning's Complaint Department

02/06/2014

cha EMAIL Forward Business response to Consumer

02/06/2014

WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

02/06/2014

Otto MAIL Inform Business - Case Closed RESOLVED

02/06/2014

Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90140936 BBB of Central Florida

Consumer Info:

Handley, Kindra
2314 N Red Oak Dr
Hobbs, NM 88240
903 819-4403 903 819-4403

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I went to a website&it offered a free bottle of the product&all I had to pay was shipping&handling.i was charged 86.90 would not give my money back.

12/2/14 is the charge of 86.90

11/19/14 is when I placed the order and paid shipping on 2 items shipping was 4.95 each.

45117016 garciniawow

45239063 www.garciniaeliteslim

I paid with my debit card.

when I called to have a refund the person I talked to said I could have 35% of purchase price. He also stated I agreed to pay 86.90 which is incorrect I would not pay that much for just two bottles. He said it wasn't his fault whether or not I received a courtesy email also regarding the 86.90 that it was only a courtesy making it sound like they aren't obligated to inform customers of this charge. I asked to speak to someone else and he denied me that. I asked for the businesses complete information and I was denied that as well. I have now had to cancel my debit card, start the process of fighting the payment and trying to get the money back. I am thoroughly upset by this companies lack of action. I was never sent the emails he claimed I should have received. They ripped me off point blank!

Consumer's Desired Resolution:

I want my money total money back! This business needs to have more regulations as far as advertising and how they charge!

12/02/2014 web **BBB** Case Received by BBB
12/03/2014 cha **BBB** Case Reviewed by BBB
12/03/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/03/2014 Otto **MAIL** Notify Business of Dispute
12/18/2014 Otto **BBB** No response to first notice to business
12/18/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/18/2014 Otto **MAIL** Reminder of Dispute to Business
12/29/2014 Otto **BBB** No Response received from Business on 2nd Notice
12/31/2014 cha **BBB** Inform Consumer No Response from Business
12/31/2014 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
12/31/2014 Otto **MAIL** Inform Business - Case Closed UNANSWERED
12/31/2014 Otto **BBB** Case Closed - UNANSWERED
02/03/2015 cha **BBB** ReOpen the Complaint
02/03/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90140936

Date: 01-22-2015

Customer Name: Kindra Handley

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-02-2014, as of 01-22-2015. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 12-02-2014, as of 01-22-2015. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-18-2014, two

orders were placed; one for our Garcinia Cambogia and one for our Garcinia Elite Slim weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-02-2014, as of 01-22-2015. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 12-02-2014, as of 01-22-2015. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/03/2015

cha EMAIL Forward Business response to Consumer

02/03/2015

WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

02/04/2015

OttO MAIL Inform Business - Case Closed RESOLVED

02/04/2015

OttO BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141639 BBB of Central Florida

Consumer Info:

Hansen, Nikki
465 W Sly Fox St
Meridian, ID 83646
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Advertises a 30 day trial, but really only has a 14 day trial and terms not stated in "Terms and Conditions" nor on order confirmation email.

I purchased the 30 day Healthy New Beginnings free trial offer (only pay S&H of \$4.95). No where did I see that a full charge of 86.90 would be charged 14 days later, even though I didn't get my shipment until day 12. I have had my product a total of one week.

This is not stated anywhere in their Terms and Conditions, nor on the order confirmation email. The link that is sent to register for your diet portal does not even have a registration option. This product is not worth that kind of money and they do not give people enough time to evaluate the product anyways. When I was checking my credit card statement, I was floored for the \$86.90 AND \$96.52 charges. When I called, the very rude and unhelpful CSR stated this was the charge for the bottle of Garcinia XS that I received and if I didn't respond to cancel within 14 days, they would charge this and put me on autobill/autoship. I tried to cancel immediately on the phone and the CSR would not let me cancel it. Even if it was a good product, they are deceptive and it is not clear enough what the deal is. It is impossible to know if a "trial" is going to work within 14 days of the order day when the shipping of the product takes the majority of those 14 days. Ridiculous business practices, and should be avoided in the future. Go to Wal-Mart and get the same stuff - it might not be the same strength, but it is the same thing.

My order info:

Order #749766

Date of Purchase: 11/23/14

Date of product arriving in mail: 12/5/14 & 12/6/14

Date of ridiculous charges:

12/7/14 - \$86.90

12/8/14 - \$96.52

Paid on Visa

I have issued a dispute through my credit card company after the CSR would not work with me. Perhaps someone in the billing department can refund my money before my credit card company has to go after them.

Consumer's Desired Resolution:

Desired Settlement 86.90 for Garcinia WOW! with Healthy New Beginnings AND 96.52 for Garcinia Elite Slim Natural Cleanse

| | | |
|-------------------|-------------------|---|
| 12/14/2014 | web BBB | Case Received by BBB |
| 12/17/2014 | cha BBB | Case Reviewed by BBB |
| 12/17/2014 | Otto EMAIL | Send Acknowledgement to Consumer |
| 12/17/2014 | Otto MAIL | Notify Business of Dispute |
| 01/02/2015 | Otto BBB | No response to first notice to business |

01/02/2015 **Otto EMAIL** Consumer - Have You Heard From the Company

01/02/2015 **Otto MAIL** Reminder of Dispute to Business

01/08/2015 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : Today is January 8, 2015. It has been one month since I have filed my complaint with the company, and with the BBB. Still no response from the company, maybe perhaps due to the volume of other complaints. I am still taking action with my credit card company disputing the charge.

01/08/2015 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : Since I disputed the charges with my bank credit card, today my bank's awesome dispute department helped me setup a conference call with the company. My bank agrees with me that this is false advertising, poor business practices, and that as a consumer, I was not given a proper amount of time to comply with the "terms and conditions" that is such false advertising.

At first we were given an opportunity for a 35% discount, then a 50% discount, then a 70% discount. To which is ridiculous when it is clear that a full refund is needed. I offered to send the product back, to which I was told I couldn't. I asked to speak to a higher authority in the company, but was denied. The Customer Service Supervisor was not willing to help solve my concerns, plus denied that any customer had ever gotten a full refund - yet others on the BBB site have been issued full refunds. She did indicate that there are "those people that will continue to argue and argue until they get their way" and I intend on being one of those people. She also told me that because I had started a dispute of the charges on my credit card, I was pretty much guaranteed to never get a chance at a full refund. Great business practices don't you think? NOT!!

I informed the Customer Service Supervisor that I will continue to fight for my full refund. I will contact the Attorney General's office in Florida, as well as contact my attorney and begin legal proceedings.

01/13/2015 **Otto BBB** No Response received from Business on 2nd Notice

01/23/2015 **cha BBB** Phone Call or Time Extension

01/27/2015 **Otto BBB** No Response received from Business on 2nd Notice

01/28/2015 **cha BBB** Inform Consumer No Response from Business

01/28/2015 **Otto EMAIL** Inform Consumer - Case Closed UNANSWERED

01/28/2015 **Otto MAIL** Inform Business - Case Closed UNANSWERED

01/28/2015 **Otto BBB** Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90129388 BBB of Central Florida

Consumer Info: Hardebeck, Alexandra
5280 Leona Dr
2000
Cincinnati, OH 45238
513 448-7216 513 448-7216

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste
Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I Was Charged At Two Different Times And I Did Not Allow Or Agree To These Charges.
I Was Charged On May 6, 2014 And April 6, 2014 For 86.95 And I Did Not Agree To These Charges.
I Only Agreed To Pay The 4.95 Trial Fee. I Have Tried On Both Accounts To Complain To The
Company But Never Got Through The Line To Talk To Someone. I Am Getting Very Frustrated That
I Am Continuing To Be Charged For These Item And Have Yet To Recurve Them. I Would Like A Full
Refund Of Both Transactions And I Would Like For You To Stop Charging My Account.

Consumer's Desired Resolution:

I AmWanting Full Refund Of Both Charges Of 86.95 On The Dates April 6, 2014 And May 6, 2014.

05/07/2014 web **BBB** Case Received by BBB
05/08/2014 cha **BBB** Case Reviewed by BBB
05/08/2014 Otto **EMAIL** Send Acknowledgement to Consumer
05/08/2014 Otto **MAIL** Notify Business of Dispute
05/26/2014 Otto **BBB** No response to first notice to business
05/26/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
05/26/2014 Otto **MAIL** Reminder of Dispute to Business
06/06/2014 Otto **BBB** No Response received from Business on 2nd Notice
06/10/2014 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90129388

Customer Name: Alexzandra Hardebeck

To whom it may concern,

I would like to preface by stating that the customer has been issued a full
refund of \$43.67 (discounted Amazing Cleanse product cost) as of 05/16/2014. The customer has
previously received a refund of \$21.72 (discounted Garcinia Cambogia product cost), a refund of
\$86.90 (full Garcinia Cambogia product cost), and also a refund of \$4.95 as of 05/16/2014. All of
our merchant gateways show that these refunds have processed successfully. This account is now
closed and no further adjustments can be made.

Regards,

Healthy New Beginnings Support

06/12/2014 cha **EMAIL** Forward Business response to Consumer
06/23/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
06/23/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
06/23/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90125229 BBB of Central Florida

Consumer Info:

Harrington, Nicole
35 AWOOD PL
2000
BUFFALO, NY 14225
716 381-8524 716 381-8524

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

False advertising. Responded to an online ad for a free bottle of the product, only had to pay s&h, then was charged \$87... for the initial bottle!

I ordered a FREE BOTTLE of AMAZING CLEANSE(as advertised by the link I clicked), and only had to pay shipping and handling. I was made aware that if I didn't cancel, I would be charged for future shipments, but not anything additional for the first "free bottle." I noticed the charge on my credit card, and called cust service to find out why I had been charged this amount. The initial operator (Chiquita #339) was very rude, and insistent that they weren't giving me any \$ back, then kept offering higher %'s of what they had charged me. She kept putting me back on hold to wait for the manager I asked to speak with, this went on for 45 minutes, but saying they weren't obligated to give me any \$ back. When I was finally being transferred to the manager (Carys #304), I was informed that all of the refunds I was offered up to that point, would no longer be available once I spoke with the manager. The manager, who was also very rude, then proceeded to repeat everything Chiquita had already said, but was no longer willing to give me any of the refunds. She just informed me that they weren't obligated to give me anything. I absolutely would NEVER do a free trial offer, as I was previously burned trying to do that. I have done other free bottle offers though (not with this company), and never had a problem. I don't like the product, and paying close to \$100 for a single bottle, that was supposed to be free, is definitely the biggest scam ever. I just want the second charge of \$87.35, refunded, and never have anything to do with this company again. Also, when I tried to get info on the company, so that I could file a complaint, both people said they couldn't give me that information! After charging me \$92! Then I asked the location, which Chiquita said was South Carolina, only to later change her mind and say was indeed Florida (after I looked it up and confronted her with this info). I had to keep persisting to get the parent company name, Healthy New Beginnings, Inc. What a nightmare. Please just give me my refund. Also, I just referred back to the page Carys said was my order page, which it was not, mine looked different and didn't say the same things, but on this page it does say what she was stating (again, not the same page that showed up on my screen) however it says I will be charged the \$79.95 and \$6.95 shipping for future shipments. I was charged shipping twice for the bottle I received? On top of the fact that it was supposed to be a free bottle. Ugh.

Consumer's Desired Resolution:

I want the second charge of \$87.35 refunded.

02/28/2014 web BBB Case Received by BBB
03/03/2014 cha BBB Case Reviewed by BBB
03/03/2014 Otto EMAIL Send Acknowledgement to Consumer
03/03/2014 Otto MAIL Notify Business of Dispute
03/18/2014 Otto BBB No response to first notice to business
03/18/2014 Otto EMAIL Consumer - Have You Heard From the Company
03/18/2014 Otto MAIL Reminder of Dispute to Business
03/24/2014 WEB BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90125229

Customer Name: Nicole Harrington

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$87.35 as of 3-24-2014. Please allow 2-7 business days for the refund to process

and post back to the customer's account. On 2-07-2014 an order was placed for our Amazing Cleanse weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$87.35 on 2-21-2014 for the product of which they received during the trial period. Again, the customer's account has been refunded in full for the amount of \$87.35 as of 3-24-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/25/2014

cha EMAIL Forward Business response to Consumer

04/07/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

04/07/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

04/07/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141831 BBB of Central Florida

Consumer Info:

Harris, Michael
2259 South 65 Street

Milwaukee, WI 53219
414 321-9514 414 321-9514

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Ordered Garcinia Wow & Garcinia XS for \$4.95 each to cover S/H. Now they charge me \$86.90 and \$88.49.

Ordered two products Garcinia Wow and Garcinia XS for 4.95 S/H on November 12th. Now I am charged \$86.90 and \$88.49 from New Beginnings and Diet Supply in FL on November 26th. Called 888-656-8893, New Beginnings on 12/17 and was now told the \$4.95 is for a free trial period. When I contacted Diet Supply 800-596-4253 they hung up on me after informing me they could not find any record of me. NO where on the receipt is that mentioned. NO WHERE on the facebook post did it mention these additional charges. My Credit card company said these are recurring charges

Consumer's Desired Resolution:

\$88.49 from Diet Supply and \$86.90 from new Beginnings.

| | |
|-------------------|--|
| 12/17/2014 | web BBB Case Received by BBB |
| 12/18/2014 | cha BBB Case Reviewed by BBB |
| 12/18/2014 | Otto EMAIL Send Acknowledgement to Consumer |
| 12/18/2014 | Otto MAIL Notify Business of Dispute |
| 01/05/2015 | Otto BBB No response to first notice to business |
| 01/05/2015 | Otto EMAIL Consumer - Have You Heard From the Company |
| 01/05/2015 | Otto MAIL Reminder of Dispute to Business |
| 01/16/2015 | Otto BBB No Response received from Business on 2nd Notice |
| 01/27/2015 | cha BBB Phone Call or Time Extension |
| 02/02/2015 | Otto BBB No Response received from Business on 2nd Notice |
| 02/05/2015 | cha BBB Inform Consumer No Response from Business |
| 02/05/2015 | Otto EMAIL Inform Consumer - Case Closed UNANSWERED |
| 02/05/2015 | Otto MAIL Inform Business - Case Closed UNANSWERED |
| 02/05/2015 | Otto BBB Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90126173 BBB of Central Florida

Consumer Info:

Harrod, Scott
3545 FM 2933
2000
MCKINNEY, TX 75071
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Hide details in the fine print. An obvious scam. Got me for two payments. This company offered a "free" trial and hid the details in the fine print. I was first charged \$4.95 which I agreed to and then without receiving any additional product was charged \$86.90 on Feb. 2nd. Since I didn't receive any additional product I didn't notice the charge. Today I received a second bottle which I did not order and was charged an additional \$86.90. After several phone calls I was basically told tough luck, read the fine print better. This company has charged me for \$173.80 which I did not knowingly authorize. Any reputable company would make it clear that this will incur a recurring charge. This is an incredible scam. I would very much like a full refund of \$173.80.

Consumer's Desired Resolution:

I want a full refund of any money charged to my account that I did not intend which is \$173.80.

03/15/2014 web **BBB** Case Received by BBB
03/17/2014 cha **BBB** Case Reviewed by BBB
03/17/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/17/2014 Otto **MAIL** Notify Business of Dispute
04/02/2014 Otto **BBB** No response to first notice to business
04/02/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
04/02/2014 Otto **MAIL** Reminder of Dispute to Business
04/10/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90126173

Customer Name: Scott Harrod

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$86.90 and \$86.90 as of 4-10-2014. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 1-18-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 2-01-2014 for the product of which they received during the trial period and shipped a second bottle and billed \$86.90 on 3-03-2014. Again, the customer's account has been refunded in full for the amounts of \$86.90 and \$86.90 as of 4-10-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

04/10/2014 cha **EMAIL** Forward Business response to Consumer
04/21/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
04/21/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
04/21/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90129643 BBB of Central Florida

Consumer Info:

Harvey, Jenet
1019 Isabella Street
Waycross, GA 31501
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered a product, and would like full refund on all charges. I made a purchase for a product called garcinia cambogia which I was charged 4.95 for the trial fee and I also ordered the Amazing cleanse which was an additional 4.95 on 2/11/14. I received an additional charge on bank statement for 92.98 on 2/25/14 which I then called them and asked them to cancel . I was told to send back the unopened bottles back with a return number. So I went to my local post office and returned an unopened package of what I assumed to be the garcinia cambogia and I had to re package the amazing cleanse but the bottle was not opened . I then called again because I saw another charge to my account for 47.15 on 5/7/14. I was told I could not get a refund for the unopened package that I returned because it has no return # on it and they would not know who to refund it too. But that's a load of crap because my name and mailing address is on them. All I want is a fair refund both bottles have a different number but are shipped from the same company.(Amazing cleanse 1-800-591-9650) and(Garcinia Cambogia (1-888-656-8893)).The only bottles I used were the trial offer bottles. I would really appreciate some help in the matter.

Consumer's Desired Resolution:

I would like a refund on the returned product.

05/12/2014 web BBB Case Received by BBB
05/13/2014 cha BBB Case Reviewed by BBB
05/13/2014 Otto EMAIL Send Acknowledgement to Consumer
05/13/2014 Otto MAIL Notify Business of Dispute
05/28/2014 WEB BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90129643

Customer Name: Jenet Harvey
To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for three charges. The customer has received a refund of \$92.98 (Garcinia Cambogia product cost) for the charge on 02/21/2014 and also two refunds of \$93.46 and \$92.98 (Amazing Cleanse product cost) for charges on 02/21/2014 and 03/23/2014, as of 05/28/2014. Please allow 2 -7 business days for the refunds to process and post back to the customer's account. On 02/07/2014 two orders were placed; one for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling and one for our Amazing Cleanse supplement to try for a 14-day trial paying \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia and Amazing Cleanse trial expirations, the customer was billed \$86.90 and \$87.35 for the weight loss supplements, shipping cost and the customer also was billed every 30-days after the end of trial. We apologize for any inconvenience this may have caused the customer. Again, the customer has been refunded in full for three charges. The customer has received a refund of \$92.98 (Garcinia Cambogia product cost) for the charge on 02/21/2014 and also two refunds of \$93.46 and \$92.98 (Amazing Cleanse product cost) for charges on 02/21/2014 and 03/23/2014, as of 05/28/2014. We have also completely cancelled the

membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

05/28/2014

cha EMAIL Forward Business response to Consumer

06/09/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

06/09/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

06/09/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90128291 BBB of Central Florida

Consumer Info:

Havens, Jeffrey
1270 Burgoyne Ave.

2000

Hudson Falls, NY 12839

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Garcinia has charged my card for \$86.90. I mailed back the bottle of Garcinia as soon as I received it. They charged me on 4/14/14/ I want a refund
I returned the unopened package to them approximately a month ago. They just charged my card on 4/14/14. They was no notification of this charge.

Consumer's Desired Resolution:

I want the money refunded to my account.

04/18/2014 **web BBB** Case Received by BBB
04/18/2014 **cha BBB** Case Reviewed by BBB
04/18/2014 **Otto EMAIL** Send Acknowledgement to Consumer
04/18/2014 **Otto MAIL** Notify Business of Dispute
04/19/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : I just received another bottle of this and I am returning this one unopened also. It is going is being returned to:

Customer care Shipping dept.
120 Smith Hines Rd.

Greenville SC 29607-5707

The name & address for me on the label is:

Jeff Havens

11 Thomas Ave.

Hudson Falls, NY 12839

Thank you so much with your help in this matter.

05/02/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90128291

Customer Name: Jeffrey Havens

To whom it may concern,

I would like to preface by stating that the customer has been issued three refunds in the amount of \$86.90 (Garcinia Cambogia product cost) as of 05/02/2014 for charges on 02/10/2014, 03/12/2014, and 04/11/2014. Please allow 2 -7 business days for the refunds to process and post back to the customer's account. On 01/27/2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$86.90 for the weight loss supplement at the end of the trial and they are also billed \$86.90 every 30 days after the trial, until cancellation. We apologize for any inconvenience this may have caused the customer. Again, we have issued three refunds of \$86.90 for charges on 02/10/2014, 03/12/2014, and 04/11/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

05/05/2014 **cha EMAIL** Forward Business response to Consumer

05/16/2014
05/16/2014
05/16/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter
Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED
Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90122683 BBB of Central Florida

Consumer Info:

Hawks II, Rupert
906 Lake Lindley Dr S

2000

Deland, FL 32724
407 687-0036 386 822-5347

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Healthy New Beginnings, INC misled us with an advertisement that we could do a trial of their product.

The advertisement was misleading because they started the 14 day trial at the time of the order and not the time we received the product, which was 7 days later. During the time we were on the product, we saw no weight loss so when we were charged within what we thought were the 14 days, we called to cancel the product. We were told that we were out of the 14 days and there was nothing we could do. When we mentioned that it was misleading because of when we actually received the product, we were told they were sorry and again, there was nothing they could do. I even went as far to say they probably receive a lot of calls about this matter, they had nothing to say

Consumer's Desired Resolution:

All we want is our money refunded for product and shipping & handling due to the misleading advertisement and the unfairness of the actual trial period. Not to mention the fact that during the trial we haven't lost any weight.

01/18/2014

web BBB Case Received by BBB

01/21/2014

cha BBB Case Reviewed by BBB

01/21/2014

Otto EMAIL Send Acknowledgement to Consumer

01/21/2014

Otto MAIL Notify Business of Dispute

01/28/2014

WEB BBB RECEIVE BUSINESS RESPONSE : To who it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 1-28-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. We apologize for any inconvenience this matter may have caused the customer. On 1-2-2013 the customer paid \$4.95 for shipping and handling for a 30-day supply of our Garcinia Cambogia weight loss supplement to try for a 14-day trial. We do not offer any "free trials" or sample products. If we are not contacted by the customer prior to the end of their 14-day trial, then they are billed the full price (\$86.90) of the product of which was shipped out to them shortly after placing the order. Since we never heard from the customer to cancel, they were billed for the product that they received. All of which is clearly stated on our order page and within our terms and conditions. Again, the customer has been refunded in full for the amount of \$86.90 and their membership completely canceled. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,

HNB Complaint Department

01/29/2014

cha EMAIL Forward Business response to Consumer

02/10/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

02/10/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

02/10/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90130786 BBB of Central Florida

Consumer Info:

Headrick, Allen
5183 Poplar Springs Rd

Ringgold, GA 30736-5708
706 463-4030 706 463-4030

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Product was ordered with a "Free" trial. I tried it, it didn't work now they won't cancel the billing. Earlier this year I ordered the Healthy New Beginnings product as a "Free Trial". It was not until the next month I found a monthly charge on my credit card for \$92.50. Since the product did not work I called to have the billing stopped. I could not get an answer at the Healthy New Beginnings so I went through my Chase Credit card company. They have refunded the money each month but the billing has continued. This past month Chase placed a block on my credit card against HNB but this month they changed their name by one letter to avoid the block filter. This current month, June, Chase has blocked it once again and has forwarded the complaint to VISA. THIS PRODUCT DID NOT WORK AS PROMISED, I HAVE REPEATEDLY ASKED FOR A CANCELLATION BUT HEALTHY NEW BEGINNINGS REFUSES TO STOP THE CHARGES. I DO NOT WANT THEIR PRODUCTS ANY LONGER AS THEY FAILED TO WORK FOR ME.

Consumer's Desired Resolution:

TO STOP THE MONTHLY CHARGES AS I DO NOT WANT THE PRODUCT, I DO NOT USE THE PRODUCT AND I WOULD NOT RECOMMEND THE PRODUCT.

06/02/2014 **web BBB** Case Received by BBB
06/02/2014 **cha BBB** Case Reviewed by BBB
06/02/2014 **Otto EMAIL** Send Acknowledgement to Consumer
06/02/2014 **Otto MAIL** Notify Business of Dispute
06/17/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90130786

Customer Name: Allen Headrick
To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for \$92.50 (Garcinia Cambogia product cost) as of 06-16-2014 via certified check through the mail. Please allow 2 -10 business days for the customer to receive the certified check in the mail. The customer has been previously electronically refunded \$92.98 (Garcinia Cambogia product cost) for the charge on 02-10-2014, \$92.50 (Garcinia Cambogia product cost) for the charge on 03-03-2014, \$92.50 (Garcinia Cambogia product cost) for the charge on 04-02-2014, and \$92.50 (Garcinia Cambogia product cost) for the charge on 05-02-2014. On 01-18-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia expiration, the customer was billed \$86.90 on 02-01-2014 and \$86.90 for the weight loss supplements every 30 days until cancellation. We apologize for any inconvenience this may have caused the customer. Again, the customer has been refunded in full for \$92.50 (Garcinia Cambogia product cost) as of 06-16-2014 via certified check through the mail. Please allow 2 -10 business days for the customer to receive the certified check in the mail. The customer has been previously electronically refunded \$92.98 (Garcinia Cambogia product cost) for the charge on 02-10-2014, \$92.50 (Garcinia Cambogia product cost) for the charge on 03-03-2014, \$92.50 (Garcinia Cambogia product cost) for the charge on 04-02-2014, and \$92.50 (Garcinia Cambogia product

cost) for the charge on 05-02-2014. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

06/19/2014 **cha EMAIL** Forward Business response to Consumer
06/20/2014 **cha BBB** BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE
: From: Allen Headrick (mailto:allenheadrick@gmail.com)
Sent: Thursday, June 19, 2014 6:16 PM
To: Better Business Bureau
Subject: (SPAM) Re: BBB Complaint Case# 90130786 (Ref#111-90198438-90130786-6-1100)

Importance: Low

Although the company claims they have sent a certified check they continued to bill me monthly. I have repeatedly tried to get the billing stopped and they will not. They change their name my one letter each month and bill me again. I have blocked them through my credit card company but they circumvented my efforts by changing their name and continue to bill it. I want the billing stopped permanently.

06/20/2014 **cha MAIL** Forward Consumer Rebuttal to Business
07/04/2014 **Otto BBB** No Response from Business re: Consumer Rebuttal
07/07/2014 **cha EMAIL** SEND ACKNOWLEDGEMENT TO CONSUMER : From: Allen Headrick (mailto:allenheadrick@gmail.com)
Sent: Sunday, July 06, 2014 4:16 PM
To: Better Business Bureau
Subject: Re: BBB Complaint Case# 90130786 (Ref#111-90198438-90130786-6-1100)

This company HAS mailed me a check BUT THEY STILL CONTINUE TO BILL ME EVEN THOUGH THE PRODUCTS DO NOT WORK AND I HAVE REPEATEDLY ASKED FOR BILLING TO DISCONTINUE!! PLEASE HELP ME!

07/11/2014 **cha BBB** RECEIVED BUSINESS' REBUTTAL RESPONSE : To whom it may concern,

The customer has not been billed any further since all recurring debits were cancelled on 6-16-2014 by myself. The last charge that was debited from Mr. Headrick's account was for the amount of \$92.50 on 6-01-2014 at 3:17 AM US EST. Please contact your bank to obtain the correct contact number for the company that is still billing you so that they're able to stop the recurring charges. Again, we have not billed Mr. Headrick's account since the last debit on 6-01-2014. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings

07/11/2014 **cha EMAIL** Send Business' Rebuttal Response to Consumer
07/25/2014 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
07/25/2014 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
07/25/2014 **Otto BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90143155 BBB of Central Florida

Consumer Info:

Hedgecock, Jacque
P O Box 642

2000

Parkton, NC 28371
910 849-4244 910 849-4244

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered a \$4.99 bottle of pills. There were not to be any further charges.
I ordered 2 bottles of diet pills. 1 diet pill and 1 detox pill. there WAS not to be any further charges and then I receive my credit card bill with an \$86.90 charge on it from healthy new beginnings 866-517-7378. I called the number and it is disconnected. Please help.

Consumer's Desired Resolution:

I would like the \$86.90 refunded.

| | | |
|-------------------|-------------------|--|
| 01/12/2015 | web BBB | Case Received by BBB |
| 01/12/2015 | cha BBB | Case Reviewed by BBB |
| 01/12/2015 | Otto EMAIL | Send Acknowledgement to Consumer |
| 01/12/2015 | Otto MAIL | Notify Business of Dispute |
| 01/27/2015 | Otto BBB | No response to first notice to business |
| 01/27/2015 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 01/27/2015 | Otto MAIL | Reminder of Dispute to Business |
| 02/09/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 02/20/2015 | cha BBB | Phone Call or Time Extension |
| 02/24/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 03/03/2015 | cha BBB | Inform Consumer No Response from Business |
| 03/03/2015 | Otto BBB | Inform Consumer - Case Closed UNANSWERED |
| 03/03/2015 | Otto BBB | Inform Business - Case Closed UNANSWERED |
| 03/03/2015 | Otto BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90142463 BBB of Central Florida

Consumer Info:

Hemingson, Janet
816 10th St.

Snohomish, WA 98290
- 425 346-3380

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

they charged me \$86.90 without any agreement from me. i signed up for the free Garcinia wow, and garcinia xs cleanse, for only \$4.95 shipping cost,, and 2 weeks later i get a charge of \$86.90 on my account! no where did i see this when i signed up. i do not want anymore of the product or to pay this charge. I can't get thru when i call. i used my debit card to pay the \$4.95. i'm thinking of canceling it as i'm afraid i will get more charges?

Consumer's Desired Resolution:

i want a refund of the \$87.90 that was taken out of my checking account.

01/02/2015 web BBB Case Received by BBB
01/05/2015 cha BBB Case Reviewed by BBB
01/05/2015 Otto EMAIL Send Acknowledgement to Consumer
01/05/2015 Otto MAIL Notify Business of Dispute
01/20/2015 Otto BBB No response to first notice to business
01/20/2015 Otto EMAIL Consumer - Have You Heard From the Company
01/20/2015 Otto MAIL Reminder of Dispute to Business
02/02/2015 Otto BBB No Response received from Business on 2nd Notice
02/05/2015 cha BBB Phone Call or Time Extension
02/09/2015 Otto BBB No Response received from Business on 2nd Notice
02/10/2015 cha BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90142463

Date: 02-05-2015

Customer Name: Janet Hemingson

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-31-2014, as of 02-05-2015. The customer has been refunded \$88.49 (Garcinia XS Cleanse product cost) for the charge on 01-04-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. On 12-09-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS Cleanse weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-31-2014, as of 02-05-2015. The customer has been refunded \$88.49 (Garcinia XS Cleanse product cost) for the charge on 01-04-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/10/2015

cha EMAIL Forward Business response to Consumer

02/23/2015

OttO BBB No Consumer Response- Assumed Resolved with Letter

02/23/2015

OttO MAIL Inform Business - Case Closed ASSUMED RESOLVED

02/23/2015

OttO BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90111510 BBB of Central Florida

Consumer Info:

Hernandez, Erika
1900 Urbana Way

2000

Sacramento, CA 95833-2651
916 564-3138 916 564-3138

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Signed up for a free trial: \$4.95 shipping & handling. I used promo code, entered my info & gave me an error msg. An unauthorized \$49.95 charge.

On June 22, 2013 I received a link about Healthy New Beginnings all natural energy and colon cleansing products. After careful consideration (and careful reading of their terms and conditions), I made the decision to sign up for their free trial, which stated it would only be available until January 23, 2013. So feeling a bit rushed, I agreed to pay \$4.95 for shipping and handling to receive a 30 day month supply. I did not want to miss out on a great deal (or so I thought). After entering my contact and billing information and clicking the "Order Now" link it was followed immediately by an ERROR message. I tried for a second time and it gave me the ERROR message once more. I gave up and signed out of the website. Just to be certain, I checked my email and bank account and saw nothing that would indicate a charge or error.

Today, January 24, 2013 I come to find out my account is over drawn and was charged an overdraft fee of \$35.00 all due to a pending charge of \$49.95 from Healthy NB. I could not wrap my head around this because I did not authorize such a charge. After some research and speaking with my bank I determined the charge was coming from Healthy New Beginnings, Inc. When I went back to the original website I could no longer find the link or the promo code. Lucky, I wrote down their 888 number and was able to contact them via telephone. When I called a representative answered the phone and stated, "for quality insurance this call will be recorded." I agreed, and in fact, was relieved to hear this thinking my situation would be resolved immediately. I initially spoke to Cindy. I explained my concerns and she stated there wasn't much she could do. When I asked to speak with a supervisor or manager she claimed she was the manager. I asked for her full name and Cindy stated she could not give me her last name. Instead she could only give me her employee number (39407). I explained to her that I was in the process of disputing the charge with my bank and needed further information. I asked for their address. At this moment Cindy was no longer on the phone. I thought she hung up on me. I said hello several times and just before I was ready to hang up another representative got on the phone. She introduced herself as Elizabeth and stated she was the manager. I replied, I thought I was already speaking with a manager named Cindy. Elizabeth replied that Cindy was not the manager and when I asked why Cindy would say such a thing if it was not true, Elizabeth said, "she was unsure why Cindy would say that." Naturally, my concerns and suspicions were raised even more. I proceeded to explain my problem and Elizabeth said there was nothing she could do. I asked for her contact info, so I and my bank account could contact her directly for further inquiry if necessary. She declined and only offered the same 888 number and stated that company policy did not allow her or any employee to give out their last name. She proceeded to give me her employee number (16417). When I confirmed my frustration and anger with the situation and said I was moving forward with the investigation of the unauthorized charges with my bank. Elizabeth simply replied, "go ahead." She made me feel like it did not matter to her and this was common practice in their company.

Shortly after contacting my bank for a second time after my conversations with Healthy New Beginnings a reversal charge of \$49.95 showed up as a "pending transaction." Naturally, I was relieved. However, I will still be charged

Currently, I am still being charged \$35.00 in overdraft fees until the investigation is complete, which may take up 2 to 3 months.

Consumer's Desired Resolution:

I would like a formal apology for the poor customer service from Healthy New Beginnings, \$35.00 in over draft fee, and any additional overdraft fees that may incur do to the unauthorized transaction of \$49.95.

06/24/2013 **web BBB** Case Received by BBB
06/26/2013 **cha BBB** Case Reviewed by BBB
06/26/2013 **Otto EMAIL** Send Acknowledgement to Consumer
06/26/2013 **Otto MAIL** Notify Business of Dispute
07/03/2013 **WEB BBB** RECEIVE BUSINESS RESPONSE : To Whom It May Concern:

This complaint by Ms. Hernandez is in reference to a charge that was a pre-authorization charge and did not settle into her account when signing up for our trial offer for our Garcinia Cambogia product. When someone signs up for our trial offer, a \$49.95 pre-authorization hits their account but is removed before it settles. When looking up Ms. Hernandez's account, it shows that this pre-authorization charge declined and therefore her account is not active.

Ms. Hernandez called to cancel her account on June 24th, however, the trial was not active because of the declined \$49.95 pre-authorization charge. Ms. Hernandez's account also declined because her shipping address did not match her billing address which is a requirement of ours to protect against fraudulent activity.

We do apologize for any inconvenience that this has caused Ms. Hernandez. We always strive to make sure all of our customers are satisfied. Again, Ms. Hernandez's account is not active and she any charges from our company going forward. Again, we sincerely apologize for the inconvenience this situation has caused.

07/05/2013 **cha EMAIL** Forward Business response to Consumer
07/16/2013 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
07/16/2013 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
07/16/2013 **Otto BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90140895 BBB of Central Florida

Consumer Info: Hinrichs, Debbie
1095 West 6th Street #4
2000
Zumbrota, MN 55992
507 316-5065 507 316-5065

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste
Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Charged me for a product I never received

I ordered the 14 day trial from this company on the 11th of November and never received the product. I noticed when checking my account on 21st of November that they charged me \$86.90. and of also ordered the 14 day trial of the diet supply, the also charged my account 88.49, These charges were pending on my account. I called both companies and informed them that I never received the products; Healthy Beginnings said that it was delivered and that I was out of luck getting my money back, Diet Supply told me that the product was undeliverable and before they can refund any money they need the product back. If its undeliverable how am I suppose to return it, they said it wasn't their problem.

Consumer's Desired Resolution:

I want both charges of \$86.90 and \$88.49 plus the shipping and handling charges of \$4.99 each return to my account

12/01/2014 web **BBB** Case Received by BBB
12/03/2014 cha **BBB** Case Reviewed by BBB
12/03/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/03/2014 Otto **MAIL** Notify Business of Dispute
12/18/2014 Otto **BBB** No response to first notice to business
12/18/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/18/2014 Otto **MAIL** Reminder of Dispute to Business
12/29/2014 Otto **BBB** No Response received from Business on 2nd Notice
12/31/2014 cha **BBB** Inform Consumer No Response from Business
12/31/2014 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
12/31/2014 Otto **MAIL** Inform Business - Case Closed UNANSWERED
12/31/2014 Otto **BBB** Case Closed - UNANSWERED
01/05/2015 cha **BBB** ReOpen the Complaint
01/05/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90140895

Customer Name: Debbie Hinrichs

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 11-23-2014, as of 12-23-2014. The customer has been refunded \$88.49 (Garcinia XS Cleanse product cost) for the charge on 11-23-2014, as of 12-23-2014. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-09-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS Cleanse weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they

ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 11-23-2014, as of 12-23-2014. The customer has been refunded \$88.49 (Garcinia XS Cleanse product cost) for the charge on 11-23-2014, as of 12-23-2014. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015 cha EMAIL Forward Business response to Consumer

01/05/2015 WEB BBB BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE

: (The consumer indicated he/she DID NOT accept the response from the business.)

I did receive a refund for both products but to this day I have not received either product so I would like the shipping and handling refunded back also. To be clear also its a 14day free trail but you need the product to get the free trial!

01/06/2015 cha MAIL Forward Consumer Rebuttal to Business

01/19/2015 Otto BBB No Response from Business re: Consumer Rebuttal

01/28/2015 cha BBB Phone Call or Time Extension

02/02/2015 Otto BBB No Response from Business re: Consumer Rebuttal

02/05/2015 cha BBB Bureau judged complaint to be closed UNRESOLVED

02/05/2015 Otto EMAIL Inform Consumer - Case Closed UNRESOLVED

02/05/2015 Otto MAIL Inform Business - Case Closed UNRESOLVED

02/05/2015 Otto BBB Case Closed UNRESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124212 BBB of Central Florida

Consumer Info:

Hjelm, Julie
124 Scotia Ave.

San Francisco, CA 94124
- 415 374-5810

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered some pills and uhave 14 days to cancel before they charge your card. I just received them and they already charged my card. Unable tocontact
I ordered some pills. Once you receive them, you have 14 days to cancel or they will charge your card. I just received them last Thurs and they have already charged my card. I have been calling and calling. I have been on hold for up to an hour. now it says due to the weather, you cant leave messages. I am filing a stop to this payment on my atm card. Terrible.

Consumer's Desired Resolution:

they have charged my card \$86.90

02/12/2014

web BBB Case Received by BBB

02/13/2014

cha BBB Case Reviewed by BBB

02/13/2014

Otto EMAIL Send Acknowledgement to Consumer

02/13/2014

Otto MAIL Notify Business of Dispute

02/21/2014

WEB BBB RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 2-21-2014. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 1-28-2014 an order was placed on our website to try our Garcinia Cambogia weight loss supplement for a 14-day trial, paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or phone to get an extension on their trial. If we are not contacted by the customer prior to the end of their trial period, then they will be billed for the product of which was received by the customer once their trial expires. All of which is clearly stated on our website, the order page the customer placed their order on and within our terms and conditions. Since we were never contacted by the customer prior to the end of their 14-day trial, they were billed on the 15th day \$86.90. Again, the customer has been refunded in full for \$86.90 as of 2-21-2014 and their membership completely. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,

Healthy New Beginnings' Complaint Department

02/24/2014

cha EMAIL Forward Business response to Consumer

03/07/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

03/07/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

03/07/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90126862 BBB of Central Florida

Consumer Info:

Hoekstra, Chris
528 2nd Ave W

2000

Twin Falls, ID 83301
- 208 308-5409

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I am trying to get a complete refund. The first billing was 2-21-2014 I called as soon as I found out I was charged 86.90 I canceled.

I purchased product online I understood it to be a trial offer when I was charged 86.90 I called and cancelled. Was told by person handling the call that i could only get a partial refund fo 38% or so though I thought it was not right i agreed.

Consumer's Desired Resolution:

I purchased a supplement online, on what I believed to be a trial offer. When I was charged 86.90 on my account I called and cancelled. I explained to representative that the product did not work as presented and canceled service. I was told that I would receive a percentage of original charge back. I agreed to that. I never received any refund and now have been charged again 3-24-14 for the same product that I cancelled. When I called and complained about being charged again. I was told that I did not cancel and would get a refund only after I pay shipping back to them and then it would only be a partial refund. I told them this was not acceptable as I had already cancelled. Then was offered 50.00 after being charged 86.90 and paying shipping to them. I told them that this a rip off and was unacceptable. I feel that I should be refunded my entire amount of 86.90 that was charged on 3-24-14 and half of the original purchase. For the inconvenience and trouble they are creating by not cancelling service as requested in February. I admit I got rather heated after Jason 5561 told me 4 times that I had not called previously, I DON'T LIKE BEING CALLED A LIAR. The address I was given to mail the product to is. Healthy New Beginnings attention returns P.O. BOX 471208 Lake Monroe Florida 32747 I added address because it is different than one listed. We live on a fixed income and can not afford to lose money to products that do not work as advertised to big companies that won't refund monies they have charged after we cancelled. Any help you can provide will be appreciated. Thanks for your help and time, Chris

03/26/2014 web **BBB** Case Received by BBB
03/27/2014 cha **BBB** Case Reviewed by BBB
03/27/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/27/2014 Otto **MAIL** Notify Business of Dispute
04/11/2014 Otto **BBB** No response to first notice to business
04/11/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
04/11/2014 Otto **MAIL** Reminder of Dispute to Business
04/22/2014 Otto **BBB** No Response received from Business on 2nd Notice
04/23/2014 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90126862

Customer Name: Chris Hoekstra

To whom it may concern,

I would like to preface by stating that the customer has been issued a refund in the amount of \$86.90 (Garcinia Cambogia product cost) as of 04/22/2014. Please allow 2 -7 business days for the refund to process and post back to the customer's account. On 02/05/2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order

pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$86.90 for the weight loss supplement at the end of the trial and they are also billed \$86.90 every 30 days until cancellation. We apologize for any inconvenience this may have caused the customer. Again, we have issued a refund of \$86.90 for the cost of the product as of 04/22/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

04/23/2014

cha EMAIL Forward Business response to Consumer

05/05/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

05/05/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

05/05/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141076 **BBB of Central Florida**

Consumer Info:

Hoglund, Mike
4336 SW 30th Ter
2000
Topeka, KS 66614
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Was trying to cancel my subscription. It took multiple phone calls and being on hold for 35+ mins several times before I could even talk to someone.

We purchased a 14 day trial of Garcinia wow on Nov 18. Per there terms you have to cancel with in the 14 day or they will charge your credit card \$86.90. My card was charged on Dec 1 in the amount of \$86.90. I tried of several days to call and cancel but every time I called I was on hold for 35+ mins without even talking to a person. I finally got a hold of someone and they told me the most they could refund me was 40%. I ask to talk to a supervisor and was put on hold, the lady came back a few mins later and said she could do 75% back. I again ask to talk to the supervisor and she transferred me. The supervisor answered and told me the most I could get back was 70%, 5% less then what the sales rep told me. I told her that I want all my money back and that I would send all unused product back to them or I was going to file a complaint with the BBB. She put me on hold for a minute and then came back and said the best she can do is 70% but I had to verbally agree to not go to the BBB. I said I will take the 70% back but I will not agree to file a complaint. She told me then I would not get my money back at all. So I told her I will take the money back and won't take action. But i had to tell her that or she wasn't going to give me any money back.

I told her multiple time that I tried to call but I couldn't wait 35+ minutes for someone to answer the phone. I have a full time job and I can't just sit on the phone all day. Her response was that if no one answered then my subscription was not canceled. I think this company is a scam. She was pleading with me to not go to the BBB.

Consumer's Desired Resolution:

I would like the remaining 30% paid back to me. And for everyone to know about the bad business practices and scam being run there.

| | | | |
|------------|------|-------|--|
| 12/03/2014 | web | BBB | Case Received by BBB |
| 12/08/2014 | cha | BBB | Case Reviewed by BBB |
| 12/08/2014 | Otto | EMAIL | Send Acknowledgement to Consumer |
| 12/08/2014 | Otto | MAIL | Notify Business of Dispute |
| 12/23/2014 | Otto | BBB | No response to first notice to business |
| 12/23/2014 | Otto | EMAIL | Consumer - Have You Heard From the Company |
| 12/23/2014 | Otto | MAIL | Reminder of Dispute to Business |
| 01/05/2015 | Otto | BBB | No Response received from Business on 2nd Notice |
| 01/05/2015 | cha | BBB | Phone Call or Time Extension |
| 01/09/2015 | Otto | BBB | No Response received from Business on 2nd Notice |
| 01/09/2015 | cha | BBB | Inform Consumer No Response from Business |
| 01/09/2015 | Otto | EMAIL | Inform Consumer - Case Closed UNANSWERED |
| 01/09/2015 | Otto | MAIL | Inform Business - Case Closed UNANSWERED |
| 01/09/2015 | Otto | BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90125999 BBB of Central Florida

Consumer Info:

Holt, Janice
5212 Forestdale Dr

2000

Portsmouth, VA 23703-4111
757 484-2231 757 623-3100

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

ORDERED TRIAL SAMPLE OF THE GARNICA CAMBODIA PRODUCT IN 1/14. CHECKED MY BANK STATEMENT HAVE BEEN CHARGES \$86.90 FOR FEB AND MARCH NOT AUTHORIZED. PLEASE SEE COMPLAINT SUMMARY ABOVE. TRIED TO CONTACT SUPPLIER,BUT ONLY PUT ON INDEFINATE HOLD. THERE SEEMS TO BE NO OTHER NUMBER FOR CONTACT, BUT I WILL CONTINUE TO TRY.

Consumer's Desired Resolution:

Total refund of \$173.80. I also now have to go thru the hassel of getting new debit card, etc. which I will take care of on my end. Please contact me with a resolution. This is a lot of money.please contact me as soon as possible concerning this claim 757-775-5878

| | | |
|-------------------|-------------------|--|
| 03/12/2014 | web BBB | Case Received by BBB |
| 03/13/2014 | cha BBB | Case Reviewed by BBB |
| 03/13/2014 | Otto EMAIL | Send Acknowledgement to Consumer |
| 03/13/2014 | Otto MAIL | Notify Business of Dispute |
| 03/31/2014 | Otto BBB | No response to first notice to business |
| 03/31/2014 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 03/31/2014 | Otto MAIL | Reminder of Dispute to Business |
| 04/11/2014 | Otto BBB | No Response received from Business on 2nd Notice |
| 04/17/2014 | cha BBB | Phone Call or Time Extension |
| 04/21/2014 | Otto BBB | No Response received from Business on 2nd Notice |
| 04/24/2014 | cha BBB | Inform Consumer No Response from Business |
| 04/24/2014 | Otto EMAIL | Inform Consumer - Case Closed UNANSWERED |
| 04/24/2014 | Otto MAIL | Inform Business - Case Closed UNANSWERED |
| 04/24/2014 | Otto BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90141012 BBB of Central Florida

Consumer Info:

Houghton, Kristi
7214 E. Camino Del Monte

2000

Scottsdale, AZ 85255
- 480 329-4347

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Attempting to get unauthorized charge refunded, immediately!

I ordered a trial of the Garcinia Cambodia and accompanying Cleanse pills from this company on October 29th. They fail to tell you that you will be charged monthly after 14 days, if you do not cancel. Nowhere in the ordering process is this mentioned, nor is it mentioned in your order confirmation email (attached). I also never registered for, nor ordered anything additional from this company. I was charged on November 11th for \$86.90, and two charges for \$6.95. I immediately called and spoke with CS agent Alex. She gave me the speech of how I didn't cancel within 14 days, and had no interest in hearing that nowhere was I informed of the 14 day return policy. I asked for my money back, and told her to cancel me. She only refunded me \$31. I wanted the full amount, but took what I could get. I was assured, after asking MULTIPLE times, that everything was canceled, including the Cleanse pills. I was informed that those come from their sister company (they were shipped to me at the same time and in the same packaging as the Garcinia trial that I ordered, so clearly they are the same company), and all were canceled (cancellation email attached). Come today, December 3rd, I check my bank account and see that I have two charges in the amount of \$82.62! I immediately called, sat on hold for over 5 minutes, then get CS agent Jessica on the phone. She proceeds to give me the same speech that Alex did back in November. I explained again to her that I was assured this was all canceled. She said that Healthy New Beginnings, their sister company, should have canceled everything, or at least told me to call a different number to ensure cancellation. I told her they did not direct me to do that, and again reiterated that Alex assured me everything was canceled. Jessica took the step to transfer me to a supervisor to help solve my issue, as she saw that I had called and canceled on November 11th. She was apologetic, and overall attempted to help. She then transfers me to supervisor Stephanie. By far the worst example of a supervisor to have representing your company!! She was rude from the second she picked up the phone. She told me that she saw my account had been canceled, that the company has not charged me since November 11th, and that she could not help me. When I asked her why I had been charged then this morning, she snapped at me and said they hadn't charged me. She then said I called the wrong number, and should call a different number (she wouldn't even tell me the reason to have to call another number). I asked her for that number, and she proceeded to give me the number I had just called and reached her on! I told her that was the number I had just called, and she very rudely told me that I was mistaken and had called the wrong number. She then said she was going to disconnect the call because she couldn't help me. I told her I was looking at my phone (at work) which displays the number I have dialed and I had definitely dialed the number she just gave me, and the amount of time I have been on the phone. By this time I had been on the phone with them for 28M 50Sec. Stephanie was so incredibly rude, and the call was disconnected. I then attempted to call back and sat on hold for over 15M. Customer Service is not their strong suit. Bottom line is, they charged my card after acknowledging that my account has been canceled, and I want my money back, now including the remaining \$55.90 I didn't get back from my first call in November.

Consumer's Desired Resolution:

I would like a total of \$221.14 refunded. The \$55.90 I did not get refunded after my first call, as well as the \$165.24 I was fraudulently charged today. I do not want to receive any products from this company, nor am I signed up to receive any products from this company.

12/03/2014 web **BBB** Case Received by BBB
12/03/2014 cha **BBB** Case Reviewed by BBB
12/03/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/03/2014 Otto **MAIL** Notify Business of Dispute
12/19/2014 Otto **BBB** No response to first notice to business
12/19/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/19/2014 Otto **MAIL** Reminder of Dispute to Business
12/30/2014 Otto **BBB** No Response received from Business on 2nd Notice
12/31/2014 cha **BBB** Inform Consumer No Response from Business
12/31/2014 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
12/31/2014 Otto **MAIL** Inform Business - Case Closed UNANSWERED
12/31/2014 Otto **BBB** Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90140102 BBB of Central Florida

Consumer Info:

Huddlestun, Jolene
1374 E. Armour Road
Bourbonnais, IL 60914
- -

2000

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Advertisement, order receipt, and email did not state there would be membership fees if not cancelled within 14 days of order.

On October 28, 2014 10:17 pm, I ordered a bottle of Garcinia Cambogia and a bottle of Garcinia Cleanse for \$4.95 each for a 14 day trial. I've attached the advertisement as it was seen on Facebook and screenshot my iPhone of the offer. I placed two separate orders (one per each bottle) and took a screen shot of my "successful" orders. I received a confirmation email of my order on October 28, 2014. The shipment arrived on November 4, 2014. Eight (8) days had lapsed.

Upon review of my bank statement, I noticed two new charges for Healthy New Beginnings. One for \$6.95 and another for \$86.90. Upon calling Healthy New Beginnings, the customer service rep informed me that I had not cancelled by November 10, 2014 which was the end of a "14 day trial". NOWHERE on my receipts or order information did it say that I would be charged these amounts. NOWHERE on my receipts or order screen did it say that I had to cancel a "membership" by November 10, 2014. NOWHERE did it say that my purchase would require a membership!!! The only time a "membership" was mentioned was on the bottom of my order confirmation that was sent via email about signing to view resources, tools, etc. I NEVER signed in because I did not order a membership and DID NOT agree to any membership.

When I purchased the bottles on my iPhone, there was NO box to check that asked me to accept terms & conditions NOR agreement to accept the \$6.95 and \$86.90 charges!!!! I was NOT sent any receipt for those charges.

I asked the company to reverse the charges or issue a refund but the rep would not. She once again referred to the 14 day trial which is NOT a trial if it takes 8 days to receive. She also said the terms & conditions are listed on their website. I told her they were NOT listed on the iPhone screen because it does NOT show the full website they may have. Heck....I can't even order those same bottles on their website without calling the number!!!

I want a full refund of my \$6.95 and \$86.90.

Consumer's Desired Resolution:

Full refund of the charges I did not authorize \$6.95 and \$86.90 by check since I had to cancel my debit/credit card.

11/12/2014 web **BBB** Case Received by BBB
11/12/2014 ned **BBB** Case Reviewed by BBB
11/12/2014 Otto **EMAIL** Send Acknowledgement to Consumer
11/12/2014 Otto **MAIL** Notify Business of Dispute
11/24/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : ***Document Attached***

Since I am waiting for a reply to my initial complaint, I would like to add the following information:

My order was placed Oct. 28, 2014 & confirmed at 10:17 pm. Healthy New Beginnings submitted the \$86.90 and \$6.95 fund requests to my bank on November 10, 2014.

THAT IS ONLY 13 DAYS....not 14 per the representative!!! In addition to that, BY LAW, a business that does not operate on the weekends should not count those as business days!!! As you can see from the attached photo of their website, you can ONLY contact Healthy New Beginnings Monday-Friday 8 am -10 pm. THEY ARE NOT OPEN ON THE WEEKENDS!!!!!! Please note also that Tuesday, November 11, 2014 is VETERANS DAY....a NATIONAL holiday in which banks are also CLOSED!!!!

Since I had to terminate my credit bank card so this company would not keep charging me, I request a PAPER money order or wire transfer directly to my bank under my name. I've read all the other complaints that claim they "electronically refunded" the fees. That resolution won't work in my complaint because I closed that account.

| | | |
|-------------------|-------------------|--|
| 11/28/2014 | Otto BBB | No response to first notice to business |
| 11/28/2014 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 11/28/2014 | Otto MAIL | Reminder of Dispute to Business |
| 12/09/2014 | Otto BBB | No Response received from Business on 2nd Notice |
| 12/15/2014 | cha BBB | Phone Call or Time Extension |
| 12/19/2014 | Otto BBB | No Response received from Business on 2nd Notice |
| 12/23/2014 | cha BBB | Inform Consumer No Response from Business |
| 12/23/2014 | Otto EMAIL | Inform Consumer - Case Closed UNANSWERED |
| 12/23/2014 | Otto MAIL | Inform Business - Case Closed UNANSWERED |
| 12/23/2014 | Otto BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90141605 BBB of Central Florida

Consumer Info:

Hufnagel, James
49 Georgetown Court

2000

Basking Ridge Basking Ridg, NJ 07920
- 908 719-9588

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Subscribed to a "free" trial and was subsequently billed \$86.90 on my credit card. Responded to a GarciniaWow pop up ad offering a free trial for only \$4.95. Just received my credit card bill and it included charges of \$4.95 and \$88.49 to Wonderdiet and \$4.95 to Healthynewbeginnings and \$86.90 to GarciniaWow. Obviously these are all linked she'll companies. I am a senior citizen and consider myself reasonably savvy, but they got me! Please help get these scammers under control . I reviewed the ads and couldn't find any mention of being billed these exorbitant sums.

Thanks for your attention,
Jim Hufnagel

Consumer's Desired Resolution:

Full reimbursement for funds I was duped out of.

12/12/2014 web **BBB** Case Received by BBB
12/15/2014 cha **BBB** Case Reviewed by BBB
12/15/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/15/2014 Otto **MAIL** Notify Business of Dispute
12/30/2014 Otto **BBB** No response to first notice to business
12/30/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/30/2014 Otto **MAIL** Reminder of Dispute to Business
01/12/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/12/2015 cha **BBB** Phone Call or Time Extension
01/16/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/27/2015 cha **BBB** Inform Consumer No Response from Business
01/27/2015 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
01/27/2015 Otto **MAIL** Inform Business - Case Closed UNANSWERED
01/27/2015 Otto **BBB** Case Closed - UNANSWERED
02/03/2015 cha **BBB** ReOpen the Complaint
02/03/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90141605

Date: 01-22-2015

Customer Name: James Hufnagel

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$9.95 (remaining Garcinia XS Cleanse product cost) for the charge on 12-03-2014, as of 01-22-2015. The customer has previously received a refund of \$78.54, issued on 12-18-2014, for this order. The customer has been refunded \$9.95 (remaining Garcinia Cambogia product cost) for the charge on 12-03-2014, as of 01-22-2015. The customer has previously received a refund of \$76.95, issued on 12-19-2014, for this order. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-19-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS Cleanse weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the

product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$9.95 (remaining Garcinia XS Cleanse product cost) for the charge on 12-03-2014, as of 01-22-2015. The customer has previously received a refund of \$78.54, issued on 12-18-2014, for this order. The customer has been refunded \$9.95 (remaining Garcinia Cambogia product cost) for the charge on 12-03-2014, as of 01-22-2015. The customer has previously received a refund of \$76.95, issued on 12-19-2014, for this order. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

02/03/2015 cha EMAIL Forward Business response to Consumer

02/04/2015 WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

I received credit for the disputed transactions. Although the offer was very misleading, I am satisfied that the action by the Orlando BBB Achieved the desired outcome.

02/04/2015 Otto MAIL Inform Business - Case Closed RESOLVED

02/04/2015 Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90126329 BBB of Central Florida

Consumer Info:

Hull, Lucy M
12 Kathy CT

Brick, NJ 08724
732 840-5178 732 840-5178

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Unauthorized use of my credit card.

I ordered the free sample advertised and gave my credit card information for the shipping charges. I never authorized any additional items nor did they make clear that further deliveries would be made. It took a long time to receive the free sample after they charged the \$4.95 for shipping it, and I have not received nor do I want to receive anything else from them. Now they don't even answer the telephone. They have charged my credit card \$86.90 and I am calling my credit card company to dispute the charge.

Consumer's Desired Resolution:

My bank will charge the amount of \$86.90 back to this company and credit my account, but this and other companies like this have to be stopped.

03/18/2014 web **BBB** Case Received by BBB
03/19/2014 cha **BBB** Case Reviewed by BBB
03/19/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/19/2014 Otto **MAIL** Notify Business of Dispute
04/04/2014 Otto **BBB** No response to first notice to business
04/04/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
04/04/2014 Otto **MAIL** Reminder of Dispute to Business
04/04/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : On 4/2/14 I received an email from this company telling me that the charge of \$86.90 is for the original "sample" they sent me, saying I was supposed to cancel within 14 days of receipt of the sample or I would be charged, and they refer to their terms. When I finally found their terms on their website, they were located at the end of a very lengthy worded page in tiny print where they first listed all kinds of disclaimers regarding matters that had nothing to do with their cancellation/refund policy. That policy should be shown on the same page as their initial offer, in readily legible print, and not hidden at the end of a barely legible print. I want my money refunded under the reason that their practices are unethical and intentionally meant to
04/10/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90126329
Customer Name: Lucy Hull
To whom it may concern,
I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 4-10-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 3-03-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 3-17-2014 for the product of which they received during the trial period. Again, the customer's account has been refunded in full for the amount of \$86.90 as of 4-10-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.
Regards,
Healthy New Beginnings
04/10/2014 cha **EMAIL** Forward Business response to Consumer

04/10/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

My only request was that they refund my money which was charged to my credit card. As long as they have expressed a willingness to respect my request, I have no further grievance other than the company be more up-front with their "sample" policy.

04/11/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED

04/11/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90123411 BBB of Central Florida

Consumer Info:

Hunt, Donna
104 FOREST ST

2000

SUGAR GROVE, PA 16350
716 640-7172 716 640-7172

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

they keep billing me and all i want is to stop product,no place to do that was \$4.95 getting billed\$89.00

i do not have much of this information.was to pay 4.95 paid 89.00 i just seen they charged my account another 89.00 but i cannot find anyplace to cancel this product.this will be the third time,please i just want it CANCELED!

Consumer's Desired Resolution:

just want to cancel product!

01/30/2014

web BBB Case Received by BBB

01/30/2014

cha BBB Case Reviewed by BBB

01/30/2014

Otto EMAIL Send Acknowledgement to Consumer

01/30/2014

Otto MAIL Notify Business of Dispute

02/11/2014

WEB BBB RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer's membership has been completely canceled out and we did refund the most recent debit for the amount of \$86.90 that was billed on 01-29-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 10-17-2013 the customer paid \$4.95 shipping and handling to try out Garcinia Cambogia supplement for a 14-day trial, we do not offer free trials. Since we were never contacted by the customer they were billed for the product that was already delivered to the customer on 10-31-2013 for \$86.90 and shipped a monthly supply every 30 days until canceled. Our phone number is located on the bottle, our website and within the packaging we shipped the product out in. Again, the customer's membership has been completely canceled and we did refund the most recent debit on 2-11-2014 amounting to \$86.90. Should you have any other questions or concerns, please feel free to respond to this response.

Regards,

Healthy New Beginnings

02/12/2014

cha EMAIL Forward Business response to Consumer

02/24/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

02/24/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

02/24/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90116323 BBB of Central Florida

Consumer Info: Iglesias, Angela Darcelyn
1011 McKinley Ave
2000
Chesapeake, VA 23324-1041
757 395-4637 757 395-4637

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste
Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

This company advertises free trail product, just pay 4.95 shipping, and you receive 60 capsules of garcinia cambogia, but what they don't tell you is they charge you the 4.95 then 14days later they charge you 80 to 100.00 dollars, and continues to do so, until to Opt out/or cancel. when you are getting you " FREE " trail, no where does it say you are gonna be charged anything but 4.95 shipping!!!! This people are CON ARTISTS!!!! That take innocent people's hard earned money, right out from under them!!!!!!!! Thank god, I caught this "SCAM" before they took me for more\$\$\$\$\$ they "sign" you up and you have no idea that you are signing up for anything but your 1 time Free bottle for 4.95 shipping ONLY!!!! These people are who we are warned about everyday! They are SCAMS!!!!!!!!!!!!

Consumer's Desired Resolution:

DesiredSettlementID: would like for them to have to put in BIG BOLD letters that this product is not just a free product, that you just pay 4.95 shipping for, they should have to disclose in big bold letters that by ordering this "FREE trail" you are signing up for future orders, and automatic debit charges!!!!!! Thank you very much!!!!

09/15/2013 web **BBB** Case Received by BBB
09/17/2013 cha **BBB** Case Reviewed by BBB
09/17/2013 Otto **EMAIL** Send Acknowledgement to Consumer
09/17/2013 Otto **MAIL** Notify Business of Dispute
09/24/2013 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,

We do not have any orders in our system that are associated with the name Angela Darcelyn Iglesias or any of the other contact information provided. If the order was placed under a different name, shipping addresses, etc. please reply to this with the proper information so that we're able to resolve the issue.

Regards,
Danielle W.
Healthy New Beginnings Inc.
1540 International Pkwy Ste. 2000
Lake Mary, FL 32745-5096

09/25/2013 cha **EMAIL** Forward Business response to Consumer
10/07/2013 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
10/07/2013 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
10/07/2013 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90142968 BBB of Central Florida

Consumer Info:

Ingram, Donaciana
11 West Union Road

2000

Starkville, MS 39759
- 662 324-1097

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered a trial and have been on hold for hours everytime i called to cancel my trial for \$4.95 and now they will not stop charging my debit card!

I signed up for a trail for \$4.95 and now they will not stop charging my debit card after I have tried several time to call the number 1-888-656-8893 to cancel and I get automatically on hold with a message "we are experiencing high call volume" and no one ever helps me!

Consumer's Desired Resolution:

I would like a refund of \$88.49 and to take me off the monthly list!

01/08/2015 web **BBB** Case Received by BBB
01/12/2015 cha **BBB** Case Reviewed by BBB
01/12/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/12/2015 Otto **MAIL** Notify Business of Dispute
01/27/2015 Otto **BBB** No response to first notice to business
01/27/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
01/27/2015 Otto **MAIL** Reminder of Dispute to Business
02/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/10/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90142968

Date: 02-05-2015

Customer Name: Donaciana Ingram (Account Holder: Dawn Ingram)

To whom it may concern,

I would like to preface by stating that the customer has been issued a refund for the product that they ordered. The customer has been issued a refund of \$88.49 (Garcinia XS Cleanse product cost) for the charge on 01-01-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive this refund. On 12-17-2014, an order was placed for our Garcinia XS Cleanse weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued a refund for the product that they ordered. The customer has been issued a refund of \$88.49 (Garcinia XS Cleanse product cost) for the charge on 01-01-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive this refund. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/10/2015 cha **EMAIL** Forward Business response to Consumer
02/23/2015 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
02/23/2015 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
02/23/2015 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141391 BBB of Central Florida

Consumer Info:

Jackson, Kristyn
34 Walnut Street
Woburn, MA 01801
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

this company site only offered me a free bottle of pills for the shipping and handling of 4.95 then i was charged 86.90 for a membership
this company site only offered me a free bottle of pills for the shipping and handling of 4.95 then i was charged 86.90 for a membership i called the company and they told me in the terms and conditions that its in there about 14 days. i called them and asked for a refund that i was not happy about my bank account getting charged this and they told me basically to get over it and that they could only give me 30% back i told them if that was the best then whatever im upset everyone else is getting 100% refund i was dooped. this site is completely fraudulent. if this is there motive it should be all the first page. all i want is a full refund. im very upset i was not aware of this and i dont feel like i should have to pay teh remainin 50 dollars!

Consumer's Desired Resolution:

100% full refund.

12/09/2014 web **BBB** Case Received by BBB
12/10/2014 cha **BBB** Case Reviewed by BBB
12/10/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/10/2014 Otto **MAIL** Notify Business of Dispute
12/25/2014 Otto **BBB** No response to first notice to business
12/25/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/25/2014 Otto **MAIL** Reminder of Dispute to Business
01/05/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/05/2015 cha **BBB** Phone Call or Time Extension
01/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/09/2015 cha **BBB** Inform Consumer No Response from Business
01/09/2015 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
01/09/2015 Otto **MAIL** Inform Business - Case Closed UNANSWERED
01/09/2015 Otto **BBB** Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90142988 BBB of Central Florida

Consumer Info:

Janda, Jill
6120 Shamrock Dr
Madison Lake, MN 56063
- 507 327-1594

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I received my 2 trial bottles then got billed for 86.90 and 96.52. This all happened in Nov and I still haven't gotten any product or credit.

11/24 86.90 deducted from my acct, still nothing received. I cannot reach them by phone as I have tried countless times. On 1/05/15 96.52 deducted from my acct. I would like to be credited for both these deductions as there hasn't been anything received. rec 17354375 ref 740260.

Consumer's Desired Resolution:

I am seeking reimbursement of \$183.42 from New Balance... Their trial offers were together and I ordered 1 of each trial of Garcinia Cambogia tablets.

01/08/2015 web **BBB** Case Received by BBB
01/12/2015 cha **BBB** Case Reviewed by BBB
01/12/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/12/2015 Otto **MAIL** Notify Business of Dispute
01/27/2015 Otto **BBB** No response to first notice to business
01/27/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
01/27/2015 Otto **MAIL** Reminder of Dispute to Business
01/27/2015 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : On 01/09/2015
I rec'd 1 bottle of EL Slim. I immediately returned it unopened and still haven't received a credit!
02/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/11/2015 cha **BBB** MORE INFO RECEIVED FROM THE CONSUMER : I returned
product and have not received refund
I received a trial bottle of Eslim along with a trial offer of garcinia cambogia in
Nov 2014. I was billed 96.52 for eslim on 12/05 15. On 1/12/15, I received 1 more bottle of eslim.
I returned the unopened bottle of eslim back to their customer care center in Greenville SC 29607 .
They referenced package ID 884796. I am still waiting for my refund of 96.52.
02/20/2015 cha **BBB** Phone Call or Time Extension
02/24/2015 Otto **BBB** No Response received from Business on 2nd Notice
03/03/2015 cha **BBB** Inform Consumer No Response from Business
03/03/2015 Otto **BBB** Inform Consumer - Case Closed UNANSWERED
03/03/2015 Otto **BBB** Inform Business - Case Closed UNANSWERED
03/03/2015 Otto **BBB** Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90142220 BBB of Central Florida

Consumer Info:

Jays, Marsha
10287Raystown Rd.

2000

SaxtonSaxon, PA 16678
814 635-7466 814 635-7466

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered this product called Garcinia Ginkloba pills for weight loss.Product was ordered 11/24/2014.Money was taken from account canceled.

I ordered this merchandise from this company on 11/24/2014.Well to my surprise this pill was not for me.I canceled said product on 12/2/2014.But mysteriously they don't have record of it.Today which is 12/28/2014 they took over \$60.00 from my account.When I called them to complain about the money taken that I wanted it put back the customer service rep said no due to this account being over 30 days old.

Consumer's Desired Resolution:

All I want is my money refunded.When advertising their product they say money-back guarantee.Well they lied.

| | | |
|-------------------|-------------------|--|
| 12/28/2014 | web BBB | Case Received by BBB |
| 12/30/2014 | cha BBB | Case Reviewed by BBB |
| 12/30/2014 | Otto EMAIL | Send Acknowledgement to Consumer |
| 12/30/2014 | Otto MAIL | Notify Business of Dispute |
| 01/15/2015 | Otto BBB | No response to first notice to business |
| 01/15/2015 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 01/15/2015 | Otto MAIL | Reminder of Dispute to Business |
| 01/26/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/28/2015 | cha BBB | Phone Call or Time Extension |
| 02/02/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 02/05/2015 | cha BBB | Inform Consumer No Response from Business |
| 02/05/2015 | Otto EMAIL | Inform Consumer - Case Closed UNANSWERED |
| 02/05/2015 | Otto MAIL | Inform Business - Case Closed UNANSWERED |
| 02/05/2015 | Otto BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90126223 BBB of Central Florida

Consumer Info:

Johnson, Mark
4 Springhill Road

Mantua, NJ 08051
- 215 868-8226

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

This company charged my card without my knowledge. Was offered a 14 day trial. My card was charged on 1/3/14 for 4.95 and then again on 1/16/14.

Did not give me a full trial and charged my debit card without my knowledge a price that I knew nothing about. I called and they offered half price. I told them that I wanted a full refund and I am sending the full unopened package back. They told me that there is nothing that they can do about it.

Consumer's Desired Resolution:

I want a full refund for a product that I was not given a full trial.

03/17/2014 web **BBB** Case Received by BBB
03/17/2014 cha **BBB** Case Reviewed by BBB
03/17/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/17/2014 Otto **MAIL** Notify Business of Dispute
04/02/2014 Otto **BBB** No response to first notice to business
04/02/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
04/02/2014 Otto **MAIL** Reminder of Dispute to Business
04/10/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90126223

Customer Name: Mark Johnson

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 4-10-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 12-31-2013 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 1-14-2014 for the product of which they received during the trial period. Again, the customer's account has been refunded in full for the amount of \$86.90 as of 4-10-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

04/10/2014 cha **EMAIL** Forward Business response to Consumer
04/21/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
04/21/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
04/21/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90140914 BBB of Central Florida

Consumer Info:

Johnson, Merrick
6190 Girby Rd Apt 1713

2000

Mobile, AL 36693

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered the \$4.95 RISK FREE TRIAL and have now been charged over \$90!
I was under the impression that I had 15 days to cancel this order... I was then contacted by someone else stating I had 30 days to cancel from the time I received the product. Today I'm charged \$86.90 and \$6.95 to my acct.

Consumer's Desired Resolution:

I want BOTH the \$86.90 AND \$6.95 refunded to my acct IMMEDIATELY!!!!

12/02/2014 web **BBB** Case Received by BBB
12/03/2014 cha **BBB** Case Reviewed by BBB
12/03/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/03/2014 Otto **MAIL** Notify Business of Dispute
12/18/2014 Otto **BBB** No response to first notice to business
12/18/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/18/2014 Otto **MAIL** Reminder of Dispute to Business
12/29/2014 Otto **BBB** No Response received from Business on 2nd Notice
12/31/2014 cha **BBB** Inform Consumer No Response from Business
12/31/2014 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
12/31/2014 Otto **MAIL** Inform Business - Case Closed UNANSWERED
12/31/2014 Otto **BBB** Case Closed - UNANSWERED
01/05/2015 cha **BBB** ReOpen the Complaint
01/05/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90140914

Customer Name: Merrick Johnson

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$4.95 (Garcinia Cambogia shipping cost) for the charge on 11-17-2014, as of 12-23-2014. The customer has been refunded \$4.95 (Garcinia Elite Slim shipping cost) for the charge on 11-17-2014, as of 12-23-2014. These are the only two charges that are associated with this account. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-17-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia Elite Slim weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$4.95 (Garcinia Cambogia shipping cost) for the charge on 11-17-2014, as of 12-23-2014. The customer has been refunded \$4.95 (Garcinia Elite Slim shipping cost) for the charge on 11-17-2014, as of 12-23-2014. These are the only two charges that are associated with this account. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

01/05/2015 **cha EMAIL** Forward Business response to Consumer
01/06/2015 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated
he/she ACCEPTED the response from the business.)
I got my money back!! Crooks!
01/06/2015 **Otto MAIL** Inform Business - Case Closed RESOLVED
01/06/2015 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90129699 BBB of Central Florida

Consumer Info:

Johnson, Omeda
1732 n. Martson Street
Philadelphia, PA 19121
- 267 262-2427

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

From: Johnson, Omeda
<Omeda.Johnson@uphs.upenn.edu<mailto:Omeda.Johnson@uphs.upenn.edu>>
Date: Mon, Feb 24, 2014 at 4:48 PM
Subject: Healthy New Beginnings, Inc. (ID 90198438)
To: "info@centralflorida.bbb.org<mailto:info@centralflorida.bbb.org>"
<info@centralflorida.bbb.org<mailto:info@centralflorida.bbb.org>>

I ordered the garcinia and amazing cleanse and I too paid for the shipping due to the 30 day trail. Now I understand that we had bad weather and I did not receive my package until close to 2 weeks later. Which was one bottle on Tuesday 2/18/2014 and the other on Thursday 2/20/2014. And I was checking my bank statement on sat evening and notice I was charged 86.90. So<http://86.90.So> Sunday at 11:50 I phoned the healthy beginnings inc and asked the rep to cancel my order and for a refund and I was informed that this action was taken place. But for some reason I phoned back to see how long the refund would take place and another rep at this time informed me my order was not canceled and that I cannot get my refund because it was no documentation that I phoned Sunday to cancel and, I truly don't have no money to throw away and feel like I was scammed and would like my money refunded and not to have nothing to do with company ever again. I was given conf # not get my refund because it was no documentation that I phoned Sunday to cancel and, I truly don't have no money to throw away and feel like I was scammed and would like my money refunded and not to have nothing to do with company ever again. I was given conf #345-563. Can you help me get my refund I was scammed out of, please.

Omeda Johnson
Omedajohnson.oj@gmail.com<mailto:Omedajohnson.oj@gmail.com>
267-262-2427<tel:267-262-2427>-email if I do not answer thank you!!!

Consumer's Desired Resolution:

Refund

05/13/2014 cha BBB Case Received by BBB
05/13/2014 cha BBB Case Reviewed by BBB
05/13/2014 Otto EMAIL Send Acknowledgement to Consumer
05/13/2014 Otto MAIL Notify Business of Dispute
05/28/2014 Otto BBB No response to first notice to business
05/28/2014 Otto EMAIL Consumer - Have You Heard From the Company
05/28/2014 Otto MAIL Reminder of Dispute to Business
05/28/2014 WEB BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90129699

Customer Name: Omeda Johnson
To whom it may concern,

I would like to preface by stating that the customer has been issued a refund in the amount of \$86.90 (Garcinia Cambogia product cost) as of 05/28/2014. Please allow 2 -7 business days for the refund to process and post back to the customer's account. On 02/09/2014

an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$86.90 for the weight loss supplement at the end of the trial and they are also billed \$86.90 every 30 days until cancellation. We apologize for any inconvenience this may have caused the customer. Again, the customer has been issued a refund in the amount of \$86.90 (Garcinia Cambogia product cost) as of 05/28/2014. We have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

05/28/2014 cha EMAIL Forward Business response to Consumer

05/29/2014 WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

I appreciate you taking the time to investigate the problem and I like the fact that this was handled in a timely manner. Thank you so very much;)

05/29/2014 cha MAIL Inform Business - Case Closed RESOLVED

05/29/2014 Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90143102 BBB of Central Florida

Consumer Info:

Johnson, Terry
14512 Farmbrook Dr.

2000

Plymouth, MI 48170
- 734 420-0740

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

tried 8 different times calling 888-656-8893. each time ,i was put on hold and waited 10 minutes before hanging up.

when signing up for trial testing, i didn't realize that there would be an \$80.00 per month charge. original purchase date was 11/18/14. paid 4.95 at that time. then was billed 86.90 on 12/2/14, then 86.90 On 1/1/15. the name of the product is garcinia wow. tried numerous times to contact company but always put on hold with no answers

Consumer's Desired Resolution:

cancellation of order

01/10/2015 web **BBB** Case Received by BBB
01/12/2015 cha **BBB** Case Reviewed by BBB
01/12/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/12/2015 Otto **MAIL** Notify Business of Dispute
01/27/2015 Otto **BBB** No response to first notice to business
01/27/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
01/27/2015 Otto **MAIL** Reminder of Dispute to Business
01/30/2015 cha **BBB** DISPUTE RESOLVED- WITH LETTER : finally got thru to company and after a lot of back and forth talking, they agreed to cancel my order. thank you for your efforts and time. it is really appreciated
01/30/2015 Otto **MAIL** Inform Business - Case Closed RESOLVED
01/30/2015 Otto **BBB** Case Closed RESOLVED
02/09/2015 **BBB** MORE INFO RECEIVED FROM THE BUSINESS : Complaint ID: 90143102

Date: 02-05-2015

Customer Name: Terry Johnson

To whom it may concern,

I would like to preface by stating that the customer has been issued 4 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-02-2014, as of 02-05-2015. The customer has been refunded \$88.49 (Garcinia XS Cleanse product cost) for the charge on 12-02-2014, as of 02-05-2015. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 01-01-2015, as of 02-05-2015. The customer has been refunded \$95.44 (Garcinia XS Cleanse product cost) for the charge on 01-01-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-18-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS Cleanse weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 4 refunds for the products that they ordered. The customer has been

issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-02-2014, as of 02-05-2015. The customer has been refunded \$88.49 (Garcinia XS Cleanse product cost) for the charge on 12-02-2014, as of 02-05-2015. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 01-01-2015, as of 02-05-2015. The customer has been refunded \$95.44 (Garcinia XS Cleanse product cost) for the charge on 01-01-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

COMPLAINT ACTIVITY REPORT Case # 90146232 BBB of Central Florida

Consumer Info:

Jolley, James
6467 CENTURY PARK PL SE
2000
MABLETON, GA 30126
401 835-8111 401 835-8111

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste
Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Credit card was charged after ordering samples. Order form did not say anything about subsequent charges.

On 3/2/2015 my credit card was charged \$86.90 for a product I did not order. What I ordered was a sample product for \$5.00. Nowhere on the order form did it say I was committing to monthly charges of \$86.90. Following is the receipt I got in an email. I want them to reverse the charges and stop charging my card immediately. Thanks for your help.

Amount \$86.90
Date 3/2/2015
Time 6:06 PM
Transaction Type Sale
Status Success
Card Type Mastercard
Card Number *****0822
Auth Code 09014B
TransID 20577590
Customer Name
Reference Number 1025508
Purchase Order Number

Consumer's Desired Resolution:

\$86.90 charge to be reversed, and stop charging my card immediately.

03/03/2015 web BBB Case Received by BBB

COMPLAINT ACTIVITY REPORT Case # 90142820 BBB of Central Florida

Consumer Info:

Jones, Brenda
10104 W Calumet Rd
Milwaukee, WI 53224
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Product advertising does not say more of the original price. Then you get charged 160.00 a month later

Just taking money out of my account without knowing the full price. I thought I was paying a max of 20.00. Then 160. Was taken out of my checking account

Consumer's Desired Resolution:

I would just like a detailed receipt for all money taken. If a refund is applicable I would also like that. They can have the product back

01/06/2015 web **BBB** Case Received by BBB
01/08/2015 cha **BBB** Case Reviewed by BBB
01/08/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/08/2015 Otto **MAIL** Notify Business of Dispute
01/23/2015 Otto **BBB** No response to first notice to business
01/23/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
01/23/2015 Otto **MAIL** Reminder of Dispute to Business
02/03/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/05/2015 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : Still taking money out of my account for the product. Another 96.00 dollars was just taken and I dont know why
02/05/2015 cha **BBB** Phone Call or Time Extension
02/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/10/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90142820

Date: 02-05-2015

Customer Name: Brenda Jones

To whom it may concern,

I would like to preface by stating that the customer has been issued 3 refunds for the products that they ordered. The customer has been issued a refund of \$88.49 (Garcinia XS Cleanse product cost) for the charge on 01-01-2015, as of 02-05-2015. The customer has been refunded \$86.90 (Garcinia Cambogia product cost) for the charge on 01-04-2015, as of 02-05-2015. The customer has been issued a refund of \$95.44 (Garcinia XS Cleanse product cost) for the charge on 02-02-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. On 12-03-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS Cleanse weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 3 refunds for the products that they ordered. The customer has been issued a refund of \$88.49 (Garcinia XS Cleanse product cost) for the charge on 01-01-2015, as of 02-05-2015. The customer has been refunded \$86.90 (Garcinia Cambogia product cost) for the charge on 01-04-

2015, as of 02-05-2015. The customer has been issued a refund of \$95.44 (Garcinia XS Cleanse product cost) for the charge on 02-02-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/10/2015

cha EMAIL Forward Business response to Consumer

02/10/2015

WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

Received refund

02/10/2015

cha MAIL Inform Business - Case Closed RESOLVED

02/10/2015

Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90125809 BBB of Central Florida

Consumer Info:

Jones, Carolyn
218 Pegasus Ave

Lompoc, AL 93436
805 588-6645 805 588-6645

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Tried to contact company regarding billing not approved my me and the phone service was such that we could not connect and hear properly.
Approved a free sample and paid the shipping charges and was then charged for and order I did not authorize or order. My charge card was charged 86.90 and 58.00 for items that were never authorized by me. In trying to contact the company, I was on hold for 20 minutes 3 different times and when I got through, I could not understand what the customer service person was trying to say.

Consumer's Desired Resolution:

I just want my money refunded and any interest paid to the credit card company because I did not authorize them to charge my account.

03/10/2014 web **BBB** Case Received by BBB
03/11/2014 cha **BBB** Case Reviewed by BBB
03/11/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/11/2014 Otto **MAIL** Notify Business of Dispute
03/27/2014 Otto **BBB** No response to first notice to business
03/27/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
03/27/2014 Otto **MAIL** Reminder of Dispute to Business
03/27/2014 WEB **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125809

Customer Name: Carolyn Jones

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 3-27-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 1-30-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 2-13-2014 for the product of which they received during the trial period. Again, the customer's account has been refunded in full for the amount of \$86.90 as of 3-27-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/28/2014 cha **EMAIL** Forward Business response to Consumer
04/08/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
04/08/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
04/08/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124402 BBB of Central Florida

Consumer Info:

Jones, Karl
320 Sunderland Way
2000
Stockbridge, GA 30281
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

New healthy beginnings took \$185.00 from my checking account with no notice and still no product. Wasn't financially prepared for this. Problem started 12/30/2013 day of purchase, withdrew from my checking account on 1/14/2014 and 2/19/2014 totaling 185.00 and still no product. Was just going to do the trial offer ONLY not buy \$185 worth of product that I will not use

Consumer's Desired Resolution:

I just want all my money back

02/15/2014

web BBB Case Received by BBB

02/18/2014

cha BBB Case Reviewed by BBB

02/18/2014

Otto EMAIL Send Acknowledgement to Consumer

02/18/2014

Otto MAIL Notify Business of Dispute

03/04/2014

WEB BBB RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$92.98 (Garcinia Cambogia weight loss supplement product cost on 1-13-2014) and \$92.50 (Garcinia Cambogia weight loss supplement product cost on 2-12-2014) as of 3-04-2014. Please allow 2-7 business days for the refund to process and post back to their account. On 12-30-2013 an order was placed to try our Garcinia Cambogia weight loss supplement for a 14-day trial only paying \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via phone or email to extend their trial period. If we are not contacted by the customer prior to the end of their trial then once their trial expires they will be billed for the product(s) of which they received and enrolled in an autoship membership until cancelled. All of which is stated on our website, the order page the order was placed on and within our terms and conditions. Since we were never contacted by the customer prior to the end of their trial then they were billed \$92.98 on the 15th day (1-13-2014). We were contacted by the customer via our support telephone number on 2-14-2014 regarding the two charges to their account. The customer wanted to cancel their membership and requested information on how to return the product for a refund. The customer support representative explained what the customer signed up for, why they were billed and instructed the customer to contact us when they receive the second order to obtain an RMA (returned merchandise authorization number). Again, the customer has been refunded in full for the amounts of \$92.98 (product cost on 1-13-2014) and \$92.50 (second product cost for second bottle on 2-12-2014). No other shipments or debits will be made to their account. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,

Healthy New Beginnings

03/04/2014

cha EMAIL Forward Business response to Consumer

03/17/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

03/17/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

03/17/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90140347 BBB of Central Florida

Consumer Info:

Joseph, Stephanie
3556 CO RT 57
2000
Oswego, NY 13126
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Ordered a risk free trial diet supplement and company would not give me a refund
I ordered a trial diet supplement called garcina . They charged my account 86 dollars today . I called costumer service numbers and spoke to tiara , who wouldn't let me speak to a manager for 10 mins. Finally when Stephanie the " manager " finally got on the phone she told me I couldn't be refunded even tho I wasn't happy with the product bc the product was open. How can you have a risk free trial with out opening a product ? She also stated I had to call And cancel with in 14 days of purchase. I ordered oct 3 and my trial would have ended Monday the 17th as they charged my account Sunday . I called Monday the 17th a 8 am when they opened and she told me my trial actually ended Sunday the 16th so I had to call then and she also stated their costumer service is open 24/7. When clearly on my email and their website says their hours are mon -fri 8-5pm. The associates were very rude. This with out a doubt is a huge scam! I paid 86 dollars for a product I was not happy with and not aloud to return. Beware !!

Consumer's Desired Resolution:

Refund for 86 dollars .

11/17/2014 web BBB Case Received by BBB
11/19/2014 ned BBB Case Reviewed by BBB
11/19/2014 Otto EMAIL Send Acknowledgement to Consumer
11/19/2014 Otto MAIL Notify Business of Dispute
12/04/2014 Otto BBB No response to first notice to business
12/04/2014 Otto EMAIL Consumer - Have You Heard From the Company
12/04/2014 Otto MAIL Reminder of Dispute to Business
12/15/2014 Otto BBB No Response received from Business on 2nd Notice
12/19/2014 cha BBB Phone Call or Time Extension
12/23/2014 Otto BBB No Response received from Business on 2nd Notice
12/23/2014 cha BBB Inform Consumer No Response from Business
12/23/2014 Otto EMAIL Inform Consumer - Case Closed UNANSWERED
12/23/2014 Otto MAIL Inform Business - Case Closed UNANSWERED
12/23/2014 Otto BBB Case Closed - UNANSWERED
01/05/2015 cha BBB ReOpen the Complaint
01/05/2015 cha BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90140347

Customer Name: Stephanie Joseph

To whom it may concern,

I would like to preface by stating that the customer has been issued a refund for the product that they ordered. The customer has been issued a refund of \$43.90 (remaining Garcinia Cambogia product cost) for the charge on 11-17-2014, as of 12-19-2014. The customer has previously accepted a settlement refund of \$43.00, issued on 11-18-2014, for this order. Please allow 2 - 10 business days for the customer to receive this refund. On 11-03-2014, an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and

within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued a refund for the product that they ordered. The customer has been issued a refund of \$43.90 (remaining Garcinia Cambogia product cost) for the charge on 11-17-2014, as of 12-19-2014. The customer has previously accepted a settlement refund of \$43.00, issued on 11-18-2014, for this order. Please allow 2 - 10 business days for the customer to receive this refund. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015

cha EMAIL Forward Business response to Consumer

01/16/2015

Otto BBB No Consumer Response- Assumed Resolved with Letter

01/16/2015

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

01/16/2015

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90126315 BBB of Central Florida

Consumer Info:

Karr, Kris
5177 Keller Ridge Drive

2000

Clayton, CA 94517

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I supposedly agreed to a 14 day trial period and, at the end of the trial period, I was going to be charged an additional \$86.90 for the product.

The terms of this product, which I supposedly agreed to, state that at the end of 14 days I would be charged an additional \$86.90 for the product. I never saw this "statement" as I have been informed by the rep on the phone. I never would have agreed to pay \$91.85 for one bottle of pills that I could purchase at any retail location for \$20.

Consumer's Desired Resolution:

I would like the \$86.90 back that I supposedly agreed to. This company is a cheat and they completely misrepresent themselves and their product.

03/18/2014 web BBB Case Received by BBB
03/18/2014 cha BBB Case Reviewed by BBB
03/18/2014 Otto EMAIL Send Acknowledgement to Consumer
03/18/2014 Otto MAIL Notify Business of Dispute
04/03/2014 Otto BBB No response to first notice to business
04/03/2014 Otto EMAIL Consumer - Have You Heard From the Company
04/03/2014 Otto MAIL Reminder of Dispute to Business
04/10/2014 WEB BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90126315

Customer Name: Kristina Karr

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$86.90 and \$86.90 as of 4-10-2014. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 2-05-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 2-19-2014 for the product of which they received during the trial period and shipped a second bottle and billed \$86.90 on 3-21-2014. Again, the customer's account has been refunded in full for the amounts of \$86.90 and \$86.90 as of 4-10-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

04/10/2014 cha EMAIL Forward Business response to Consumer
04/21/2014 Otto BBB No Consumer Response- Assumed Resolved with Letter
04/21/2014 Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED
04/21/2014 Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90140505 BBB of Central Florida

Consumer Info:

Kauffman, Dave
6417 Switzer Lane

Shawnee, KS 66203
- 913 269-1980

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

On November 6, 2014 I ordered a "trial offer" which was to cost \$4.95, I have tried to cancel the order, but no one answers the phone. now it's \$86.90 that is being charged to my account exactly 14 days from initial order. I cannot reach anyone there as I have tried numerous times and get put on a phone system that has you holding for excessive periods of time. I'm sure this is their tactic knowing people will hang up. Over the past 3 days I have been on hold for over 30 min with no customer service agent ever answering.

Consumer's Desired Resolution:

Full refund of \$4.95 charge and \$86.90 that was charged to my credit card account.

11/20/2014 web **BBB** Case Received by BBB
11/24/2014 cha **BBB** Case Reviewed by BBB
11/24/2014 Otto **EMAIL** Send Acknowledgement to Consumer
11/24/2014 Otto **MAIL** Notify Business of Dispute
12/09/2014 Otto **BBB** No response to first notice to business
12/09/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/09/2014 Otto **MAIL** Reminder of Dispute to Business
12/22/2014 Otto **BBB** No Response received from Business on 2nd Notice
12/23/2014 cha **BBB** Phone Call or Time Extension
12/29/2014 Otto **BBB** No Response received from Business on 2nd Notice
12/31/2014 cha **BBB** Inform Consumer No Response from Business
12/31/2014 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
12/31/2014 Otto **MAIL** Inform Business - Case Closed UNANSWERED
12/31/2014 Otto **BBB** Case Closed - UNANSWERED
01/05/2015 cha **BBB** ReOpen the Complaint
01/05/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90140505

Customer Name: Dave Kauffman

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$9.95 (remaining Garcinia Cambogia product cost) for the charge on 11-20-2014, as of 12-19-2014. The customer previously accepted a settlement refund of \$76.95, as of 12-15-2014, for this order. The customer has been refunded \$66.37 (Garcinia XS product cost) for the charge on 11-26-2014, as of 12-19-2014. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-06-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$9.95 (remaining Garcinia Cambogia product cost) for

the charge on 11-20-2014, as of 12-19-2014. The customer previously accepted a settlement refund of \$76.95, as of 12-15-2014, for this order. The customer has been refunded \$66.37 (Garcinia XS product cost) for the charge on 11-26-2014, as of 12-19-2014. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015

cha EMAIL Forward Business response to Consumer

01/16/2015

Otto BBB No Consumer Response- Assumed Resolved with Letter

01/16/2015

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

01/16/2015

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90129618 BBB of Central Florida

Consumer Info:

Kauffman, Kristi
7615 Dean Rd
Indianapolis, IN 46240
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

After receiving a free trial of the product Garcina Wow, Healthy New Beginnings made two unauthorized charges to my Visa card each for \$86.90.

On Feb. 26, 2014 I requested a free trial of Garcina Wow from Healthy New Beginnings and per their website paid only \$4.95 for shipping of this free trial. Their website claimed many times that this was free and the only cost was shipping of the free sample. I later discovered that there were unauthorized charges on my Visa card for \$86.90 on 3/12/14 & 4/11/14. I did not realize these charges were made until I received another bottle of Garcina Wow in the mail on 4/16/14 that I never requested. I was not happy with the product and did not want anymore, the product was not effective. I called regarding this and cancelled all further products of Garcina Wow order number 525129. I sent the unopened bottle back on 4/17/14 but they would only refund \$70.00 of the total \$173.80 they had charged my Visa card. I feel their website is very misleading and they are scamming hundreds if not thousands of people out of money.

Consumer's Desired Resolution:

I would like my money refunded, \$103.80. I would also like them to evaluate and change the advertising on their website to stop scamming everyone out of money.

05/12/2014 **web BBB** Case Received by BBB
05/13/2014 **cha BBB** Case Reviewed by BBB
05/13/2014 **Otto EMAIL** Send Acknowledgement to Consumer
05/13/2014 **Otto MAIL** Notify Business of Dispute
05/28/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90129618

Customer Name: Kristi Kauffman
To whom it may concern,

I would like to preface by stating that the customer has been issued a refund in the amount of \$16.90 (remaining Garcinia Cambogia product cost) for the charge on 04/11/2014 and also a refund of 86.90 (full Garcinia Cambogia product cost) for the charge on 03/12/2014 as of 05/28/2014. The customer accepted a settlement refund of \$70.00 issued on 05/02/2014 for the charges on 04/11/2014. Please allow 2 -7 business days for the refund to process and post back to the customer's account. On 02/26/2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$86.90 for the weight loss supplement at the end of the trial and they are also billed \$86.90 every 30 days until cancellation. We apologize for any inconvenience this may have caused the customer. Again, the customer has been issued a refund in the amount of \$16.90 (remaining Garcinia Cambogia product cost) for the charge on 04/11/2014 and also a refund of 86.90 (full Garcinia Cambogia product cost) for the charge on 03/12/2014 as of 05/28/2014. The customer accepted a settlement refund of \$70.00 issued on 05/02/2014 for the charges on 04/11/2014. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

05/28/2014 **cha EMAIL** Forward Business response to Consumer
05/28/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated
he/she ACCEPTED the response from the business.)
05/29/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED
05/29/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90130838 BBB of Central Florida

Consumer Info:

Kawa, Rick
11372 Provencal Pl

2000

San Diego, CA 92128
- 619 665-7711

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

This company advertises free trial bottles of Garcinia Cambogia or Garcinia WoW as a pay only shipping and handling of \$4.95. But when they send you the bill they charge you \$86.90. This clearly is false advertising and false representation. Any company with a good reputation would not try to dollar scalp the consumer. It's obvious it's a fly by night company looking to make a quick buck. Consumer beware

Product_Or_Service: Garcinia Wow

Order_Number: 478371

Consumer's Desired Resolution:

DesiredSettlementID: RefundI will pay the trial bottle offer of \$4.95 to cover the shipping and handling as they advertised. But request them to stop sending and charging me for this product. I expect ALL charges of \$86.90 be erased from my bill immediately or I will be forced to file legal action.

06/03/2014 web **BBB** Case Received by BBB
06/04/2014 cha **BBB** Case Reviewed by BBB
06/04/2014 Otto **EMAIL** Send Acknowledgement to Consumer
06/04/2014 Otto **MAIL** Notify Business of Dispute
06/17/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90130838

Customer Name: Rick Kawa

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for \$86.90 (Garcinia Cambogia product cost) for the charge on 04-13-2014 and also a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 05-13-2014, as of 06-16-2014 via certified check through the mail. Please allow 2 -10 business days for the customer to receive the certified check in the mail. On 03-30-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia expiration, the customer was billed \$86.90 on 04-13-2014 and \$86.90 on 05-13-2014 for the weightloss supplements. We apologize for any inconvenience this may have caused the customer. Again, the customer has been refunded in full for \$86.90 (Garcinia Cambogia product cost) for the charge on 04-13-2014 and also a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 05-13-2014, as of 06-16-2014 via certified check through the mail. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

06/19/2014 cha **EMAIL** Forward Business response to Consumer
06/26/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

Received check

06/26/2014

Otto MAIL Inform Business - Case Closed RESOLVED

06/26/2014

Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90125114 BBB of Central Florida

Consumer Info:

Kelly, Daniel
7715 NW 16th St
Ankeny, IA 50023
319 290-5531 319 290-5531

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

They advertised a \$4.50 trial--LIES. I was told AFTER THE FACT that the 30 money back guarantee involved returning the UNOPENED PRODUCT. How???

I don't have this information at this time. I can obtain it if needed. I DO know that the purchase date was 02/04/2014 and right now is well within the 30 day money back guarantee period. When I called the company to address this issue, I was told that in order to qualify for the guarantee, I would have to return the UNOPENED bottle!!! I asked how it was possible to see if the product worked at all if I didn't have a chance to try it. I was curtly told that it wasn't their problem and that I was basically on my own. I said that I was going to contact the BBB and they said that there was nothing that you would do because of the written contract that I agreed to. This company is taking advantage of people because of their greed, and I would like you-the BBB-to please do something about this.

I could tell by the way the representative handled herself on the phone that I wasn't the first party to complain about their shady tactics.

I agreed to a \$4.95 trial offer and was promptly charged \$86.90 because I had failed to cancel within their 14 day cancellation window.

I didn't find out about the excess charge until I got my credit card bill--well past the 14 day window.

Please help me out here--as well as the unknown number of other trusting folks whom have also been swindled by this "company"...

Thanks in advance,
Daniel Kelly

Consumer's Desired Resolution:

I just want the \$86.90 back (less the \$4.95 that I DID agree to in the inception of this whole horrible affair). I admit that I opened and used some of their product, but I want my money back as is stated in their 30 DAY MONEY BACK GUARANTEE.

02/26/2014 web **BBB** Case Received by BBB
02/27/2014 cha **BBB** Case Reviewed by BBB
02/27/2014 Otto **EMAIL** Send Acknowledgement to Consumer
02/27/2014 Otto **MAIL** Notify Business of Dispute
03/17/2014 Otto **BBB** No response to first notice to business
03/17/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
03/17/2014 Otto **MAIL** Reminder of Dispute to Business
03/28/2014 Otto **BBB** No Response received from Business on 2nd Notice
04/01/2014 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125114

Customer Name: Daniel Kelly

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$43.45 (remainder of the \$86.90 charge) as of 3-31-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 2-30-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 2-17-2014 for the product of which they received during the trial

period. A partial refund of 50% (\$43.45) was credited back to their account on 2-26-2014 leaving a remaining balance of \$43.45. Again, the customer's account has been refunded in full for the amount of \$43.45 as of 3-31-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

04/01/2014

cha EMAIL Forward Business response to Consumer

04/14/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

04/14/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

04/14/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90127547 BBB of Central Florida

Consumer Info:

2000

Kimball, Mary
1110 SUMMIT AVE

FRONT ROYAL, VA 22630
540 622-6147 540 622-6147

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)**Consumer's Original Complaint :**

Free trial w/\$4.95 shipping and handling offer not clear that I would be billed \$86.90 after 14 days for this "free trial".

Free trial actually cost \$86.90 plus S&H. Did not receive 2nd shipment and was charged on credit card. Called bank to question unrecognized charge and bank pointed out I had been charged also the month prior (which I hadn't caught) and in fact had a pending 3rd charge for this amount for a subsequent shipment that was supposedly on it's way. Customer Service rep. at 888-656-8893 insisted I had agreed to auto-ship and auto-bill by checking box on their website. I do not believe this is correct. Their product produced no results and their 100% refund guarantee is limited to calling them within 30 days of charge - not receipt. 2nd charge on my account showed transaction date of 3/6 and posting date of 3/8 - I called on 4/7 and was told it was too late since I would have had to have called by 4/6 for a refund for month #2. Gave me a tracking # to follow up with post office about not receiving. Appears to be a regular business practice as their e-mail confirmation of my cancellation includes threats of prosecution if I go to my bank and contest the charges. Scam from the beginning - both in advertising and in billing/refund practices. I see on the BBB complaints site there are more than 50 complaints - most resolved with a refund. Customer service rep (Brian x371) and Supervisor (Hunter x314) are extremely well versed in stone-walling callers most probably give up in frustration. I had to request to speak to a supervisor more than 25 times - Brian continued to insist a supervisor would refuse to speak to me. At no time did Brian mention I would be charged a \$9.95 restocking fee - Hunter mentioned he would waive that charge (another hidden charge). Business uses multiple names, addresses, and phone numbers. There are 2 different names on my charge statements - 1 with a phone # and 1 without. Hunter insisted their phone # is on the statement with every charge - which is not true - I offered to send him a copy of my statement proving there is no phone # there and that is when he offered to waive the previously undisclosed \$9.95 restocking fee.

Consumer's Desired Resolution:

Full refunds of \$86.90 for 2/4 charge; \$86.90 for 3/6 charge; and pending charge for month of April (presumably also \$86.90 as it has not yet posted to my account) - along with any restocking fee(s). Extension of 30 day return period that expired 4/6 for second shipment until 5/1/14 to allow time to follow up on tracking information for shipment sent 3/11/14 that I did not receive.

04/07/2014**web BBB** Case Received by BBB**04/09/2014****cha BBB** Case Reviewed by BBB**04/09/2014****Otto EMAIL** Send Acknowledgement to Consumer**04/09/2014****Otto MAIL** Notify Business of Dispute**04/22/2014****WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90127547

Customer Name: Mary Kimball

To whom it may concern,

I would like to preface by stating that the customer has been issued two refunds in the amount of \$86.90 (Garcinia Cambogia product cost) for charges on 02/04/2014 and 03/06/2014; the customer has also received a refund of \$16.90 (remaining Garcinia Cambogia product cost) for the charge on 04/05/2014 as of 04/22/2014. Please allow 2 -7 business days for the refund to process and post back to the customer's account. On 01/21/2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for

shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$86.90 for the weight loss supplement at the end of the trial and they are also billed \$86.90 every 30 days until cancellation. We apologize for any inconvenience this may have caused the customer. Again, we have issued two refunds of \$86.90 for charges on 02/04/2014 and 03/06/2014; the customer has also been issued a refund of \$16.90 for the charge on 04/05/2014 as of 04/22/2014. We have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

04/23/2014 **cha EMAIL** Forward Business response to Consumer

04/23/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

Company has refunded charges for product. Cancellation of membership should prevent any further charges. Product was returned with company provided authorization number - awaiting confirmation from USPS on delivery of returned product. Hope other consumers are forewarned of this well veiled hard to recognize subscription that looks like a simple free trial.

04/23/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED

04/23/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90126445 BBB of Central Florida

Consumer Info:

Kizzire, Robert
38850 Still Ln

North Fort Myers, FL 33917
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Trial product was NOT sent on time but yet I was being charged for the whole amount on my credit card without my authorization.

Trial product was NOT sent on time but yet I was being charged for the whole amount on my credit card without my authorization.

I placed a trial order of Garcinia Cambogia for a trial period of 14 days but the product didn't arrive for 12 days. Two days later I was charged the \$86.90 on my credit card without my consent.

When I called to complain, I was basically told that it was my responsibility to call them when I didn't receive the product on a timely fashion and that I could return the product but then I'd have to pay return shipping and \$6.99 for a re-stocking. I demanded to speak to a supervisor, and was left on hold listening to piano music for more than 40 minutes on the first call, and another 20 minutes on the second call. I never did speak to a supervisor even though I left my name and phone number for them to call back when they weren't so busy.

Consumer's Desired Resolution:

Not only should this scam company stop it's shady practices, I would like the BBB to look into their merchant account and notify them of the number of complaint received. I intent to seek a subpoena to determine who the merchant account is through, and seek civil damages from them for allowing this to continue!

03/19/2014 web **BBB** Case Received by BBB
03/20/2014 cha **BBB** Case Reviewed by BBB
03/20/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/20/2014 Otto **MAIL** Notify Business of Dispute
04/04/2014 Otto **BBB** No response to first notice to business
04/04/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
04/04/2014 Otto **MAIL** Reminder of Dispute to Business
04/10/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90126445

Customer Name: Robert Kizzire

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 4-10-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 2-26-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 3-12-2014 for the product of which they received during the trial period. Again, the customer's account has been refunded in full for the amount of \$86.90 as of 4-10-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

04/10/2014 cha **EMAIL** Forward Business response to Consumer
04/21/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
04/21/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED

04/21/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124917 BBB of Central Florida

Consumer Info:

Klem, Elizabeth
210 S. Odessa Ave.

2000

Egg Harbor City, NJ 08215
- 609 804-0623

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Free trial turned out to cost \$86.90 deducted 14 days after order.

I saw the Facebook advertisement, using Dr. Oz's name so I believed it was reputable, for a free trial of Garcinia Wow and signed up for it on 1/28/14. Before I had a chance to try the product I was billed \$86.90 for it--a price that was nowhere in their advertisement. When I called to cancel on 2/24/14, they said that they bill for that free trial size 14 days after the order date, regardless of when the order is received. I have cancelled the subscription they say I signed up for, but they say all was explained in their terms and conditions. Their ad is misleading and there is no way I would have signed up for a free trial if I knew that "free" meant \$86.90 to them.

Consumer's Desired Resolution:

Refund of \$86.90

02/24/2014 web **BBB** Case Received by BBB
02/25/2014 cha **BBB** Case Reviewed by BBB
02/25/2014 Otto **EMAIL** Send Acknowledgement to Consumer
02/25/2014 Otto **MAIL** Notify Business of Dispute
03/13/2014 Otto **BBB** No response to first notice to business
03/13/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
03/13/2014 Otto **MAIL** Reminder of Dispute to Business
03/13/2014 WEB **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90124917

Customer Name: Elizabeth Klem

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 3-13-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 1-28-2014 an order was placed to try our Garcinia Cambogia weight loss supplement for a 14-day trial paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or phone to obtain an extension. If we are not contacted by the customer prior to the end of their trial period, then once their trial expires they will be billed for the product of which they received. All of which is stated on our order page the order was placed on, our website and within our terms and conditions. Since we were never contacted prior to the end of their trial, the customer was billed \$86.90 on 2-11-2014. We were contacted via phone on 2-24-2014 regarding the \$86.90 charge to their account and to request cancellation. The customer service representative explained what the customer signed up for, why they were billed and cancelled their membership. Again, the customer has been refunded in full for the amount of \$86.90 as of 3-13-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/14/2014 cha **EMAIL** Forward Business response to Consumer
03/25/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
03/25/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
03/25/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90125357 BBB of Central Florida

Consumer Info:

Kline, Kari
619 Oemler Loop

2000

Savannah, GA 31410
912 657-9552 912 657-9552

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Unreasonable charges posted to account and refusal to reverse

On 2/17/14 I purchased a "14-day trial" of 2 products. On 3/3/17, 2 charges in the amts of \$93.46 & \$92.98 were posted to my credit card acct. I called to get cancel the subscription and to get these charges reversed. I was told that I was "outside my trial period and therefore, the charges could not be reversed". They said they would credit 35% of the charges. They contend that my trial period started on 2/17 and therefore, my 14 days were up on 3/2. They had the actual time that I placed as 11:30am. I called them around 8:10am on 3/3. I contend that if my trial started on 2/17, it should start at 11:30am and should end at 11:30am on 3/3. Therefore, I am within my 14 days to cancel and not be charged. They originally charged my card for the shipping until 2/19 which indicates that they didn't ship the products until 2 days after the order was placed. I received the products 10 days after I placed the order. This is a total scam and rip-off.

Consumer's Desired Resolution:

I would like a full refund of the \$93.46 & \$92.98.

03/03/2014 web BBB Case Received by BBB
03/03/2014 cha BBB Case Reviewed by BBB
03/03/2014 Otto EMAIL Send Acknowledgement to Consumer
03/03/2014 Otto MAIL Notify Business of Dispute
03/04/2014 BBB MORE INFO RECEIVED FROM THE CONSUMER : I wanted to add that the customer service hours stated both on the website and in the order confirmation email are Mon - Fri, 8am - 10pm. My call to cancel was at approximately 8:10am on Monday morning. There was no way to call on Sunday (the day they say was my 14th day).
03/18/2014 Otto BBB No response to first notice to business
03/18/2014 Otto EMAIL Consumer - Have You Heard From the Company
03/18/2014 Otto MAIL Reminder of Dispute to Business
03/18/2014 cha BBB MORE INFO RECEIVED FROM THE CONSUMER : From: Kari Kline (mailto:kkline04@gmail.com)

Sent: Tuesday, March 18, 2014 11:28 AM

To: Better Business Bureau

Subject: Re: BBB Complaint Case# 90125357 (Ref#111-90198438-

90125357-7-320)

Thank you for the update on this matter.

The only correspondence I have received from the company is that they refunded me \$31.00 against each charge (totaling \$62.00 refund). They confirmed that my "subscription" had been cancelled. I would still like to receive the FULL refund for the products due to the fact that they state that you must call customer support in order to cancel and that their hours of operation are M - F, 8:00am - 10:00pm. I called them on Monday morning at approximately 8:10am and was told that my "trial period" had expired the day before.

Thanks, again for the update. I hope that this matter is resolved soon.

Sincerely,

Kari Kline

03/24/2014 WEB BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90125357
Customer Name: Kari Kline

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$62.46 for their Amazing Cleanse order (remainder of the charge that took place on 3-03-2014 that had not been previously refunded) and \$61.98 for their Garcinia Cambogia order (remainder of charge that took place on 3-03-2014 that had not been previously refunded) as of 3-24-2014. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 2-17-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling and a second separate order for our Amazing Cleanse supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$87.35 on 3-03-2014 for the Amazing Cleanse order of which they received during the trial period and billed a separate \$86.90 on 3-03-2014 for the Garcinia Cambogia order of which they received during the trial period. We were contacted on 3-03-2014 regarding the two charges to their account and were issued a partial refund of \$31.00 for the Amazing Cleanse and refunded \$31.00 for the Garcinia Cambogia order. Again, the customer's account has been refunded in full for the amounts of \$62.46 and \$61.98 as of 3-24-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/25/2014

cha EMAIL Forward Business response to Consumer

04/07/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

04/07/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

04/07/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90144273 BBB of Central Florida

Consumer Info:

Krahn, Sandra M
W3078 CTY Rd V V
2000
Seymour, WI 54165
920 833-7568 920 833-7568

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I tried to reach them several times to cancel any future orders & all I do is wait as long as 15 minutes or longer. I e-mailed them with no response.

Also the product does not do what the say it will do & I am on my second 2 bottles.

Consumer's Desired Resolution:

To simply cancel any future deliveries!Sincerely,Sandra M Krahn

01/29/2015 web **BBB** Case Received by BBB
01/30/2015 cha **BBB** Case Reviewed by BBB
01/30/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/30/2015 Otto **MAIL** Notify Business of Dispute
02/17/2015 Otto **BBB** No response to first notice to business
02/17/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
02/17/2015 Otto **MAIL** Reminder of Dispute to Business
02/17/2015 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : They have sent me more of their product & charged me for it. I returned it but I doubt if I will be reimbursed. They have not contacted me.
03/02/2015 Otto **BBB** No Response received from Business on 2nd Notice

COMPLAINT ACTIVITY REPORT Case # 90141007 BBB of Central Florida

Consumer Info:

Kraud, Janae
605 N. 6th St.

2000

Lafayette, IN 47901
765 532-6770 765 532-6770

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I was charged \$86.90 and \$88.49 for Garcinia Cambodia and the clense. I paid 4.95 for trials for both. The enormous charge not advertized! want refund

I ordered these two products with the advertised price of \$4.95 for each. I've been charged \$86.90 and \$88.49 and I want a refund. I honestly thought I was paying for a trial. Advertising was very misleading and I feel unfair to customers. I am requesting a refund for a total of \$175.39 please.

Consumer's Desired Resolution:

I would like to receive the \$175.39 that was wrongfully charged, please.

| | | |
|-------------------|-------------------|--|
| 12/03/2014 | web BBB | Case Received by BBB |
| 12/03/2014 | cha BBB | Case Reviewed by BBB |
| 12/03/2014 | Otto EMAIL | Send Acknowledgement to Consumer |
| 12/03/2014 | Otto MAIL | Notify Business of Dispute |
| 12/19/2014 | Otto BBB | No response to first notice to business |
| 12/19/2014 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 12/19/2014 | Otto MAIL | Reminder of Dispute to Business |
| 12/30/2014 | Otto BBB | No Response received from Business on 2nd Notice |
| 12/31/2014 | cha BBB | Inform Consumer No Response from Business |
| 12/31/2014 | Otto EMAIL | Inform Consumer - Case Closed UNANSWERED |
| 12/31/2014 | Otto MAIL | Inform Business - Case Closed UNANSWERED |
| 12/31/2014 | Otto BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90111847 **BBB of Central Florida**

Consumer Info:

Krikorian, Suzanne
42 Bigney Ave

Brockton, MA 02301
- 508 494-4079

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I order a trial offer which was never received then I was contacted 2 weeks ago via phone asking me to re-verify my credit card infor. over the phone
Trial offered ordered and never received charged a 79.99 charge which I did not authorized nor was I given the chance to cancel since I never received the product. A trial offer charge of approx. \$6 for shipping and handling. Also I received a call 2 weeks ago from this company claiming that I was getting the product and free valuable gas coupons and all I had to do was verify my credit card information which I did not. I believe this is a scam.

Consumer's Desired Resolution:

Want a refund of the secondary charge of 79.99 and hopefully the trial will arrive at some point but if it does I will return it based on my experience with this business

06/29/2013 **web BBB** Case Received by BBB
07/02/2013 **cha BBB** Case Reviewed by BBB
07/02/2013 **Otto EMAIL** Send Acknowledgement to Consumer
07/02/2013 **Otto MAIL** Notify Business of Dispute
07/05/2013 **cha BBB** DISPUTE RESOLVED- WITH LETTER : Please cancel incorrect provider selected, seller has refunded the purchase price
07/05/2013 **Otto MAIL** Inform Business - Case Closed RESOLVED
07/05/2013 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90125824 BBB of Central Florida

Consumer Info:

Kuhn, Candace
6975 Tuckaway St

2000

San Diego, CA 92119
619 916-1825 619 916-1825

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Company advertised on my facebook daily until I went ahead and ordered product for only \$4.95. Then they took \$86.90 out of my Wells Fargo acct.

I ordered this diet product on 1/23 for \$4.95. Received product on 1/29 tried it for a week, didn't work, canceled on 2/4 and they said fine. Checked on Wells Fargo on 2/25th and there was a charge pending of \$86.90 so I called Wells Fargo and they said I could file a claim after it goes through. I called Healthy New Beginnings Inc several times and the phone just rang and rang and no answer. I called Wells Fargo again and they said I could file a Claim, I did right then and they said nothing they could do and closed the claim. I finally got through to Healthy New Beginnings today and they said sorry, nothing they can do. They now say, I didn't read the fine print. They said it was a 14 day guarantee not 30. They said it started on the day I ordered which they say is 1/21 even though I didn't even receive the product until 1/29 and they did say they had record that I canceled on 2/4 but in the afternoon and they had charged my acct the \$86.90 on that morning. It is a total scam. Please fine them, close them down, and let the public know.

Consumer's Desired Resolution:

The amount of money I paid \$4.95 and the \$86.90 they stole from me. I would be willing to forget about the \$4.95 because I did take the pills but they did absolutely nothing. They run a video that Dr Oz promotes their product, this is not true. It is a total lie and scam. Please shut them down. Thank you.

03/10/2014 web **BBB** Case Received by BBB
03/11/2014 cha **BBB** Case Reviewed by BBB
03/11/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/11/2014 Otto **MAIL** Notify Business of Dispute
03/27/2014 Otto **BBB** No response to first notice to business
03/27/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
03/27/2014 Otto **MAIL** Reminder of Dispute to Business
03/27/2014 WEB **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125824

Customer Name: Candace Kuhn

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 3-27-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 1-21-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 2-04-2014 for the product of which they received during the trial period. Again, the customer's account has been refunded in full for the amount of \$86.90 as of 3-24-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/28/2014 cha **EMAIL** Forward Business response to Consumer

03/31/2014 cha **BBB** MORE INFO RECEIVED FROM THE CONSUMER : From: kandi kuhn (mailto:rollerbladeicecream@yahoo.com)

Sent: Saturday, March 29, 2014 11:11 PM
To: Better Business Bureau
Subject: Re: BBB Complaint Case# 90125824 (Ref#111-90198438-

90125824-9-1100)

Hi Candace,

Great name from a friend with the same name. I did get a response saying they were going to credit my acct. I e-mailed them back and called them and said I had canceled that Wells Fargo acct. and requested a check to be sent to my home address. They said they would do it. I will let you know when I receive that check. Thanks so much for your help.

Kandi Kuhn

04/08/2014 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
04/08/2014 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
04/08/2014 **Otto BBB** Case closed - ASSUMED RESOLVED
04/15/2014 **cha BBB** ReOpen the Complaint
04/15/2014 **cha BBB** DISPUTE RESOLVED- WITH LETTER : From: kandi kuhn

Sent: Tuesday, April 15, 2014 12:19 AM

To: Candace Harmon

Subject: Re: BBB Complaint Case# 90125824 (Ref#111-90198438-

90125824-9-1100)

Hi Candace,

I did get my refund check and I know it was because the BBB got involved. I really appreciate that you got involved. I still think the company is taking a lot of money from people by mailing the product 10 days after you order it so you don't have time to try the product before the 14 day to cancel. I hope you close them down.

Thanks,

Candace Kuhn

04/15/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90119449 BBB of Central Florida

Consumer Info:

Larsen, Monique
3566 E Portland Ave
Tacoma, WA 98404
253 304-6942 253 304-6942

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I had 14 days to decide about product, when in truth they charged me within 10, & won't give \$ back since I had tried out their product like normal today, 11/11/13 I discovered my problem. 1st of all, I went on their website & couldn't leave until I had used my visa card and ordered the \$4.95 day trial subscription AND \$1.49 to expedite shipping of the bottle. According to my bank statement I was charged the \$4.95 and the \$1.49 on 10/29/13 though I received bottle on 10/31/13 with nothing but a thank you postcard and no order or shipping number enclosed on the card. I tried out product for 1 week with no noticeable change to my weight, only more bathroom visits. yesterday, 10/10/13, I noticed a charge for \$86.90 and tried to call their company. business closed on Sundays. I called them today (888-656-8893) to cancel my "subscription". done. Then I called back later today to see where I could send the remaining product back. I was told that since I had opened the bottle and used the "trial" product I was still going to be charged the full amount because they do not accept open product back(for a bottle that would cost me \$15.00 at the local food store). I left word on their comment site that I was contacting the BBB on their scam.

Consumer's Desired Resolution:

I want them to return the \$86.90 to my account and redo their website to show perspective buyers that if they try the product they will be charged the full amount, no matter what.

11/11/2013 web **BBB** Case Received by BBB
11/12/2013 cha **BBB** Case Reviewed by BBB
11/12/2013 Otto **EMAIL** Send Acknowledgement to Consumer
11/12/2013 Otto **MAIL** Notify Business of Dispute
11/25/2013 **WEB BBB** RECEIVE BUSINESS RESPONSE : RE: Case # 90119449

To whom it may concern,

I would like to preface by stating that the customer been refunded for the amounts of \$4.95, \$1.49 and \$86.90 as of 11-25-2013. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 10-27-2013 the customer signed up for the Healthy New Beginnings Garcinia Cambogia weight loss supplement 14-day trial and paid \$4.95 for shipping and handling and \$1.49 for expedited shipping. As covered on our order page and within our terms and conditions the customer has 14 days to try the product to see if it suits them. If the customer does not feel they have enough time on the trial they are urged to contacts us via email or telephone to extend their trial. If we are not contacted by the customer before the end of their trial they will be billed the full retail value of the product on the 15th day, which was the \$86.90 charge. Customer contacted our call center on 11-11-2013 to return the partially used product. We informed the customer that our terms and conditions state we do not accept opened products back; she hung up on the call agent. Our terms and conditions clearly states that after the 14-day trial they will be billed for the product they have received, which is what happened in this case since no contact was made before the end of their 14-day trial. We apologize for the confusion but we do wish that the customer had contacted us sooner to resolve the issue.

Regards,
Complaint Department
Healthy New Beginnings Inc

1540 International Parkway Suite 2000
Lake Mary, FL 32746
888.656.8893
support@healthynb.com

11/27/2013

cha EMAIL Forward Business response to Consumer

12/03/2013

cha BBB DISPUTE RESOLVED- WITH LETTER : From: Monique Larsen

(mailto:brunoessister@yahoo.com)

Sent: Thursday, November 28, 2013 1:12 AM

To: Better Business Bureau

Subject: Re: BBB Complaint Case# 90119449 (Ref#111-90198438-

90119449-6-1100)

I thank the Better Business Bureau for looking into this case. I received my full money back but what was done about their website? do you know if they made the suggested changes to avoid other similar occurrences' from happening to others? Their email only mentioned that I would be receiving my money back, and today it was 100% back into my account.

Sincerely,

Monique Larsen

12/03/2013

Otto MAIL Inform Business - Case Closed RESOLVED

12/03/2013

Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90140285 BBB of Central Florida

Consumer Info:

Laverty, Sue
1005 Elberta Road apt 64

Warner Robins, GA 31093
478 365-7232 478 365-7232

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

The company made charges on my card that they never made me aware were going to be put on there.

I signed up for a free trial of their product for \$4.95.

I was then later on charged an amount of 86.90 and another similar amount that my bank declined. Nothing associated with the free trail ever suggested that you would be charged this amount. I have read other complaints who say it is somewhere in the fine print, and I feel this is a horrible business process. To trick people into charging them outrageous amounts. I have tried to call them 3 times about refunding me my money and each time have been on hold over 6 minutes and then disconnected. I have tried emailing as well and have heard no response.

Consumer's Desired Resolution:

I want the unauthorized charges refunded to me ASAP.

11/17/2014 web BBB Case Received by BBB
11/17/2014 ned BBB Case Reviewed by BBB
11/17/2014 Otto EMAIL Send Acknowledgement to Consumer
11/17/2014 Otto MAIL Notify Business of Dispute
12/03/2014 Otto BBB No response to first notice to business
12/03/2014 Otto EMAIL Consumer - Have You Heard From the Company
12/03/2014 Otto MAIL Reminder of Dispute to Business
12/15/2014 Otto BBB No Response received from Business on 2nd Notice
12/19/2014 cha BBB Phone Call or Time Extension
12/23/2014 Otto BBB No Response received from Business on 2nd Notice
12/23/2014 cha BBB Inform Consumer No Response from Business
12/23/2014 Otto EMAIL Inform Consumer - Case Closed UNANSWERED
12/23/2014 Otto MAIL Inform Business - Case Closed UNANSWERED
12/23/2014 Otto BBB Case Closed - UNANSWERED
01/05/2015 cha BBB ReOpen the Complaint
01/05/2015 cha BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90140285

Customer Name: Sue Laverty

To whom it may concern,

I would like to preface by stating that the customer has been issued a refund for the product that they ordered. The customer has been issued a refund of \$55.90 (remaining Garcinia Cambogia product cost) for the charge on 11-16-2014, as of 12-19-2014. The customer has previously accepted a settlement refund of \$31.00, issued on 11-17-2014, for this order. Please allow 2 - 10 business days for the customer to receive this refund. On 11-02-2014, an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued a refund for the

product that they ordered. The customer has been issued a refund of \$55.90 (remaining Garcinia Cambogia product cost) for the charge on 11-16-2014, as of 12-19-2014. The customer has previously accepted a settlement refund of \$31.00, issued on 11-17-2014, for this order. Please allow 2 - 10 business days for the customer to receive this refund. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015 cha EMAIL Forward Business response to Consumer

01/14/2015 WEB BBB BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE

: (The consumer indicated he/she DID NOT accept the response from the business.)

I have received no refund from the company for the 55.90. I even verified with my bank, that they would still be able to refund me on the card I used for this charge and my bank advised they would.

01/21/2015 cha MAIL Forward Consumer Rebuttal to Business

02/02/2015 Otto BBB No Response from Business re: Consumer Rebuttal

02/05/2015 cha BBB Phone Call or Time Extension

02/09/2015 Otto BBB No Response from Business re: Consumer Rebuttal

02/20/2015 cha BBB Bureau judged complaint to be closed UNRESOLVED

02/20/2015 Otto EMAIL Inform Consumer - Case Closed UNRESOLVED

02/20/2015 Otto MAIL Inform Business - Case Closed UNRESOLVED

02/20/2015 Otto BBB Case Closed UNRESOLVED

COMPLAINT ACTIVITY REPORT Case # 90116738 BBB of Central Florida

Consumer Info:

LeBlanc, James Eric
7910 Erin Cove court
Houston, TX 77095
281 859-6904 281 859-6904

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I should have known better but the product I purchased on a trial basis was endorsed by famous individuals. I see that they are not BBB rated, but I wanted to send you my complaint because I believe they are using tricky sales tactics. I have been forced to pay for what I expected was a free trail because of the fine print (lesson learned), but was able to get credit (minus \$9.95 restocking fee) for the second bottle of the Garcinia Cambogia. What you should know is when you call the number you get put on hold for several minutes. I suspect they are banking that you will hang up, not realizing that you are being charged ~ \$90.00 per month automatically. Once you speak to a live person (who, by the way is very polite) there is an attempt to explain to you that the advertisement said you would be billed the full amount for a trial sample if you did not inform them within 14 days of your order that you did not want the product. First of all, how can one be expected to verify the product as advertised in 14 days. In any event their entire system is a fraud and they are hoping that the majority of folks will not pay as much attention to their credit card statements as I do. They company should be rated F in the event the BBB is able to rate them. If not the consuming public needs to know about this company's shady tactics. Sincerely, James E. LeBlanc

Consumer's Desired Resolution:

Desired Settlement ID: Refund I would like a full refund of the money that his company has charged my credit card. I agree that I should be on the hook for the initial \$4.95 for Garcinia Cambogia Trail bottle (Order No. 83666, plus the \$1.98 for Rush Processing (Order No. 83670). all other charges posted to my account in addition to those listed previously should be credited to my account. James E. LeBlanc

09/23/2013 web **BBB** Case Received by BBB
09/26/2013 cha **BBB** Case Reviewed by BBB
09/26/2013 Otto **EMAIL** Send Acknowledgement to Consumer
09/26/2013 Otto **MAIL** Notify Business of Dispute
09/30/2013 **WEB BBB** RECEIVE BUSINESS RESPONSE : RE: Case # 90116738

To whom it may concern,

I would like to preface by stating that the customer been refunded for the amount of \$16.90 (the remainder of the second 86.90 charge), \$86.90, \$1.98 and \$4.95 as of 9-30-2013. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 8-04-2013 Customer signed up for the Healthy New Beginnings Garcinia Cambogia weight loss supplement 14-day trial and paid \$4.95 for shipping and handling and \$1.98 for rushed processing. As covered on our order page and within our terms and conditions the customer has 14 days to try the product to see if it suits them. If the customer does not feel they have enough time on the trial they are urged to contacts us via email or telephone to extend their trial. If we are not contacted by the customer before the end of their trial they will be billed the full retail value of the product on the 15th day, which was the \$86.90 charge. Customer contacted our call center on 9-23-2013 and was issued an RMA (return merchandise authorization) number to return the product for a refund. We received the returned package on 9-26-2013 and the customer was refunded \$70.00 the same day. Our terms and conditions clearly states that after the 14-day trial they will be billed for the product they have received, which is what happened in this case

since no contact was made before the end of their 14-day trial. Again, the customer has been refunded in full for the amounts of \$16.90, \$86.90, \$1.98 and \$4.95. Should you have any other questions or concerns, please feel free to contact us again.

Regards,
Danielle W.
Healthy New Beginnings Inc
1540 International Parkway Suite 2000
Lake Mary, FL 32746
888.656.8893
support@healthynb.com

| | |
|-------------------|--|
| 10/02/2013 | cha EMAIL Forward Business response to Consumer |
| 10/14/2013 | Otto BBB No Consumer Response- Assumed Resolved with Letter |
| 10/14/2013 | Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED |
| 10/14/2013 | Otto BBB Case closed - ASSUMED RESOLVED |

COMPLAINT ACTIVITY REPORT Case # 90121771 BBB of Central Florida

Consumer Info:

Lee, Lorie
P O Box 267 7 Freehill Road

2000

Tomkins Cove, NY 10986
- 845 558-8508

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Will not refund me \$86.90 for a one month supply unopened and unused. Had pneumonnia and was too sick to cancel order in time.

Signed up for a 14 day free trial (shipping to cost \$2.95). Was billed \$86.90 for a one month supply - did not realize this charge was for one month - thought it was for a 3 month supply - was billed again in November but did not check my bank statement regarding this charge as I was sick with pneumonia, out of work and too ill to attend to my normal billing, banking responsibilities. Contacted the company on January 2nd and was only given a 50% (\$43.45) refund. Want to return the product for a full refund. They are deceptive about their pricing, how much product you receive over what duration of time and the return policy does not take into account special circumstances.

Consumer's Desired Resolution:

One month's supply full refund \$86.90. Will be happy to return unopened product.

01/02/2014 web **BBB** Case Received by BBB
01/03/2014 cha **BBB** Case Reviewed by BBB
01/03/2014 Otto **EMAIL** Send Acknowledgement to Consumer
01/03/2014 Otto **MAIL** Notify Business of Dispute
01/20/2014 Otto **BBB** No response to first notice to business
01/20/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
01/20/2014 Otto **MAIL** Reminder of Dispute to Business
01/21/2014 WEB **BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,
I would like to preface by stating that the customer has been refunded in full for the amounts of \$43.50 and \$86.90. Two checks have been mailed today to the customer to the address the customer provided to us for shipment of the product they received. The customer is receiving two checks since their credit card has expired. Please allow 2-7 business days for the checks to arrive to the customer. Should you have any other questions or concerns, please feel free to reply to this response.
Regards,
Healthy New Beginnings
01/22/2014 cha **EMAIL** Forward Business response to Consumer
02/03/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
02/03/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
02/03/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90127219 BBB of Central Florida

Consumer Info:

Lewis, Kathryn
200 Fountains Lane Apt 2102

2000

Conroe, TX 77304

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

The website said I would be receiving a 14 day trial and only had to pay shipping costs. According to the website, I only had to pay the shipping cost, \$4.95, to order from Healthy New Beginnings. They were offering the Garcinia Wow and the Amazing Cleanse. I ordered these products on 3/17/14. The day after I ordered, I received a phone call from the company informing me that if I wanted any further products after the trial period was up, I just needed to call and order it. I was told that it would be \$24.99 per product after the trial period. However, on 3/31/14, I was charged \$87.35. I called the number for the Garcinia portion of the company and they actually cancelled my charges before I had even called and gave me the cancellation numbers. They then gave me the number for the Amazing Cleanse portion. The lady I spoke with was extremely rude and insisted that it was my fault for being charged. She informed me that they sent me 60 pills even though I ordered a 14 day trial period (I honestly did not look to see how many pills there were). She said since I did not call and cancel AND return the pills in that 14 day time frame, I was required to pay the full amount of the cost of the pills. When I told her I wanted a refund, she told me I had to mail the pills back then. I asked her, and she confirmed she wanted me mailing an open bottle of pills back. She said that I had to pay for shipping and they would not refund me for it, and that I needed to get a tracking number for the box because that was the only way I could guarantee that my box made it and I would receive my money back. I am VERY unsatisfied with this company and the customer service employee. She continually refused to refund my money and said unless I ship back the open bottle of pills, the deduction would stay. She told me I should have read the terms and agreement before submitting my information. There was not a button for me to click to say I read them, and immediately after I entered my information, the website stopped working, so I couldn't go back and review the terms and conditions if I wanted to. I tried multiple times that day to pull it back up, but it never worked. I am extremely disappointed, will never order from here again, will never recommend my friends to deal with this company, and want my money returned in full without having to mail a partially opened bottle of pills that I cannot even guarantee will get there. I still do not understand why I was charged \$87.35 anyways if they called me and told me I could order it for \$24.99 per month.

Consumer's Desired Resolution:

I want my money refunded and if I am expected to return the pills, I want them to pay the shipping cost. They should never have sent a 30 day supply if it was a 14 day trial. I want them to stop falsely advertising their product. It should not be promoted as a 14 day trial if they give you more than 14 days of pills. Their employees should not give out false information, claiming it will only cost me \$24.99 per month when they are going to charge me \$87.35 for a one month supply.

04/01/2014 web **BBB** Case Received by BBB
04/02/2014 cha **BBB** Case Reviewed by BBB
04/02/2014 Otto **EMAIL** Send Acknowledgement to Consumer
04/02/2014 Otto **MAIL** Notify Business of Dispute
04/18/2014 Otto **BBB** No response to first notice to business
04/18/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
04/18/2014 Otto **MAIL** Reminder of Dispute to Business
04/22/2014 WEB **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90127219

Customer Name: Kathryn Lewis

To whom it may concern,

I would like to preface by stating that the customer has been issued a refund in the amount of \$65.51 (Amazing Cleanse product cost) as of 04/22/2014. Please allow 2 -7 business days for the refund to process and post back to the customer's account. On 03/17/2014 an order was placed for Amazing Cleanse weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Amazing Cleanse trial expiration, the customer was billed \$65.51 for the weight loss supplement at the end of the trial. We apologize for any inconvenience this may have caused the customer. Again, we have issued a refund of \$65.51 for the cost of the product as of 04/22/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

04/23/2014

cha EMAIL Forward Business response to Consumer

05/05/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

05/05/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

05/05/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90129030 BBB of Central Florida

Consumer Info:

Lile, Scott
113 Somerset Ln
Roland, AR 72135
501 868-1318 501 680-5315

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I have been sent and charged for 3 bottles of vitamins that I never ordered. I have been receiving bottles of their Garcinia product. The first time I thought it was a free promotion. There was no bill of sale. After the second arrived I sent them an Email saying that I didn't order them and wanted it to stop. I received no reply. A third arrived, and I've discovered that they have billed my credit card \$86.90 for each bottle. I called the company, and they say that if they have my information then I must have ordered them. I have never ordered these vitamins nor given this information to them. I live alone so no one else from my house could have. I filed a dispute with my credit card company but they will only reimburse for the last two bottles. I have looked through my records and receipts and found nothing I've ordered at that time (supposedly Jan 4) that could have been this order. My card was charged on 2-28-14, 3-31-14, and 4-29-14. I did not use any of the product and the bottles are unopened.

Consumer's Desired Resolution:

I want all of my money returned, and if this company has been guilty of fraud, they should be prosecuted.

04/30/2014 web **BBB** Case Received by BBB
05/01/2014 cha **BBB** Case Reviewed by BBB
05/01/2014 Otto **EMAIL** Send Acknowledgement to Consumer
05/01/2014 Otto **MAIL** Notify Business of Dispute
05/13/2014 WEB **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90129030

Customer Name: Scott Lile

To whom it may concern,

I would like to preface by stating that the customer has been issued four refunds in the amount of \$86.90 (Garcinia Cambogia product cost) as of 05/13/2014 for charges on 01/27/2014, 02/26/2014, 03/28/2014 and 04/27/2014. Please allow 2 -7 business days for the refunds to process and post back to the customer's account. On 01/13/2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$86.90 for the weight loss supplement at the end of the trial and they were also billed \$86.90 every 30 days after the trial, until cancellation. We apologize for any inconvenience this may have caused the customer. Again, we have issued four refunds in the amount of \$86.90 (Garcinia Cambogia product cost) as of 05/13/2014 for charges on 01/27/2014, 02/26/2014, 03/28/2014 and 04/27/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

05/13/2014 cha **EMAIL** Forward Business response to Consumer

05/13/2014 **WEB BBB** BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE
: (The consumer indicated he/she DID NOT accept the response from the business.)

I am happy to have received refunds for the 4 bottles (which I had already returned), but I want to make it clear that I never ordered them, never signed up for the 14 day trial, and never went to their website. I am concerned how they got my information and credit card. None of the bottles they sent were opened by me. Why would I order expensive supplements and not try them, if I had purposely signed up for this product? The reason, therefore, that I reject their response is that they don't address the issue of how they got my information. I feel as though this is some scam that took my information without my knowledge or consent.

As an update, after I filed the complaint, a fourth bottle arrived at my house. I returned it and the other 3 bottles, unopened, to the return address listed on the bottles.

05/13/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : As an update, after I filed the complaint, a fourth bottle arrived at my house. I returned it and the other 3 bottles, unopened, to the return address listed on the bottles.

05/14/2014 **cha MAIL** Forward Consumer Rebuttal to Business

05/26/2014 **Otto BBB** No Response from Business re: Consumer Rebuttal

05/28/2014 **cha BBB** Phone Call or Time Extension

06/02/2014 **Otto BBB** No Response from Business re: Consumer Rebuttal

06/02/2014 **cha BBB** Bureau judged complaint to be closed UNRESOLVED

06/02/2014 **Otto EMAIL** Inform Consumer - Case Closed UNRESOLVED

06/02/2014 **Otto MAIL** Inform Business - Case Closed UNRESOLVED

06/02/2014 **Otto BBB** Case Closed UNRESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124960 BBB of Central Florida

Consumer Info:

Linares, Juan
3523 W. 97th St.
Cleveland, OH 44102
419 699-3025 419 699-3025

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Unauthorized charges

I sent for a free sample and paid for s&h. Nothing else. Now they are billing my credit card \$86.90. Once Jan 12,2014 and then again on Feb 8,2014 I try to contact them at 1-888-656-8893 with no luck.As for merchandise I have not recived any exept for the sample.

Ithik this is a scam.I didn't ask for the product nor do want said product.

Consumer's Desired Resolution:

Refund charges to my credit card.

02/25/2014 web **BBB** Case Received by BBB
02/25/2014 cha **BBB** Case Reviewed by BBB
02/25/2014 Otto **EMAIL** Send Acknowledgement to Consumer
02/25/2014 Otto **MAIL** Notify Business of Dispute
03/13/2014 Otto **BBB** No response to first notice to business
03/13/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
03/13/2014 Otto **MAIL** Reminder of Dispute to Business
03/13/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,
I would like to preface by stating that the customer has been refunded in full for the amounts of \$86.90 (product cost on 1-10-2014) and \$86.90 (second product cost on 2-09-2014) as of 3-10-2014. Please allow 2-7 business days for the refunds to process and post back to the customer's account. We apologize for any inconvenience this matter may have caused the customer. Should the refunds not post back to their account, please reply to this response and we will resolve accordingly. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings

03/14/2014 cha **EMAIL** Forward Business response to Consumer
03/25/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
03/25/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
03/25/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90143125 **BBB of Central Florida**

Consumer Info:

Luckiewicz, Vivian
105 E. Knight Avenue
Collingswood, NJ 08108
609 665-5352 609 665-5352

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Like others who posted complaints, I bought the trial version for \$4.95. 2 weeks later my debit card was charged \$154.74. I want a refund!

I bought the trial version of this product for \$4.95 (plus S&H). On 1/9/15, I saw that I was also charged \$154.74 by this company. I did not authorize this charge and demand a refund.

Consumer's Desired Resolution:

I demand a refund of \$154.74.

01/11/2015 web **BBB** Case Received by BBB
01/12/2015 cha **BBB** Case Reviewed by BBB
01/12/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/12/2015 Otto **MAIL** Notify Business of Dispute
01/27/2015 Otto **BBB** No response to first notice to business
01/27/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
01/27/2015 Otto **MAIL** Reminder of Dispute to Business
02/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/10/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90143125

Date: 02-05-2015

Customer Name: Vivian Luckiewicz

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$65.17 (Garcinia Cambogia product cost) for the charge on 01-07-2015, as of 02-05-2015. The customer has been refunded \$89.57 (Garcinia Elite Slim product cost) for the charge on 01-09-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. On 12-10-2014, two orders were placed; one for our Garcinia Elite Slim and one for our Garcinia Cambogia weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$65.17 (Garcinia Cambogia product cost) for the charge on 01-07-2015, as of 02-05-2015. The customer has been refunded \$89.57 (Garcinia Elite Slim product cost) for the charge on 01-09-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/10/2015 cha **EMAIL** Forward Business response to Consumer
02/23/2015 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
02/23/2015 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED

02/23/2015

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90111205 BBB of Central Florida

Consumer Info:

Mahaffey, Kimberly Ann
829 Penn Green Rd

2000

Landenberg, PA 19350-9209
484 880-6436 484 880-6436

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

They were offering a trial size bottle of their product for the shipping and I ordered it. Called in 12 days to cancel the order and it was suppose to be canceled. However I got another bottle in the mail and they charged me full price which was 86.97. When I called they said I did not call in the 14 days so I was automatically signed up for another bottle. They this time gave me a conformation number this time but refused to give me back my money.

Product_Or_Service: Garcinia Cambogia

Consumer's Desired Resolution:

DesiredSettlementID: RefundI want my 86.97 back would be nice they can have their product back it did not work anyway

06/19/2013

web BBB Case Received by BBB

06/20/2013

cha BBB Case Reviewed by BBB

06/20/2013

Otto EMAIL Send Acknowledgement to Consumer

06/20/2013

Otto MAIL Notify Business of Dispute

07/01/2013

WEB BBB RECEIVE BUSINESS RESPONSE : RE: Case # 90111205

To whom it may concern,

I would like to preface by stating that the customer been refunded for the amount of \$4.95 and \$86.90 as of 7-01-2013. Please allow 2-7 business days for the refunds to process. On 6-02-2013 Customer signed up for the Healthy New Beginnings Garcinia Cambogia weight loss supplement 14-day trial and paid \$4.95 for shipping and handling. As covered on our order page and within our terms and conditions the customer has 14 days to try the product to see if it suits them. If the customer does not feel they have enough time on the trial they are urged to contacts us via email or telephone to extend their trial. If we are not contacted by the customer before the end of their trial they will be billed the full retail value of the product on the 15th day, which was the \$86.90 charge. Customer contacted our call center on 6-19-2013 and was offered a 50% refund out of the \$86.90 charge but declined the partial refund. Customer wanted their account cancelled and did not arrange for a return of the product. Our terms and conditions clearly states that after the 14-day trial they will be billed for the product they have received, which is what happened in this case since no contact was made before the end of their 14-day trial. We apologize for the confusion but we do wish that the customer had contacted us sooner to resolve the issue. Again, the customer has been refunded in full for both amounts of \$4.95 and \$86.90. Should you have any questions or concerns, please feel free to contact us again.

Regards,

Danielle W.

Healthy New Beginnings Inc

1540 International Parkway Suite 2000

Lake Mary, FL 32746

888.656.8893

support@healthynb.com

07/02/2013

cha EMAIL Forward Business response to Consumer

07/02/2013

WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

I am happy to get my money back. However to the response of the offer of 50% of my money was not offered at the time of my contact what was offered before I contacted the bbb was a discount of 50% off any future orders if I chose to order from them again however I am happy about my return thanks bbb

Kim mahaffey

07/02/2013

Otto MAIL Inform Business - Case Closed RESOLVED

07/02/2013

Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90140656 BBB of Central Florida

Consumer Info:

Marino, Tatyana
15350 Amberly Drive APPT 4424

2000

Tampa, FL 33647
813 451-3705 813 451-3705

Business Info: Healthy New Beginnings, Inc.

1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I bought the garnicia wow And elite slim pills,it only cost\$4.95 each and I checked my account to see they have taken a total of \$93.85 w/o my consent
On 11/17/14 I got charged a fee of \$6.95 for the pills and I thought is was just extra shipping but then the next day I got charged \$86.90! I was fuming , It advertised as a full month free trial , I'm in desperate need of this money and can not have people stealing money from my account . I have tried to reach healthy new beginnings over the phone and via email . Never getting a response ,of course.I would just like to get my money back asap . I do not have any sort of receipt with an account number on it since o purchased them online .

Consumer's Desired Resolution:

A full refund on my money which equals \$93.85 .

11/24/2014 web **BBB** Case Received by BBB
11/25/2014 cha **BBB** Case Reviewed by BBB
11/25/2014 Otto **EMAIL** Send Acknowledgement to Consumer
11/25/2014 Otto **MAIL** Notify Business of Dispute
12/10/2014 Otto **BBB** No response to first notice to business
12/10/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/10/2014 Otto **MAIL** Reminder of Dispute to Business
12/22/2014 Otto **BBB** No Response received from Business on 2nd Notice
12/23/2014 cha **BBB** Phone Call or Time Extension
12/29/2014 Otto **BBB** No Response received from Business on 2nd Notice
12/31/2014 cha **BBB** Inform Consumer No Response from Business
12/31/2014 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
12/31/2014 Otto **MAIL** Inform Business - Case Closed UNANSWERED
12/31/2014 Otto **BBB** Case Closed - UNANSWERED
01/05/2015 cha **BBB** ReOpen the Complaint
01/05/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90140656

Customer Name: Tatyana Marino

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 11-16-2014, as of 12-19-2014. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 11-16-2014, as of 12-19-2014. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-02-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia Elite Slim weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered.

The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 11-16-2014, as of 12-19-2014. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 11-16-2014, as of 12-19-2014. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015

cha EMAIL Forward Business response to Consumer

01/16/2015

Otto BBB No Consumer Response- Assumed Resolved with Letter

01/16/2015

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

01/16/2015

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90129301 BBB of Central Florida

Consumer Info:

Martinez, Vasty
12656 Dara Dr Apt 201

2000

Woodbridge, VA 22192-2756
202 904-0602 202 904-0602

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I was charged 4 different transactions to my debt card without my approval. on 3/14/2014 I was charged \$87.35. I called the number that was on the statement. The CSR said they will refund the money once they get the product back and future recurring billing will be cancelled. I wanted to make sure there were no more recurring billing and she assured me there wouldn't be. On 5/5/2014 again they charged my account \$47.15. I called and they state I called their sister company to cancel and not them and they wouldn't be able to refund me the \$87.35. I have still yet to receive any of my refund. I called the number that was on my account I have printed out my account statements.

Consumer's Desired Resolution:

I want the refund for the unauthorized charge of \$87.35 that was posted to my account on 3/14/2014. and a refund for \$47.15.

05/06/2014 web BBB Case Received by BBB

05/06/2014 BBB MORE INFO RECEIVED FROM THE CONSUMER : On 4/11/2014 I called the company and disputed the charges that were on card. The CSR said that they cancelled the recurring billing and no future payments will be posted on account. I was charged twice on 3/14/2014 first for \$86.90 from (HNB*HEALTHYWOW 8886568893 FL) and another one for \$87.35 from (HEALTHY NEW BEGINN 888-6568893 FL). On 4/14/2014 I was charged another \$86.90 from (HNB*HEALTHYWOW 8886568893 FL) and on 5/5/2014 I was charged again for \$47.15. I called again on 5/6/2014 at 8:02am and asked why am I being charged again and again after cancelling it. The gentlemen that answered the phone stated that I spoke with the sister company to cancel it and he wouldn't be able to refund any money only the current charge of \$47.15. I asked to speak to the supervisors, "Stacy" got on the phone and informed me the same thing I explain to her the situation and I called the number that was posted on my account next to the charge it's the same number on both charges. She again said the same thing her CSR said and I asked to speak to her higher authority and she said she was it. And she couldn't do anything for me. When I looked up online the different companies IT'S THE SAME COMPANY. At 1st I submitted one complain because I thought like she said its different companies but it's not. I called the same number today that I called 4/11/2014. I have copies of my bank statements to show proof of that.

05/07/2014 cha BBB Case Reviewed by BBB

05/07/2014 Otto EMAIL Send Acknowledgement to Consumer

05/07/2014 Otto MAIL Notify Business of Dispute

05/19/2014 WEB BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90129301

Customer Name: Vasty Martinez

To whom it may concern,

I would like to preface by stating that the customer has been issued four refunds. The customer has received two refunds in the amount of \$86.90 (Garcinia Cambogia product cost) for charges on 03/12/2014 and 04/11/2014 as of 05/16/2014. The customer has also received two refunds; one in the amount of \$87.35 (Amazing Cleanse product cost) and also \$47.15 (discounted Amazing Cleanse product cost) for charges on 03/12/2014 and 05/01/2014 as of 05/16/2014. Please allow 2 -7 business days for the refund to process and post back to the customer's account. On 02/26/2014 two orders were placed; one for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling and one for

Amazing Cleanse weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia and Amazing Cleanse trial expirations, the customer was billed \$86.90 for Garcinia Cambogia and \$87.35 for Amazing Cleanse. The customer is also billed every 30 days until cancellation, as per the terms and conditions. We apologize for any inconvenience this may have caused the customer. Again, the customer has been issued four refunds. The customer has received two refunds in the amount of \$86.90 (Garcinia Cambogia product cost) for charges on 03/12/2014 and 04/11/2014 as of 05/16/2014. The customer has also received two additional refunds; one in the amount of \$87.35 (Amazing Cleanse product cost) and also \$47.15 (discounted Amazing Cleanse product cost) for charges on 03/12/2014 and 05/01/2014 as of 05/16/2014. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

05/19/2014

cha EMAIL Forward Business response to Consumer

05/30/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

05/30/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

05/30/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90140987 BBB of Central Florida

Consumer Info:

Mayse, Amber
362 Perrysville Ave

Pittsburgh, PA 15229
412 728-2682 412 728-2682

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I signed up for a free trial for 4.95 and they charged my credit card twice for 88.49 and 86.90. I did not authorize any of these charges.
I signed up for a free trial for 4.95 and they charged my credit card twice for 88.49 and 86.90. I did not authorize any of these charges. I called the company 12/3/14 and they told me I could not have the money refunded because in the fine print it states. Why would I want to pay 160 dollars more for a diet supplement . Order Number: 725356

Consumer's Desired Resolution:

I am expecting to receive 88.49 and 86.90 back to my credit card.

12/03/2014 web BBB Case Received by BBB
12/03/2014 cha BBB Case Reviewed by BBB
12/03/2014 Otto EMAIL Send Acknowledgement to Consumer
12/03/2014 Otto MAIL Notify Business of Dispute
12/19/2014 Otto BBB No response to first notice to business
12/19/2014 Otto EMAIL Consumer - Have You Heard From the Company
12/19/2014 Otto MAIL Reminder of Dispute to Business
12/30/2014 Otto BBB No Response received from Business on 2nd Notice
12/31/2014 cha BBB Inform Consumer No Response from Business
12/31/2014 Otto EMAIL Inform Consumer - Case Closed UNANSWERED
12/31/2014 Otto MAIL Inform Business - Case Closed UNANSWERED
12/31/2014 Otto BBB Case Closed - UNANSWERED
01/05/2015 cha BBB ReOpen the Complaint
01/05/2015 cha BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90140987

Customer Name: Amber Mayse

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-03-2014, as of 12-23-2014. The customer has been refunded \$88.49 (Garcinia XS Cleanse product cost) for the charge on 12-03-2014, as of 12-09-2014. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-19-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS Cleanse weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-03-2014, as of 12-23-2014. The customer has been refunded \$88.49 (Garcinia XS Cleanse product cost) for the charge on 12-03-2014, as of 12-09-2014. Please allow 2 - 10

business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015

cha EMAIL Forward Business response to Consumer

01/16/2015

Otto BBB No Consumer Response- Assumed Resolved with Letter

01/16/2015

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

01/16/2015

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90143003 BBB of Central Florida

Consumer Info:

McCann, Jennifer
6732 County Road 1200

2000

Cleburne, TX 76031
817 666-8642 817 666-8642

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I was charged almost 180\$ for products. I want a full refund!
I was charged for \$4.95 for a trial of the garcinia XS, and Garcinia Wow! The trial states it is for 14 days to try. on 01/05/2015 I was charged \$86.90 and \$88.49 ny this company. I called and asked for a refund. They asked if the seal on the bottle was broke. I told them yes it was. They told me they could NOT refund me if it was opened. I stated there was no pills missing, and was still denied a refund. If it is a 14 day free trial, and you can return it if you don't like. How would anyone know. if they cant break the seal? I just want my money, and they can have the pills back!

Consumer's Desired Resolution:

I would like a full refund in the amount of \$175.39 That is the what was taken from my account minus the \$4.95 for the trial. I will gladly send the pills back. Not a one has been touched!

01/08/2015 web **BBB** Case Received by BBB
01/12/2015 cha **BBB** Case Reviewed by BBB
01/12/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/12/2015 Otto **MAIL** Notify Business of Dispute
01/27/2015 Otto **BBB** No response to first notice to business
01/27/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
01/27/2015 Otto **MAIL** Reminder of Dispute to Business
02/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/10/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90143003

Date: 02-05-2015

Customer Name: Jennifer McCann

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 01-03-2015, as of 02-05-2015. The customer has been refunded \$88.49 (Garcinia XS Cleanse product cost) for the charge on 01-03-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. On 12-19-2014, two orders were placed; one for our Garcinia XS Cleanse and one for our Garcinia Cambogia weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 01-03-2015, as of 02-05-2015. The customer has been refunded \$88.49 (Garcinia XS Cleanse product cost) for the charge on 01-03-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/10/2015

cha EMAIL Forward Business response to Consumer

02/10/2015

WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

I am satisfied with the a full refund. Thank you!

02/10/2015

cha MAIL Inform Business - Case Closed RESOLVED

02/10/2015

Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90142888 BBB of Central Florida

Consumer Info:

McCoy, Whitney
91 Washington Ave.
Pikeville, TN 37367
423 447-8478 423 447-8478

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered a product from them and got it no problem, the problem came later when they continued to bill me for much more money.

I orderd 2 bottles one wsas Garcinia Cambogia for \$4.95, the other was the colon cleanse for \$4.95 also. I got that with no issues. They continued to debit our credit card the fifth of December & then again the 5th of January. Each month they debited 2 separate transactions, one for \$96.52 the other for \$86.90 in which i never authorized. Therefore i would like them to credit 367.24 back to our credit card as soon as possible. I would advise everyone never to order from them...it is a complete scam! We are very angry for that amount of money taken from us, especially around Christmas time! We work very hard for our money and for someone to scam us like they have is very wrong!

Consumer's Desired Resolution:

We want our \$367.24 back immediately!!! We will seek legal action if need be. And to stop debiting our card, which we will definitely be getting another card anyway.

01/07/2015 web BBB Case Received by BBB
01/08/2015 cha BBB Case Reviewed by BBB
01/08/2015 Otto EMAIL Send Acknowledgement to Consumer
01/08/2015 Otto MAIL Notify Business of Dispute
01/23/2015 Otto BBB No response to first notice to business
01/23/2015 Otto EMAIL Consumer - Have You Heard From the Company
01/23/2015 Otto MAIL Reminder of Dispute to Business
02/03/2015 Otto BBB No Response received from Business on 2nd Notice
02/05/2015 cha BBB Phone Call or Time Extension
02/09/2015 Otto BBB No Response received from Business on 2nd Notice
02/10/2015 cha BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90142888

Date: 02-05-2015

Customer Name: Whitney McCoy

To whom it may concern,

I would like to preface by stating that the customer has been issued 4 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-05-2014, as of 02-05-2015. The customer has been refunded \$96.52 (Garcinia Elite Slim product cost) for the charge on 12-05-2014, as of 02-05-2015. The customer has been issued a refund of \$96.52 (Garcinia Elite Slim product cost) for the charge on 01-04-2015, as of 02-05-2015. The customer has been refunded \$86.90 (Garcinia Cambogia product cost) for the charge on 01-05-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-07-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia Elite Slim weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We

apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 4 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-05-2014, as of 02-05-2015. The customer has been refunded \$96.52 (Garcinia Elite Slim product cost) for the charge on 12-05-2014, as of 02-05-2015. The customer has been issued a refund of \$96.52 (Garcinia Elite Slim product cost) for the charge on 01-04-2015, as of 02-05-2015. The customer has been refunded \$86.90 (Garcinia Cambogia product cost) for the charge on 01-05-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/10/2015

cha EMAIL Forward Business response to Consumer

02/23/2015

Otto BBB No Consumer Response- Assumed Resolved with Letter

02/23/2015

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

02/23/2015

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90125964 BBB of Central Florida

Consumer Info:

McFarland, Alana Latrice
9133 Newhall Dr 62

Sacramento, CA 95826
510 710-9768 510 710-9768

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

On February 20th, 2014 I purchased 2 supplements from Healthy New Beginnings. On March 6th, 2014, I called to receive a full refund for the 30 day trial promotions of the 2 bottles of supplements. I was told by 2 different representative to return the unused product under RMA numbers 380735852654272 & 3807398526551544 for a refund of \$86.90 and \$87.35 respectively. I returned both bottles in separate packages under tracking numbers 9114901159815640153937 and 9114901159815640153951. According to USPS tracking both packages were received March 8th. I called on the 8th to confirm to that the refund was being processed I was advised it normally take 48 business hours and to call back March 10th. When I called today I was told by Jermeisha that I would get a refund of \$87.35 but not \$86.90. Jermeisha explained that they don't accept open bottle of that product back. I wasn't told that anytime prior to this call and I explained this to her. I asked to speak with a supervisor once she started to mention the terms and conditions (which I read) because the terms and conditions clearly states that while I'm in the trial period I'm entitled to a refund. She put the supervisor Hunter (badge number 314) on the line. He explained to me the terms and conditions as well and offered me a partial refund as the terms and conditions lend that as an option. I advised him that this wasn't fair and I was with the trial period and I'm entitled to a full refund based on the terms and conditions but he wouldn't budge and he was quite rude. I would like a full refund of my money based on the term and conditions mentioned on their website.

Product_Or_Service: Amazing Cleanse & GarciniaWow

Account_Number: Refund confirmations

Consumer's Desired Resolution:

DesiredSettlementID: RefundAccording to Hunter I will be refunded half of \$86.90 or 43.45, but I would like a full refund instead of half. I'd also like them to update their terms and conditions to truly indicate to the customer exactly what their options are during the trial period.

03/12/2014 web **BBB** Case Received by BBB
03/13/2014 cha **BBB** Case Reviewed by BBB
03/13/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/13/2014 Otto **MAIL** Notify Business of Dispute
03/27/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125964

Customer Name: Alana L. McFarland
To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$43.45 (the remainder of the Garcinia Cambogia product cost) as of 3-27-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 2-18-2014 two orders were placed; one for our Garcinia Cambogia weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling and one for our Amazing Cleanse supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 for the Garcinia Cambogia order on 3-04-2014 and \$87.35 for the Amazing Cleanse order. On 3-11-2014 we issued a partial refund of \$43.45 on the Garcinia Cambogia order leaving a total of \$43.45 of which was refunded today on 3-27-2014. We also issued a full refund of \$87.35 on 3-10-2014 for the

Amazing Cleanse order due to receiving the product back to our facility. Again, the customer's account has been refunded in full for the amount of \$43.45 as of 3-27-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/28/2014

cha EMAIL Forward Business response to Consumer

04/02/2014

WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

04/03/2014

Otto MAIL Inform Business - Case Closed RESOLVED

04/03/2014

Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141359 BBB of Central Florida

Consumer Info:

McIntosh, Rawle
19911 Belshaw Ave.

2000

Carson, CA 90746
310 635-7732 310 635-7732

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I Paid \$9.90 for FREE TRIAL offers of Garcinia Wow and natural cleanse. 2 weeks later my account was billed for \$93.85. Bait & switch, what a SCAM!

On 12/11/14 I responded to an ad for a 14 day Free trial offer of Garcinia Wow. Later that day, I received a phone call from Healthy New Beginnings "HNB" customer service indicating that I should also get an additional bottle of Natural Cleanse for \$4.95. Which I agreed to. Nowhere did I read that I had to cancel within 14 days nor had the customer rep indicate to me that there was a 14 day cancellation requirement.

Upon receiving my bank statement on 12/4/14, I realized that there is an additional withdrawal of \$93.85 from my checking account. I made several attempts to contact HNB over a 3 day period at the following numbers: 888656893, 8005727311, 4074081353 and 8005964253, to no avail. Finally at 7:31am PST on 12/8/14, after calling 888656893 and staying on hold for 30 minutes, I was able to make contact with customer service. I also informed the rep that earlier this morning I had submitted an email to the company stating my concerns while cancelling the monthly auto withdrawal subscription. The result was very unsatisfactory, I was informed that customer service would not accept the cancellation over the phone nor would they accept it via email. I must now call a fifth number, 8005964253. Actually I did call that number, I received the same response as the other calls, I was put on hold for a period of time after which I hung up the phone.

Garcinia Cambogia & Natural Cleanse trial purchase date 11/12/14

Cambogia Order # 683146, no order # for Natural Cleanse.

Arrival date for both items 11/18/14

Cost: S&H \$4.95 for each item.

Upon making contact with HNB customer service I was informed of the following:

I should have cancelled within the first 14 days. How could I, the trial period was not up yet!

\$93.85 was withdrawn from my account on 11/28/14. This was not for new pills, it was for the pills that was sent to me for the trial. I still cannot rap my brains around this concept. To tell all that it is a trial period then want them to pay after the fact. Very deceptive advertising.

Since I did not receive the products until 11/19/14, why would the 14 day trial period end 8 days after I received the product.

I can be refunded if I can return the sealed bottles. But I can't, they were opened so that I could "try" them.

That I agreed to the process when I ordered the pills. HNB alone knows where in the original document that critical piece of information is located.

In summary, this is a SCAM, a BAIT & SWITCH operation". HNB is using very deceptive practices to confuse the customer and bilk them out of their funds. If this is not illegal then it is highly unethical.

I would like the BBB to assist me in resolving this issue.

Would it make a difference if I was to contact California's BBB about this matter?

Consumer's Desired Resolution:

Credit my MC account with the sum of \$93.85. \$86.90 for the Garcinia Wow and \$6.95 for the Garcinia Natural cleanse. Also cancel the "monthly auto withdrawal subscription" for both products as required by HNB customer service.

| | | |
|-------------------|-------------------|---|
| 12/08/2014 | web BBB | Case Received by BBB |
| 12/08/2014 | cha BBB | Case Reviewed by BBB |
| 12/08/2014 | Otto EMAIL | Send Acknowledgement to Consumer |
| 12/08/2014 | Otto MAIL | Notify Business of Dispute |
| 12/24/2014 | Otto BBB | No response to first notice to business |
| 12/24/2014 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 12/24/2014 | Otto MAIL | Reminder of Dispute to Business |
| 12/24/2014 | BBB | MORE INFO RECEIVED FROM THE CONSUMER : I recently closed my visa account. As a result I would appreciate any refund be sent by check to my home address as stated on the complaint. |
| | | Thanks |
| | | R.S.McIntosh |
| 12/29/2014 | BBB | MORE INFO RECEIVED FROM THE CONSUMER : As of today, 12/29/14, I have not heard from Healthy New Beginnings Inc. |
| 01/05/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/05/2015 | cha BBB | Phone Call or Time Extension |
| 01/09/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/09/2015 | cha BBB | Inform Consumer No Response from Business |
| 01/09/2015 | Otto EMAIL | Inform Consumer - Case Closed UNANSWERED |
| 01/09/2015 | Otto MAIL | Inform Business - Case Closed UNANSWERED |
| 01/09/2015 | Otto BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90141069 **BBB of Central Florida**

Consumer Info:

McLaughlin, Kaitlin
666 Bridgeton Pike

2000

Mantua, NJ 08051
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered a "FREE" trial and only had to pay the 4.95, which I paid, now being charged 86.90 and 88.49. these prices were not listed anywhere

I ordered what was advertised to be a free trail and now I am being charged 86.90 and 88.49 on 12-3 and I can not get a hold of a live person to register a complaint, which based off of pervious posts does not seem to be uncommon. This is a scam and these companies are taking advantage of people. Plus now I can not locate the original website they have advertised on.

Consumer's Desired Resolution:

I want a full refund for the charges I was not made aware of and did not authorize. 86.90 for Garcinia WOW! with Healthy New Beginnings and 88.49 for Garcinia XS with Wonderdiet Inc.

12/03/2014 web **BBB** Case Received by BBB
12/08/2014 cha **BBB** Case Reviewed by BBB
12/08/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/08/2014 Otto **MAIL** Notify Business of Dispute
12/23/2014 Otto **BBB** No response to first notice to business
12/23/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/23/2014 Otto **MAIL** Reminder of Dispute to Business
01/05/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/05/2015 cha **BBB** Phone Call or Time Extension
01/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/09/2015 cha **BBB** Inform Consumer No Response from Business
01/09/2015 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
01/09/2015 Otto **MAIL** Inform Business - Case Closed UNANSWERED
01/09/2015 Otto **BBB** Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90127386 BBB of Central Florida

Consumer Info:

McNeil, Gregory
898 4Mile, Apt 1B
Grand Rapids, MI 49544
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

They billed my bank account/debit card today without my authorization for something I did not order.

They billed my bank account for 21.72 without my authorization.

Consumer's Desired Resolution:

I want them to refund my money if the bank lets it go thru, and I want them to stop taking money from my account without my permission.

04/04/2014 web **BBB** Case Received by BBB
04/07/2014 cha **BBB** Case Reviewed by BBB
04/07/2014 Otto **EMAIL** Send Acknowledgement to Consumer
04/07/2014 Otto **MAIL** Notify Business of Dispute
04/22/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90127386

Customer Name: Gregory McNeil
To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$21.72 (Garcinia Cambogia product cost) as of 04/22/2014. Please allow 2 -7 business days for the refunds to process and post back to the customer's account. On 03/03/2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$86.90 for the weight loss supplement. We apologize for any inconvenience this may have caused the customer. Again, we have issued a full refund of \$21.72 as of 04/22/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

04/23/2014 cha **EMAIL** Forward Business response to Consumer
04/23/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

They did refund the money. I had to cancel that debit card though, to prevent them from using it again. As this BBB has over 90 complaints about this same problem, I suggest if they ever apply for accreditation, it be denied.

04/23/2014 Otto **MAIL** Inform Business - Case Closed RESOLVED
04/23/2014 Otto **BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124106 **BBB of Central Florida**

Consumer Info: Mello, David
25160 E Braodway 5B veneta
2000
Veneta, OR 97487
- 916 281-8475

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste
Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :
they say they sent out a bottle of garcinia and we Never received it. they are charging us for non received product
11.15.13

Consumer's Desired Resolution:
my money back

02/11/2014 **web BBB** Case Received by BBB
02/11/2014 **cha BBB** Case Reviewed by BBB
02/11/2014 **Otto EMAIL** Send Acknowledgement to Consumer
02/11/2014 **Otto MAIL** Notify Business of Dispute
02/21/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,
I am unable to locate any orders associated with "NAME:
David Mello
DAY PHONE:
916 281-8475
ADDRESS:
25160 E Braodway 5B veneta 97487
Veneta, OR
EVE PHONE:
-
CELL PHONE:
-
EMAIL:
d.jpreservation@gmail.com "
Please reply to this response with the information that was provided when the
order was placed, such as a different name the order was placed under, a different address, etc.
Thank you and awaiting your prompt reply so we can attend to this matter.
Regards,
Healthy New Beginnings
02/24/2014 **cha EMAIL** Forward Business response to Consumer
02/24/2014 **WEB BBB** BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE
: (The consumer indicated he/she DID NOT accept the response from the business.)
well they charged me full price for something I never got
02/27/2014 **cha BBB** UNABLE TO PROCESS due to insufficient Information
02/27/2014 **Otto EMAIL** Send notice of UNPROCESSIBLE to Consumer
02/27/2014 **Otto BBB** Case Closed as UNABLE TO PROCESS

COMPLAINT ACTIVITY REPORT Case # 90125030 BBB of Central Florida

Consumer Info:

2000

Melvin, Regina
1218 Fieldsedge Drive

Hebronron, KY 41048
- 859 586-0229

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I was offered a free trial with no obligation other than shipping. Soon, I was charged \$86.90 for on small bottle of diet pills.

On February 9, 2014, I ordered "Garcinia Wow" from Healthy New Beginnings from a Facebook offer. The offer said it was a free trial with no obligation. It took almost two weeks to receive the product. On February 23, 2014, I was charged \$86.90 for the product. When I called, the operator said they would cancel the future shipments but I owed this for the one month supply. I do not even want to take this product now for fear of what is in the bottle.

Consumer's Desired Resolution:

I would like to be refunded the full amount for the product. It has not been opened and I will gladly send it back at my expense.

02/25/2014 **web BBB** Case Received by BBB
02/27/2014 **cha BBB** Case Reviewed by BBB
02/27/2014 **Otto EMAIL** Send Acknowledgement to Consumer
02/27/2014 **Otto MAIL** Notify Business of Dispute
03/10/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125030

Customer Name: Regina Melvin

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 3-10-2014. Please allow 2-7 business days for the refund to process and post back to their account. On 2-09-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or phone to obtain an extension. If we are not contacted by the customer prior to the end of their trial period, they will be billed for the product of which they received and enrolled in an auto-ship membership until cancelled. All of which is stated on our order page, on our website and within our terms and conditions. Since we were never contacted prior to the end of their trial, they were billed \$86.90 for the Garcinia Cambogia supplement on 2-23-2014. Ms. Melvin contacted our support center on 2-25-2014 to cancel their membership. The customer support representative cancelled their membership out to ensure no other shipments or billings would occur. Again, the customer has been refunded in full for the amount of \$86.90 as of 3-10-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/10/2014 **cha EMAIL** Forward Business response to Consumer
03/21/2014 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
03/21/2014 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
03/21/2014 **Otto BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141940 BBB of Central Florida

Consumer Info:

Messner, Peggy
1026 2nd Ave

Altoona, PA 16602
814 207-4448 814 207-4448

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

read the terms and conditions nowhere in that did this say they would be able to take 86.90 from our account.would like a full refund.

Purchase date 11/20, ?accout number 888888-656-8893 Paid with bank card/creditcard. Purchased Garcinia Wow for \$4.95 trial read terms and coditions and no where did it state that they could withdrawl funds from our account after the \$4.95 withdrawl. Called 888-656-8893 asking for a refund they offered 70 percent refund I declined.I would like a 100 percent refund. If the company is going to charge your account 86.90 after 2 weeks it should state that clearly and it does not state that at all. My product is open but unused. Had I known about these charges I would have never purchase this product. Unauthorized Charge of \$86.90 12/03/14

Ordered online. received no sales receipt, not positive on account number, The product came in white envelope with one slip of paper with a phone number only.

Consumer's Desired Resolution:

I am Looking for a full refund of \$86.90.

12/20/2014 web **BBB** Case Received by BBB
12/22/2014 cha **BBB** Case Reviewed by BBB
12/22/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/22/2014 Otto **MAIL** Notify Business of Dispute
01/06/2015 Otto **BBB** No response to first notice to business
01/06/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
01/06/2015 Otto **MAIL** Reminder of Dispute to Business
01/19/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/27/2015 cha **BBB** Phone Call or Time Extension
02/02/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/03/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90141940

Date: 01-22-2015

Customer Name: Peggy Messner

To whom it may concern,

I would like to preface by stating that the customer has been issued 3 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-02-2014, as of 01-22-2015. The customer has been issued a refund of \$88.49 (Garcinia XS Cleanse product cost) for the charge on 12-02-2015, as of 01-22-2015. The customer has been issued a refund of \$95.44 (Garcinia XS Cleanse product cost) for the charge on 01-01-2015, as of 01-15-2015. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-18-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS Cleanse weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been

issued 3 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-02-2014, as of 01-22-2015. The customer has been issued a refund of \$88.49 (Garcinia XS Cleanse product cost) for the charge on 12-02-2015, as of 01-22-2015. The customer has been issued a refund of \$95.44 (Garcinia XS Cleanse product cost) for the charge on 01-01-2015, as of 01-15-2015. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/03/2015

cha EMAIL Forward Business response to Consumer

02/03/2015

WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

I accept the response of the business, as long as they keep their end of the deal and refund all of the money. We have already received two of the refunds just waiting on the third. Thank you

02/04/2015

Otto MAIL Inform Business - Case Closed RESOLVED

02/04/2015

Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141468 BBB of Central Florida

Consumer Info:

Miller, Teresa
3000 East High Street # 3

2000

Pottstown, PA 19464
610 506-2310 610 506-2310

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

This company advertised a 4.95 trial of a product and than proceded to steal 88.49 and 86.99 from my account with out my approval. They are stealing !

I ordered a trial bottle for 4.95 in October . This was advertised on Facebook with Dr Oz named attached to it. On 11/19/2014 they took 88.49 and 86.99 out of my checking account. i did not give them permission and i did recieve any product. This is stealing and it needs to be stopped now.

Consumer's Desired Resolution:

my 175.48 back.

| | | |
|-------------------|-------------------|--|
| 12/10/2014 | web BBB | Case Received by BBB |
| 12/10/2014 | cha BBB | Case Reviewed by BBB |
| 12/10/2014 | Otto EMAIL | Send Acknowledgement to Consumer |
| 12/10/2014 | Otto MAIL | Notify Business of Dispute |
| 12/26/2014 | Otto BBB | No response to first notice to business |
| 12/26/2014 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 12/26/2014 | Otto MAIL | Reminder of Dispute to Business |
| 01/06/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/07/2015 | cha BBB | Phone Call or Time Extension |
| 01/12/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/12/2015 | cha BBB | Inform Consumer No Response from Business |
| 01/12/2015 | Otto EMAIL | Inform Consumer - Case Closed UNANSWERED |
| 01/12/2015 | Otto MAIL | Inform Business - Case Closed UNANSWERED |
| 01/12/2015 | Otto BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90141092 BBB of Central Florida

Consumer Info:

2000

Miller, Virginia
328 Earnhardt Drive

New Market, AL 36761
256 755-1485 256 755-1485

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)**Consumer's Original Complaint :**

Deceptive initial presentation of pricing and hidden agreements.
Healthy New Beginnings has taken monies in the amount of \$86.90 and a second amount of \$6.95 out of my checking account for their "Monthly" shipment for products that I didn't knowingly order. The ad that I responded to said Free two week trial of Garcinia Cambogia Wow and Garcinia Cleanse, with a shipping charge of \$4.95 each. This was the only time in the ad that money or charges was ever mentioned. I have tried calling the customer service numbers repeatedly for over a week now and have not gotten an answer. I have e-mailed the company as well to stop/discontinue any further orders or charges from being charged to my checking account. I have received no response. This is very deceptive practices and presents as a scam to get customers hooked in to their Auto - shipment, in which by the way, I learned of on the on-line complaint responses from Healthy New Beginnings. I could no longer find the original Web site. I want a full refund.

Consumer's Desired Resolution:

I would like a refund in the amount of \$86.90 for the Garcinia Cambogia Wow charge and a refund for \$6.95 for the Garcinia Cleanse. On my statement the charge for the Cleanse says Garcinia elite.

12/04/2014 web **BBB** Case Received by BBB
12/08/2014 cha **BBB** Case Reviewed by BBB
12/08/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/08/2014 Otto **MAIL** Notify Business of Dispute
12/23/2014 Otto **BBB** No response to first notice to business
12/23/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/23/2014 Otto **MAIL** Reminder of Dispute to Business
01/05/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/05/2015 cha **BBB** Phone Call or Time Extension
01/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/09/2015 cha **BBB** Inform Consumer No Response from Business
01/09/2015 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
01/09/2015 Otto **MAIL** Inform Business - Case Closed UNANSWERED
01/09/2015 Otto **BBB** Case Closed - UNANSWERED
01/13/2015 cha **BBB** MORE INFO RECEIVED FROM THE CONSUMER : From: Ginny Miller (mailto:ginnymil48@gmail.com)

Sent: Friday, January 09, 2015 7:17 PM

To: Better Business Bureau

Subject: Re: BBB Complaint Case# 90141092 (Ref#111-90198438-

90141092-12-500)

I did receive an email on 12/11/2014 with information containing RMA's and an address to return the two products Garcinia and Garcina Elite Slim. The email from Healthy New Beginnings also stated that the products would have to be returned by 12/14/2014 with the RMA numbers written on the outside of the return package and that once the products were received and processed then my refund would be returned to my financial institute within 2 to 3 weeks. The two products were returned and postmarked on 12/12/2014. I haven't received my refund yet. It's been almost 4 weeks as of this date 01/09/2015.

On Dec 11, 2014 4:50 AM, "Support" <support@healthynb.com> wrote:

-- do not edit --

Ginny Miller,

A customer support staff member has replied to your support request, #469087 with the following response:

Hello Ginny,

Thank you for contacting customer support. We apologize for the delayed response we are busier more during the holidays. We are more than happy to set you up to return the unopened product to receive a full refund. Your products have to be sent back before 12/14/2014 in order to receive the full credit. Below you will find the returns information as well as your RMA numbers.

RETURNS DEPARTMENT
120 SMITH HINES ROAD
GREENVILLE, SC 29607
RMA Garcinia: 7695361447106943
RMA Elite Slim: 7695381447108623

Please make sure all information is written on the outside of the packaging and the only thing that should be in the inside of the packaging is the unopened product. Once the product has been received and process which could take 2-3 weeks you will receive an email informing you that the refund has been sent to your financial institution.

PRODUCTS HAVE TO BE RETURNED BEFORE 12/14/2014

If you have any questions or concerns please respond to this email.

Regards,

Customer Support

We hope this response has sufficiently answered your questions. If not, please do not send another email. Instead, reply to this email or login to your account for a complete archive of all your support requests and responses.

01/22/2015 cha **BBB** MORE INFO RECEIVED FROM THE CONSUMER : From: Ginny Miller

Sent: Monday, January 19, 2015 8:06 AM

To: Better Business Bureau

Subject: Re: BBB Complaint Case# 90141092 (Ref#111-90198438-

90141092-12-500)

I have sent another inquiry concerning my refund to Healthy New Beginnings. They responded by email 01/09/2015 stating that my refund has been processed and sent to my bank in mid December. There is no transactions/records showing that this has been done. The last transaction on my account from Healthy New Beginnings is in November 2014 when they withdrew an unauthorized \$86.90 from my account.

02/03/2015 cha **BBB** ReOpen the Complaint

02/03/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90141092

Date: 01-22-2015

Customer Name: Virginia Miller (Account Holder: Ginny Miller)

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$9.95 (remaining Garcinia Cambogia product cost) for the charge on 11-28-2014, as of 01-22-2015. The customer has previously received a refund of \$76.95, issued on 12-19-2014, for this order. The customer has received a refund of \$6.95 (Garcinia Elite product cost) for the charge on 11-28-2015, as of 01-22-2015. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-14-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia Elite Slim weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused

the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$9.95 (remaining Garcinia Cambogia product cost) for the charge on 11-28-2014, as of 01-22-2015. The customer has previously received a refund of \$76.95, issued on 12-19-2014, for this order. The customer has received a refund of \$6.95 (Garcinia Elite product cost) for the charge on 11-28-2015, as of 01-22-2015. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/03/2015

cha EMAIL Forward Business response to Consumer

02/03/2015

WEB BBB BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE

: (The consumer indicated he/she DID NOT accept the response from the business.)

The above referenced response from Healthy New Beginnings repeatedly states that I have received a refund in the amount of \$76.95 on 12/19/2014. I have checked repeatedly for verification of a refund of any amount from Healthy New Beginnings at my financial institution. There has not been a refund at all in the month of December or January and as of this date 2/3/2015, I still have not received refunds of any amounts. This company has sent me emails stating that a refund was issued on 12/19/2014. There has not been one issued. I have asked them to please verify that the refund (if they really did issue one) was credited to the correct account. I have received no response. How can they be so deceptive in their practices? I requested an RMA as instructed by Healthy New Beginnings and did return their product as instructed. By their own admittance they have received their products back. All I'm asking is to be refunded my money for the products that were returned.

02/06/2015

cha MAIL Forward Consumer Rebuttal to Business

02/20/2015

Otto BBB No Response from Business re: Consumer Rebuttal

02/27/2015

cha BBB Bureau judged complaint to be closed UNRESOLVED

02/27/2015

Otto EMAIL Inform Consumer - Case Closed UNRESOLVED

02/27/2015

Otto MAIL Inform Business - Case Closed UNRESOLVED

02/27/2015

Otto BBB Case Closed UNRESOLVED

COMPLAINT ACTIVITY REPORT Case # 90142894 **BBB of Central Florida**

Consumer Info:

2000

Moldowsky, Jenna
140 Mayar St
Syracuse, NY 13208
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

My debit card was charged by this company i didn't authorize the charge
Unauthorized charge

Consumer's Desired Resolution:

I would like my money to be refunded

01/07/2015 web **BBB** Case Received by BBB
01/08/2015 cha **BBB** Case Reviewed by BBB
01/08/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/08/2015 Otto **MAIL** Notify Business of Dispute
01/23/2015 Otto **BBB** No response to first notice to business
01/23/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
01/23/2015 Otto **MAIL** Reminder of Dispute to Business
02/03/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/05/2015 cha **BBB** Phone Call or Time Extension
02/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/10/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90142894

Date: 02-05-2015

Customer Name: Jenna Moldowsky

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$65.17 (Garcinia Cambogia product cost) for the charge on 01-07-2015, as of 02-05-2015. The customer has been refunded \$89.57 (Garcinia Elite Slim product cost) for the charge on 01-09-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. On 12-10-2014, two orders were placed; one for our Garcinia Elite Slim and one for our Garcinia Cambogia weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$65.17 (Garcinia Cambogia product cost) for the charge on 01-07-2015, as of 02-05-2015. The customer has been refunded \$89.57 (Garcinia Elite Slim product cost) for the charge on 01-09-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/10/2015 cha **EMAIL** Forward Business response to Consumer

02/10/2015 WEB **BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

02/10/2015
02/10/2015

cha MAIL Inform Business - Case Closed RESOLVED
Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90144766 BBB of Central Florida

Consumer Info:

Molitor, Curt
W8911 Cloverleaf Lake Road

2000

Clintonville, WI 54929
715 823-5478 715 823-5478

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I sent 2 bottles of product back and was not refunded any money
My wife ordered a bottle of Garcinia xs and Garcinia Wow under a trial period in very fine print it said after 14 days they would charge full price if not returned she diidn't see the fine print. So I called the customer service and they gave me a return number for each bottle. I sent them back unopened did not recieve refund I called them and they said the bottles were opened they would only give me a 70% refund. I told them they were not opened and asked them to give me the number so I could talk to who ever opened the shipping package I sent. They said they could not d that they just kept saying the bottles were opened. The price for each bottle was 88.49 and 86.80 I think this is just a scam they offered to send the bottles back to me and when I didn't want that then after talking to them for over 1 1/2 hours they offered 70% refund. There is no way to prove them wrong about the bottles being opened but I know they were sent back the same way we recieved them. I hope you can help me. I have read on BBB other similar complants about this Company

Consumer's Desired Resolution:

I would like a refund from both bottles of 88.49 and 86.80

02/06/2015 web **BBB** Case Received by BBB
02/11/2015 cha **BBB** Case Reviewed by BBB
02/11/2015 Otto **EMAIL** Send Acknowledgement to Consumer
02/11/2015 Otto **MAIL** Notify Business of Dispute
02/26/2015 Otto **BBB** No response to first notice to business
02/26/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
02/26/2015 Otto **MAIL** Reminder of Dispute to Business

COMPLAINT ACTIVITY REPORT Case # 90140944 BBB of Central Florida

Consumer Info:

Monaghan, Margie
2012 Lamar Dr

Pasadena, TX 77502
- 832 988-1202

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I had understood I was to pay postage on 2 items and only authorized a fee of 9.90 to be paid. Nothing else.

I paid by my debit card a fee of 9.90. This fee was taken in Nov. 2014. A second not authorized charge was posted to my account of \$86.90 on Dec. 2, 2014. I called customer service to resolve the issue at 1-888-656-8893. I never received an account # they went by my address and zip. Margie Monaghan, 2012 Lamar Dr., Pasadena, Texas 77502.

Consumer's Desired Resolution:

I did not authorize the fee of \$86.90 to be taken, therefore I expect it refunded.

12/02/2014 web **BBB** Case Received by BBB
12/03/2014 cha **BBB** Case Reviewed by BBB
12/03/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/03/2014 Otto **MAIL** Notify Business of Dispute
12/18/2014 Otto **BBB** No response to first notice to business
12/18/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/18/2014 Otto **MAIL** Reminder of Dispute to Business
12/29/2014 Otto **BBB** No Response received from Business on 2nd Notice
12/31/2014 cha **BBB** Inform Consumer No Response from Business
12/31/2014 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
12/31/2014 Otto **MAIL** Inform Business - Case Closed UNANSWERED
12/31/2014 Otto **BBB** Case Closed - UNANSWERED
01/05/2015 cha **BBB** ReOpen the Complaint
01/05/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90140944

Customer Name: Margie Monaghan

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 full refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-02-2014, as of 12-23-2014. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 12-02-2014, as of 12-23-2014. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-18-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia Elite Slim weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 full refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-02-2014, as of 12-23-2014. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 12-02-2014, as of 12-23-2014. Please allow 2 - 10

business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015 **cha EMAIL** Forward Business response to Consumer

01/05/2015 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

01/05/2015 **Otto MAIL** Inform Business - Case Closed RESOLVED

01/05/2015 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90128028 BBB of Central Florida

Consumer Info:

Morales, Cassandra
849 W. Orange Ave 2034

2000

South San Francisco, CA 94080
650 814-3248 650 814-3248

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Unauthorized credit card charges

Unreasonable charges posted to account and refusal to reverse

On 4/1/14 I purchased a "14-day trial" of 2 products. On 4/15/14, 1 charges in the amts of \$86.50 were posted to my credit card acct. I called to get cancel the subscription and to get these charges reversed. I was told that I was "outside my trial period and therefore, the charges could not be reversed". They said they would credit 35% of the charges. They contend that my trial period started on 4/1 and therefore, my 14 days were up on 4/15. They had the actual time that I placed as 4:33am. I called them around 8:15am on 4/15. I contend that if my trial started on 4/1, it should start at 4:33am and should end at 4:33am on 4/15. Therefore, I am within my 14 days to cancel and not be charged. They originally charged my card for the shipping on 4/3 which indicates that they didn't ship the products until 2 days after the order was placed. Products were received on 4/8 7 days after order was placed. It seems quite obvious to me that with all the complaints healthy new beginnings has received they should make the consumer more aware of future charges, and become less deceiving.

Consumer's Desired Resolution:

I am seeking a full refund total of \$86.90 from Healthy New Beginnings.

04/15/2014 **web BBB** Case Received by BBB
04/17/2014 **cha BBB** Case Reviewed by BBB
04/17/2014 **Otto EMAIL** Send Acknowledgement to Consumer
04/17/2014 **Otto MAIL** Notify Business of Dispute
04/29/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90128028

Customer Name: Cassandra Morales

To whom it may concern,

I would like to preface by stating that the customer has been issued a refund in the amount of \$55.90 (remaining Garcinia Cambogia product cost) as of 04/29/2014. Please allow 2 -7 business days for the refund to process and post back to the customer's account. On 04/01/2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$86.90 for the weight loss supplement at the end of the trial and they are also billed \$86.90 every 30 days until cancellation. The customer accepted a settlement refund of \$31.00, issued on 04/16/2014. We apologize for any inconvenience this may have caused the customer. Again, we have issued a refund of \$55.90 for the remaining cost of the product as of 04/29/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

05/01/2014 **cha EMAIL** Forward Business response to Consumer

05/12/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

05/12/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

05/12/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90118617 BBB of Central Florida

Consumer Info:

Morice, Kristine
1926 Marseilles Dr.

2000

Cahokia, IL 62206
618 337-7842 618 337-7842

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Free bottle turned out to not be free after all. Credit card was charged, and 2 request for reversal phone calls to Customer Service were rejected.

I ordered a "free" bottle of weight loss product, Garcinia Cambogis and paid \$4.95 shipping \$ handling on Monday, Oct. 7 at 8:45 p.m. CST.

I received phone solicitation on Tuesday, Oct. 8 from Jennifer, saying the order had not gone through and offering again the product, this time for \$29.95. When I told her I had only wanted to risk the initial \$4.95 for the "free" bottle, she reduced the price to \$9.95. I told her I was glad the order had not gone through on Oct. 7 because I thought the whole thing sounded bogus and hung up.

On Thurs., Oct. 10 the product showed up at my door because the \$4.95 payment DID go through. I used the product (unsuccessfully)for 10 days and called Sun., Oct. 20 (a day earlier than the 14 day deadline) to stop another bottle at full price to be shipped. The company had closed at an earlier time and I could not leave a message.

I called 20 minutes after they opened on Mon., Oct. 21 and spoke to Wes. He cancelled any future orders, but told me I had missed the 14 day deadline and had already been charged \$86.90 for the initial "free" bottle! I argued that I was calling on the 14th day and asked him to reverse the charge to my First Premier credit card.

Wes was very smug when he "explained" the it was my fault for not reading the fine print and calling before Monday. I told him that I had and they were closed, plus on the day I called there were only 3 hours left in the day. How did they count that as an entire day? He kept saying that I had "agreed" to do this, and if I didn't want to pay the \$86.90, then why had I agreed to do so? I hung up because I was getting so angry. He sounded so pleased about getting that money and being able to tell me there was nothing I could do about it. Nothing professional, like "I'm so sorry, but the company looks at it this way and there's nothing I can do about it." He made it clear that he DIDN'T WANT TO do anything about the charges. It was my fault and I should blame myself! Ha, ha, ha.

I called back 15 minutes late, hoping that the next representative would have some compassion, but again got Wes. I told him I felt defrauded, especially because the product had not worked and I called on the 14th day, and charged the company with unfair business practices and with being unethical.

This time HE was the one getting angry, but just kept saying that Sunday had been the 14th day and I had agreed to pay \$86.90 for the bottle. All I agreed to do was pay \$4.95 to try a product that ended up being a scam.

Consumer's Desired Resolution:

I would like to see the \$86.90 that was charged to my credit card refunded, either by check or by a debit to my account.I lost \$4.95 fair and square, but I never expected to be billed out of almost \$90!

10/26/2013

web BBB Case Received by BBB

10/29/2013

cha BBB Case Reviewed by BBB

10/29/2013

Otto EMAIL Send Acknowledgement to Consumer

10/29/2013

Otto MAIL Notify Business of Dispute

11/07/2013

WEB BBB RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$4.95 (shipping and handling), \$1.49 (rushed processing) and \$86.90. Please allow 2-7 business days for the refunds to process and post back to the customer's account. We apologize for any inconvenience this matter may have caused the customer. Should you have any other questions or concerns, please do not hesitate to contact us again.

Regards,
Complaint Department
Healthy New Beginnings Inc
1540 International Parkway Suite 2000
Lake Mary, FL 32746
888.656.8893
support@healthynb.com

11/07/2013 cha EMAIL Forward Business response to Consumer
11/07/2013 WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
11/08/2013 Otto MAIL Inform Business - Case Closed RESOLVED
11/08/2013 Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90126693 BBB of Central Florida

Consumer Info:

Morris, Susan
605A Foxglove Lane #1

2000

Whitewater, WI 53190
- 262 753-3278

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

they charged me to ship a product. then went in my account and me pay for a product that was supposed to be free.

healthy new beginnings

Consumer's Desired Resolution:

the amount they took out of my account without my permission.\$86.90

03/24/2014 web **BBB** Case Received by BBB
03/27/2014 cha **BBB** Case Reviewed by BBB
03/27/2014 Otto **MAIL** Send Acknowledgement to Consumer
03/27/2014 Otto **MAIL** Notify Business of Dispute
04/11/2014 Otto **BBB** No response to first notice to business
04/11/2014 Otto **MAIL** Consumer - Have You Heard From the Company
04/11/2014 Otto **MAIL** Reminder of Dispute to Business
04/22/2014 Otto **BBB** No Response received from Business on 2nd Notice
04/23/2014 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90126693

Customer Name: Susan Morris

To whom it may concern,

I would like to preface by stating that the customer has been issued refunds of \$9.95 (remaining Garcinia Cambogia product cost) and also \$43.35 (remaining Amazing Cleanse product cost) as of 04/22/2014. The customer accepted a settlement refund of \$76.95 for Garcinia Cambogia on 04/01/2014 and also accepted a settlement refund of \$44.00 for Amazing Cleanse on 03/24/2014. Please allow 2 -7 business days for the refunds to process and post back to the customer's account. On 03/04/2014 two orders were placed; one for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling and one for our Amazing Cleanse supplement to try for a 14-day trial paying \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia and Amazing Cleanse trial expirations, the customer was billed \$86.90 and \$87.35 for the weight loss supplements. We apologize for any inconvenience this may have caused the customer. Again, we have issued two refunds; one for \$9.95 as of 04/22/2014 for Garcinia Cambogia and also one for \$76.95 for Amazing Cleanse and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

04/23/2014 cha **MAIL** Forward Business response to Consumer
05/05/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
05/05/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
05/05/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90144389 BBB of Central Florida

Consumer Info:

MOSHER, JANE
5601 74TH ST. N.W.

2000

MINOT, ND 58703
701 838-5821 701 721-4254

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ORDERED A "TRIAL" FOR THIS PRODUCT, I GOT BILLED THE "TRIAL" PRICE. NOW MY CREDIT CARD IS GETTING BILLED 86.90 . I CAN'T REACH ANYONE TO STOP THIS

I ORDERED A TRIAL OF THIS COMPANIES PRODUCT, AND VIA MY CREDIT CARD, PAID THE TRIAL PRICE. DEC. 29,2014, THEY BILLED BY CREDIT CARD 86.90. I CANNOT REACH ANYONE TO STOP THIS ACCOUNT! I CAN RETURN THE REMAINDER OF THE TRIAL PRODUCT (I TOOK ONE AND MY HEART RACED) BUT ITS OPEN!! I WANT THE CHARGES TO MY CREDIT CARD STOPPED AND THE CHARGES REFUNDED TO MY CREDIT CARD. PLEASE HELP ME!!

Consumer's Desired Resolution:

REFUND THE CHARGES PLACED ON MY CREDIT CARD, AND ALLOW NO MORE TO BE CHARGED

| | | |
|-------------------|-------------------|--|
| 02/01/2015 | web BBB | Case Received by BBB |
| 02/03/2015 | cha BBB | Case Reviewed by BBB |
| 02/03/2015 | Otto EMAIL | Send Acknowledgement to Consumer |
| 02/03/2015 | Otto MAIL | Notify Business of Dispute |
| 02/18/2015 | Otto BBB | No response to first notice to business |
| 02/18/2015 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 02/18/2015 | Otto MAIL | Reminder of Dispute to Business |
| 03/02/2015 | Otto BBB | No Response received from Business on 2nd Notice |

COMPLAINT ACTIVITY REPORT Case # 90124761 BBB of Central Florida

Consumer Info:

Mottola, Shannon
9921 Sappington Court

2000

Santee, CA 92071
- 619 805-6959

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

The company I ordered from is misleading about the trial period as they dont take into account their 10 day it takes to receive the product.

I ordered The Amazing Cleanse on 2/7/14, I called the company on 2/12/14 & 2/13/14 mulitple times to advise i had not received the product, however no one answered. The message I recieved when I called states the hold times may be delayed due to incliment weather. However I found out the company actually closed those days. I also called multiple times on 2/17/14 & 2/18/14 being placed on hold for over 15 minutes each time. I did not receive the product until 2/19/14 which should give me until 3/5/14 to try the product, however on 2/21/14 the company charged my account \$87.35. When i called to discuss this with the company they advised the "trial period" includes shipping, how is that a trial if you dont receive the product. The information is misleading as you do not have a chance to try the product to see if it works for you. I believe there business practices are fraudulent. They do not stand behind their product or they would allow the actually 14 day trial of their product. I would like a FULL refund of the \$87.35.

Consumer's Desired Resolution:

I would like my Full refund of \$87.35.

02/21/2014 **web BBB** Case Received by BBB
02/24/2014 **cha BBB** Case Reviewed by BBB
02/24/2014 **Otto EMAIL** Send Acknowledgement to Consumer
02/24/2014 **Otto MAIL** Notify Business of Dispute
03/12/2014 **Otto BBB** No response to first notice to business
03/12/2014 **Otto EMAIL** Consumer - Have You Heard From the Company
03/12/2014 **Otto MAIL** Reminder of Dispute to Business
03/13/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90124761

Customer Name: Shannon Mottola

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$87.35 as of 3-13-2014. Please allow 2-7 business days for the refund to process and post back to their account. On 2-07-2014 an order was placed to try our Amazing Cleanse weight loss supplement for a 14-day trial paying only \$4.95 for shipping and handling. If a customer feels that 14 day is not enough time to try the product then they urged to contact us via email or phone to obtain and extension. If we are not contacted prior to the end of their trial, then once their trial expires, they will be billed for the product of which was received by the customer. All of which is stated on our order page, our website and within the terms and conditions. Since we were never contacted prior to the end of their trial they were billed \$87.35 on 2-21-2014 (the 15th day) for the product of which they had received. We were contacted via our support number on 2-21-2014 regarding the charge to their account and to request cancellation. The support representative explained what they signed up for, why they were billed and cancelled their membership. Again, the customer has been refunded in full for the amount of \$87.35 as of 3-13-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Amazing Cleanse

03/14/2014

cha EMAIL Forward Business response to Consumer

03/25/2014

OttO BBB No Consumer Response- Assumed Resolved with Letter

03/25/2014

OttO MAIL Inform Business - Case Closed ASSUMED RESOLVED

03/25/2014

OttO BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124623 BBB of Central Florida

Consumer Info:

Mount, Manuela
1511 Southwest Boulevard Apt 17V

2000

Tulsa, OK 74107
- 918 637-0560

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Offer product to try for 14 days for free however you don't get to use the product for that amount of time before they charge you for it

Charged my account for over 80 dollars before the 14 day trial period, and then told me they don't take shipping time into consideration.

They initially charged my debit card the 4.95 that I authorized, then I only had the product for 7 days and notices another charge on my card for 89 dollars, when I called to have them reverse the charge they stated my fourteen days was over yesterday (02/19) however I order the product on 02/06 which today would have been day 14th if that was the case. They stated that because of that they could charge the 89 dollars, when I explained I only had the product for 7 days, they said it didn't matter how long I had them, they start counting from the day of the order. This is a scam and I want my money back. -

Consumer's Desired Resolution:

Full refund of the amount debited from account

02/20/2014 web **BBB** Case Received by BBB
02/20/2014 cha **BBB** Case Reviewed by BBB
02/20/2014 Otto **EMAIL** Send Acknowledgement to Consumer
02/20/2014 Otto **MAIL** Notify Business of Dispute
03/04/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$86.90 (Garcinia Cambogia product cost on 2-20-2014) and \$4.95 (Garcinia Cambogia product shipping and handling cost on 2-06-2014) as of 3-4-2014. Please allow 2-7 business days for the refunds to process and post back to their account. On 2-06-2014 an order was placed to try our Garcinia Cambogia weight loss supplement for a 14-day trial paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via phone or email to extend their trial period. If we are not contacted by the customer prior to the end of their trial then once their trial expires they will be billed for the product(s) of which they received. All of which is stated on our website, the order page the order was placed on and within our terms and conditions. Since we were never contacted by the customer prior to the end of their trial then they were billed \$86.90 on the 15th day (2-20-2014). Again, the customer has been refunded in full for the amounts of \$86.90 and \$4.95 as of 3-4-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,

Healthy New Beginnings

03/04/2014 cha **EMAIL** Forward Business response to Consumer
03/17/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
03/17/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
03/17/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90142933 BBB of Central Florida

Consumer Info:

Mullesch, Holly
919 Ann St

2000

Waterloo, IA 50707
- 319 215-7762

Business Info: Healthy New Beginnings, Inc.

1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I was charged \$89.57 fraudulently.

I ordered a trial of Cambogia elite slim cleanse around December 2nd 2014 for \$4.95. I found on my card today a charge for \$89.57 from this company - not the same company that initially charged me. After reading other Bbb complaints for these same deceptive practices I called and requested a refund. I was initially told the most they could refund was 30%, then 50%, then 70%. I mentioned the fact that all customers online reported receiving 100% refund of the fraudulent charge. I was told by supervisor Taylor that companies pay off the Bbb to get a good rating anyway and those reviews didn't mean I was owed my refund. I am filing this complaint because I am owed a refund of \$89.57 for the hard earned funds that were stolen from me.

Consumer's Desired Resolution:

I will be refunded the \$89.57 I was fraudulently charged. To not be fully refunded would be discriminatory.

01/07/2015 **web BBB** Case Received by BBB
01/08/2015 **cha BBB** Case Reviewed by BBB
01/08/2015 **Otto EMAIL** Send Acknowledgement to Consumer
01/08/2015 **Otto MAIL** Notify Business of Dispute
01/23/2015 **Otto BBB** No response to first notice to business
01/23/2015 **Otto EMAIL** Consumer - Have You Heard From the Company
01/23/2015 **Otto MAIL** Reminder of Dispute to Business
02/03/2015 **Otto BBB** No Response received from Business on 2nd Notice
02/05/2015 **cha BBB** Phone Call or Time Extension
02/09/2015 **Otto BBB** No Response received from Business on 2nd Notice
02/10/2015 **cha BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90142933

Date: 02-05-2015

Customer Name: Holly Mullesch

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$28.57 (remaining Garcinia Elite Slim product cost) for the charge on 01-05-2015, as of 02-05-2015. The customer has previously accepted a settlement refund of \$61.00, issued on 01-08-2015, for this order. The customer has been refunded \$42.90 (remaining Garcinia Cambogia product cost) for the charge on 01-11-2015, as of 02-05-2015. The customer has previously accepted a settlement refund of \$44.00, issued on 01-17-2015, for this order. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-30-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia Elite Slim weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the

products that they ordered. The customer has been issued a refund of \$28.57 (remaining Garcinia Elite Slim product cost) for the charge on 01-05-2015, as of 02-05-2015. The customer has previously accepted a settlement refund of \$61.00, issued on 01-08-2015, for this order. The customer has been refunded \$42.90 (remaining Garcinia Cambogia product cost) for the charge on 01-11-2015, as of 02-05-2015. The customer has previously accepted a settlement refund of \$44.00, issued on 01-17-2015, for this order. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

02/10/2015 **cha EMAIL** Forward Business response to Consumer

02/10/2015 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

It shouldn't require a Bbb complaint for the company rot refund a customer.

Companies that purposefully scam customers should be put out of business. No customer would pay \$180.00 for 2 bottles of weight loss pills. Thank you for the refund.

02/10/2015 **cha MAIL** Inform Business - Case Closed RESOLVED

02/10/2015 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90127773 BBB of Central Florida

Consumer Info:

Mullins, Jessica
620 Venters Lane Lot16

2000

Pikeville, KY 41501
606 509-0121 606 509-0121

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Didn't authorize any payment to my Visa card other than \$4.95.
Ordered product garcinia Cambodia on March 21 2014 under the impression it was \$4.95 for a free trial..the way I understood it on website made me think that is all it costed for that one bottle..first was suppose to receive it on march 26th but never received it until March 30 then on April 7 they took out \$86.90 from my Visa card which I did not authorize..anytime I tried to contact them I was always on hold listening to music for no less than 10 min and as long as 45 min. I had to call 8 times today and held on 45 min before someone picked up and then she started being rude after I ask for a refund..trying to make me feel stupid because I didn't understand the website..but everyone I have talk to understood it the same as I did.

Consumer's Desired Resolution:

All I want is a refund for the \$86.90 they took from my visa that I did not authorize..

04/10/2014 web **BBB** Case Received by BBB
04/10/2014 cha **BBB** Case Reviewed by BBB
04/10/2014 Otto **EMAIL** Send Acknowledgement to Consumer
04/10/2014 Otto **MAIL** Notify Business of Dispute
04/22/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90127773

Customer Name: Jessica Mullins
To whom it may concern,

I would like to preface by stating that the customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) and also \$87.35 (Amazing Cleanse product cost) as of 04/22/2014. Please allow 2 -7 business days for the refunds to process and post back to the customer's account. On 03/21/2014 two orders were placed; one for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling and one for our Amazing Cleanse supplement to try for a 14-day trial paying \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia and Amazing Cleanse trial expirations, the customer was billed \$86.90 and \$87.35 for the weight loss supplements. We apologize for any inconvenience this may have caused the customer. Again, we have issued two refunds; one for \$86.90 for Garcinia Cambogia and also one for \$87.35 for Amazing Cleanse as of 04/22/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

04/23/2014 cha **EMAIL** Forward Business response to Consumer
04/23/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

I agree with the companys decision to reimburse me but wont be completely satisfied until I know the money is returned to my account within 7 business days.I think they

should fix their website so that everybody can understand exactly what they are getting into. Anyways, when I see the money back in my account, then I will be greatly satisfied, so thanks for responding to the complaint.

04/24/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED
04/24/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124828 BBB of Central Florida

Consumer Info:

Munyor, Salome
62 Sweet Birch Lane

2000

Dallas, GA 30132
- 770 292-0854

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Bought Garcinia and Amazing Cleanse pills for &4.95. Received two bottles a week later separate. Have two &92.00 dollars charge. Refused full refund.

Bought Garcinia and Amazing Cleanse pills for &4.95. Received two bottles a week later separate. Have two \$92.00 dollars charge. Refused full refund. The offered 50%, which means I ended getting charged over \$100 for two bottles. Same pills cost less that \$15 dollars. This company is deceiving clients. They have advertised that the cost is what you pay and then they charge you after 14 days. I called on the 14th day when I found the charges on my account.

Consumer's Desired Resolution:

I would like to warn others of this company business model. They well know customers will call back when they get hit with unwarranted charges, but then they will direct you to their payment page for fine prints. We need to be educated consumers, and I hope this company is charged for stealing customer money. I feel cheated.

02/22/2014 **web BBB** Case Received by BBB
02/25/2014 **cha BBB** Case Determined to be INFO ONLY - No Wait
02/25/2014 **Otto EMAIL** Inform Consumer - Case Closed INFO ONLY
02/25/2014 **Otto MAIL** Inform Business of Case Closed INFO ONLY
02/25/2014 **Otto BBB** Case Closed INFO ONLY

COMPLAINT ACTIVITY REPORT Case # 90121214 BBB of Central Florida

Consumer Info:

Murphy, Beverly
PO Box 68

2000

Sycamore, AL 35149
- 256 404-7754

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

\$86.90 unauthorized charge on my account for a "free" trial product
I ordered a free 2-week trial of the Garcinia Cambogia product and paid \$4.95 for shipping. All the emails that I received for shipping and order confirmation indicated that I was charged the \$4.95 on 11/30/2013. On 12/15/13, I was charged \$86.90 by the company. When I called to complain, I was told that I had to cancel and return the product unopened in order to receive a refund. This was not explained nor was it in the communication from the company.

Consumer's Desired Resolution:

The product did not work as described and I want to a refund on the product. I am agreeable to paying the \$4.95 shipping as originally agreed but not the \$86.90 that I didn't agree to pay. I have cancelled my account with the company in order to stop any further shipments from them.

12/19/2013 **web BBB** Case Received by BBB
12/20/2013 **cha BBB** Case Reviewed by BBB
12/20/2013 **Otto EMAIL** Send Acknowledgement to Consumer
12/20/2013 **Otto MAIL** Notify Business of Dispute
12/31/2013 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,
I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 12-31-2013. Please allow 2-7 business days for the refund to process and post back to the customer's account. We do not offer any free trials rather we offer a 14-day trial all of which is stated on our order page below the order summary. We apologize for any confusion the customer may have had regarding our offer. Should you have any other questions or concerns, please feel free to reply to this response. Again, the customer's been refunded for the amount of \$86.90 as of 12-31-2013 and their membership canceled.

Regards,
Complaint Department

01/02/2014 **cha EMAIL** Forward Business response to Consumer
01/13/2014 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
01/13/2014 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
01/13/2014 **Otto BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141395 BBB of Central Florida

Consumer Info:

Navarro, Angelica
13344 Bracken St

2000

Arleta, CA 91331
818 317-7754 818 317-7754

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)**Consumer's Original Complaint :**

Was charged for products I never received. Company will not refund me since I missed the 14 day trial window. Charges not disclosed on advertise add.

I ordered a "free trial" of Garcinia supplement and Cleanse supplement from Healthy New Beginnings, Inc. No where did I read that I would be charged \$86 and change and \$88 and change on this add. It was very deceiving because I would never pay that absurd amount of money for a 14day supply of any supplement. I did pay shipping and handling, this was around the middle of November. I never received the products I ordered but I was charged the high amounts. I noticed the charge of \$86 and change on my account and did not recognize the vendor and the phone number provided was disconnected. I panicked thinking there was fraudulent activity so I called my bank, cancelled my debit visa card, and filed a fraud report. I later figured out that the billing was from Health New Beginnings because I researched on line. I did call this company two times to explain my situation- the first time they said they would cancel my account. Days later I found another charge for \$88 and change from dame company. I called their 8886568893 number and spoke with Brietta- I explained my situation and emphasized that I never received product to "trial" or had chance to cancel within 14 days. She went on about terms and conditions and indicated that per their tracking- the product was delivered on 11/26/14 by USPS and that if I did not receive it I need to contact USPS. I told her that I was not the vendor and that I should not be tracking the whereabouts of a supposed package. I asked to speak with a supervisor but she kept saying they would tell me the same thing. She also said that if I filed a police report that they could not help me because they did everything through their terms and conditions. I insisted on speaking to a supervisor and when she did put me on hold to transfer me to a supervisor and the line went dead.

This is bad business and bad customer service.

I never received the product.

I never had opportunity to trial or even look at product to decide if it was worth it or to cancel.

I did not know I would be charged an obscene amount of money.

This company didn't give good customer service or support, they were threatening and rude.

I just wasn't my money back for a ghost product I did not receive or get to try. I want no more business with this company. They are a bad and misleading business.

Consumer's Desired Resolution:

I would like my refund for all money paid to this company, including the shipping and handling I paid for the 2 products and the \$86 and change and \$88 and change I have been charged.

| | | |
|------------|------------|--|
| 12/09/2014 | web BBB | Case Received by BBB |
| 12/10/2014 | cha BBB | Case Reviewed by BBB |
| 12/10/2014 | Otto EMAIL | Send Acknowledgement to Consumer |
| 12/10/2014 | Otto MAIL | Notify Business of Dispute |
| 12/25/2014 | Otto BBB | No response to first notice to business |
| 12/25/2014 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 12/25/2014 | Otto MAIL | Reminder of Dispute to Business |
| 01/05/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/05/2015 | cha BBB | Phone Call or Time Extension |

01/09/2015 **Otto BBB** No Response received from Business on 2nd Notice
01/09/2015 **cha BBB** Inform Consumer No Response from Business
01/09/2015 **Otto EMAIL** Inform Consumer - Case Closed UNANSWERED
01/09/2015 **Otto MAIL** Inform Business - Case Closed UNANSWERED
01/09/2015 **Otto BBB** Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90125109 BBB of Central Florida

Consumer Info:

Neal, Sandra
220 Channel Cove
Jamestown, NC 27282
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

This company charged my account of \$86.90 without my authorization. Ordered free trial for 4.95 of Garcinia Cambogia I noticed my credit card statement c shows a charge for \$86.90 which I never ordered or said to put on my card. I called the company and first I was told they could refund me 35%, and I said no; then they told me they could do 50% and again I said no; the later told me they could refund me 70% of the 86.90 in which I said no. I told Hunter the supervisor I had not open the product. He said I could return the product and they would refund the entire amount except for the 4.95. I was also told I would have to pay another fee for shipping which I do not think I need to pay for shipping of a product I have not opened. I would like my entire refund credited back to my account and if I send the product back, I will pay for Shipping if the initial shipping is placed back into my account.

Consumer's Desired Resolution:

I would like the entire \$86.90 refunded back to my account.

02/26/2014 web **BBB** Case Received by BBB
02/27/2014 cha **BBB** Case Reviewed by BBB
02/27/2014 Otto **EMAIL** Send Acknowledgement to Consumer
02/27/2014 Otto **MAIL** Notify Business of Dispute
03/10/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125109

Customer Name: Sandra Neal

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 3-10-2014. Please allow 2-7 business days for the refund to process and post back to their account. On 1-30-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or phone to obtain an extension. If we are not contacted by the customer prior to the end of their trial period, they will be billed for the product of which they received and enrolled in an auto-ship membership until cancelled. All of which is stated on our order page, on our website and within our terms and conditions. Since we were never contacted prior to the end of their trial, they were billed \$86.90 for the Garcinia Cambogia supplement on 2-13-2014. Ms. Neal contacted our support center on 2-26-2014 regarding the \$86.90 charge to her account. The customer support representative explained what they signed up for, why they were billed and cancelled their membership. The call was then transferred to a supervisor of who attempted to set the customer up for a return of the product so we could refund their account once we received the return. Rather than returning the product the customer stated she would file a complaint and disconnected the call. Again, the customer has been refunded in full for the amount of \$86.90 as of 3-10-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/10/2014 cha **EMAIL** Forward Business response to Consumer
03/21/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
03/21/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED

03/21/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90126594 **BBB of Central Florida**

Consumer Info:

Northcutt, Adriana
4474 Julep St
Juneauneau, AK 99801
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Company did not deliver product in timely fashion and when contacted about a refund they charged a restocking fee and shipping back. Unclear sales.

I was charged \$180 for a product that was supposed to be \$10 because I did not call and cancel my account. Yet I did not receive my product in the 14 day trial period to even try it to see if I wanted to keep it. I was told I should have called to get an extension. Then I was told I would be charged a \$10.00 fee for returning the product. Their was false advertising and misleading information with this product.

Consumer's Desired Resolution:

I want all money refunded for the product and no service fee for my return.

03/21/2014 web **BBB** Case Received by BBB
03/24/2014 cha **BBB** Case Reviewed by BBB
03/24/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/24/2014 Otto **MAIL** Notify Business of Dispute
04/08/2014 Otto **BBB** No response to first notice to business
04/08/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
04/08/2014 Otto **MAIL** Reminder of Dispute to Business
04/18/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,
We do not have any orders within our database with the information provided

by the customer:

NAME:
Adriana Northcutt
DAY PHONE:
-
ADDRESS:
4474 Julep St 99801
Juneauneau, AK
EVE PHONE:
-
CELL PHONE:
-
EMAIL:
Juneauteacher@gmail.com

We do not offer any products that amount to \$180.00. Please provide an order number and the information provided upon signup so we are able to locate the order. Thank you.

Healthy New Beginnings

04/21/2014 cha **EMAIL** Forward Business response to Consumer
05/02/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
05/02/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
05/02/2014 Otto **BBB** Case closed - ASSUMED RESOLVED
05/12/2014 cha **BBB** ReOpen the Complaint
05/12/2014 cha **BBB** UNABLE TO PROCESS due to insufficient Information

05/12/2014
05/12/2014

Otto EMAIL Send notice of UNPROCESSIBLE to Consumer
Otto BBB Case Closed as UNABLE TO PROCESS

COMPLAINT ACTIVITY REPORT Case # 90117323 **BBB of Central Florida**

Consumer Info:

2000

Olnes, Lavonne
206 E Dewey St
Petersburg, NE 68652-5618
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

See attachment.

Consumer's Desired Resolution:

Refund.

10/02/2013 cha BBB Case Received by BBB
10/02/2013 cha MAIL Manually Inform Business of Case
10/02/2013 Otto MAIL Send Acknowledgement to Consumer
10/08/2013 WEB BBB RECEIVE BUSINESS RESPONSE : RE: Case # 90117323

To whom it may concern,

I would like to preface by stating that the customer been refunded for the amounts of \$4.95 and \$43.90 (the remainder of the \$86.90 charge) as of 10-08-2013. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 8-22-2013 Customer signed up for the Healthy New Beginnings Garcinia Cambogia weight loss supplement 14-day trial and paid \$4.95 for shipping and handling. As covered on our order page and within our terms and conditions the customer has 14 days to try the product to see if it suits them. If the customer does not feel they have enough time on the trial they are urged to contacts us via email or telephone to extend their trial. If we are not contacted by the customer before the end of their trial they will be billed the full retail value of the product on the 15th day, which was the \$86.90 charge. Customer contacted our call center on 9-23-2013 and was offered a 50% refund out of the \$86.90 charge. Customer agreed to a 50% refund (\$43.00) to settle the account along with cancelling any future recurring charges. Our terms and conditions clearly states that after the 14-day trial they will be billed for the product they have received. Again, the customer has been refunded in full for the amounts of \$4.95 and \$43.90. Should you have any other questions or concerns, please feel free to contact us again.

Regards,
Danielle W.
Healthy New Beginnings Inc
1540 International Parkway Suite 2000
Lake Mary, FL 32746
888.656.8893
support@healthynb.com

10/08/2013 cha MAIL Forward Business response to Consumer
10/21/2013 Otto BBB No Consumer Response- Assumed Resolved with Letter
10/21/2013 Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED
10/21/2013 Otto BBB Case closed - ASSUMED RESOLVED
10/22/2013 cha BBB ReOpen the Complaint
10/22/2013 cha BBB BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE

: I would like a complete refund except \$4.95

I was charged \$86.90 for a item that was advertised 4.95 postage I did not give permission to charge more to my acct. when i called the company they said take the \$43.90 or nothing and the case will be closed, and u get nothing i was quite irate and said i was turning them in to u they said go ahead nothing can be done I have not received my credit card billing so not sure if I was credited or not. I feel they should have to give all my money back except the

\$4.95 several complaints have been filed in Ne. against this company also. Hopefully something can be done so they don't cheat other people out of money. Good scam going for sure.

10/22/2013 cha MAIL Forward Consumer Rebuttal to Business

10/29/2013 WEB BBB RECEIVED BUSINESS' REBUTTAL RESPONSE : To whom it may concern,

I would like to point out that as stated in the previous response the customer was refunded in full for the amounts of \$4.95 (shipping and handling) and \$43.90 (the remainder of the \$86.90 that had yet to be refunded). These refunds were processed by myself on 10-08-2013. Please check with your bank to see if the refunds have processed and posted back to your account, since from what the customer stated, they have yet to get their statement to know whether or not the refunds went through. Again, everything has been refunded and was refunded almost a month ago. Should you have any other questions or concerns, feel free to contact us again.

Regards,

Complaint Department

10/29/2013 cha MAIL Send Consumer Rebuttal - No New Offer - AJR

10/29/2013 Otto MAIL Inform Business - Case ADMINISTRATIVELY CLOSED

10/29/2013 Otto BBB Case ADMINISTRATIVELY CLOSED

COMPLAINT ACTIVITY REPORT Case # 90142479 BBB of Central Florida

Consumer Info:

O'Neal, Susana
14229 Legend Glen CT
Gainesville, VA 20155
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Signed up for free trial and paid for shipping. Never agreed to any additional services or products. Was then billed \$86.90 without my consent.

Signed up for free trial 11/19/2014 and paid for shipping. Never agreed to any additional services or products. Was then billed \$86.90 without my consent. order #728534

Consumer's Desired Resolution:

full refund as i did not agree to anything other then free trail

| | | |
|-------------------|-------------------|--|
| 01/03/2015 | web BBB | Case Received by BBB |
| 01/05/2015 | cha BBB | Case Reviewed by BBB |
| 01/05/2015 | Otto EMAIL | Send Acknowledgement to Consumer |
| 01/05/2015 | Otto MAIL | Notify Business of Dispute |
| 01/20/2015 | Otto BBB | No response to first notice to business |
| 01/20/2015 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 01/20/2015 | Otto MAIL | Reminder of Dispute to Business |
| 02/02/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 02/05/2015 | cha BBB | Phone Call or Time Extension |
| 02/09/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 02/20/2015 | cha BBB | Inform Consumer No Response from Business |
| 02/20/2015 | Otto EMAIL | Inform Consumer - Case Closed UNANSWERED |
| 02/20/2015 | Otto MAIL | Inform Business - Case Closed UNANSWERED |
| 02/20/2015 | Otto BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90141147 BBB of Central Florida

Consumer Info:

Opper, Jaime
609 Park Ave #5

2000

Hoboken, NJ 07030
- 201 421-9124

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Healthy New Beginnings free trial offer (only pay S&H of \$4.95)and worry free 30 day money back guarantee. Very much a bait and switch.

This company is deceptive in their business practices. After the trial order from www.garciniawow.com, the email receipt of trial order comes from Healthy New Beginnings. In the fine print they mention the 14 day trial starts from date of trial order. By the time you receive the product, there is no time to even see if the product works before you are expected to cancel. I called after seeing the charges on my credit card and was not treated well by the customer service representative. I had sent an email a day earlier (before the charges showed up as pending on my credit card) asking to confirm that I would not be charged for anything and that I did not want the product and had not heard back anything. The representative I spoke on the phone with told me that it was my fault for not following up if I didn't get confirmation back. When I ordered the product initially, I called and spoke to a representative asking him to confirm I wouldn't be charged for anything beyond the 4.95 shipping and processing fee, and he said yes, he did not mention the 14 days or fine print. I also went to the website for healthy new beginnings and the same product that I was charged 86.90 for the trial bottle of, is offered as a 5 month supply for 86.90. The representative told me that the product is from a different site (the www.garciniawow.com/special) however both Healthy new beginnings and garciniawow.com have the same phone number. The site also mentions the "worry free 30 day money back guarantee" however in the fine print, it mentions that once the trial bottle has been opened you can not return it. The rate I was charged also included ANOTHER shipping fee, the 4.95 I initially paid, plus ANOTHER shipping fee of \$6.95. This company and website is a huge scam. I was also told that the GarciniaXS Cleanse that was also a part of the trial is from a different company Wonder Diet, where I was forced to call another phone number with the same hold music and wait on hold in excess of 10 minutes. This whole thing is a large scam to take peoples money and has left a very bad taste in my mouth. Order Number: 726196

I will also be filing a complaint against Wonder Diet.

Consumer's Desired Resolution:

refund of \$86.90 and the excess cleanse for \$88.49.

12/04/2014 web BBB Case Received by BBB
12/05/2014 cha BBB Case Reviewed by BBB
12/05/2014 Otto EMAIL Send Acknowledgement to Consumer
12/05/2014 Otto MAIL Notify Business of Dispute
12/09/2014 cha BBB MORE INFO RECEIVED FROM THE CONSUMER : From: Jaime Opper (<mailto:jaimeopper@gmail.com>)

Sent: Thursday, December 04, 2014 4:42 PM

To: info@centralflorida.bbb.org

Subject: Regarding a complaint I filed

Good Afternoon,

I filed a complaint against Healthy New Beginnings and mentioned that I was also going to file a complaint against Wonderdiet, Inc, however I did not realize that they are both a part of Healthy New Beginnings (where the original trial order was placed). When I called to question the charges, they advised that the cleanse was from a different company, even though

they were a part of the same order, however after reading other complaints and searching unsuccessfully for WonderDiet Inc on your website, I saw that they refunded others for both products. Can I modify my complaint to also request the refund for the GarciniaXS cleanse for \$88.49.

Thank you.
Sincerely,
Jaime Opper

12/23/2014 **Otto BBB** No response to first notice to business
12/23/2014 **Otto EMAIL** Consumer - Have You Heard From the Company
12/23/2014 **Otto MAIL** Reminder of Dispute to Business
01/04/2015 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90141147
Customer Name: Jaime Opper

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-03-2014, as of 12-23-2014. The customer has been refunded \$88.49 (Garcinia XS Cleanse product cost) for the charge on 12-03-2014, as of 12-23-2014. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-19-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS Cleanse weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-03-2014, as of 12-23-2014. The customer has been refunded \$88.49 (Garcinia XS Cleanse product cost) for the charge on 12-03-2014, as of 12-23-2014. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

01/05/2015 **cha EMAIL** Forward Business response to Consumer
01/16/2015 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
01/16/2015 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
01/16/2015 **Otto BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90145498 BBB of Central Florida

Consumer Info:

Ord, Michele
7413 Caribbean Drive

Rowlett, TX 75088
214 773-0217 214 773-0217

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Continue to bill after the account has been cancelled.
Called and cancelled the account in December and was charged 86.90 in December, 88.49 in January, and 95.44 in Feb. Have called again and asked the account be cancelled (they said it was already cancelled) however they are still charging my Credit Card.

Consumer's Desired Resolution:

No Settlement requested just want to make BBB aware that they are still charging people for products AFTER the accounts have been closed.

02/18/2015 **web BBB** Case Received by BBB
02/19/2015 **cha BBB** Case Determined to be INFO ONLY - No Wait
02/19/2015 **Otto EMAIL** Inform Consumer - Case Closed INFO ONLY
02/19/2015 **Otto MAIL** Inform Business of Case Closed INFO ONLY
02/19/2015 **Otto BBB** Case Closed INFO ONLY

COMPLAINT ACTIVITY REPORT Case # 90143951 BBB of Central Florida

Consumer Info:

Orris, Ashley
120 West Campus Drive Appt. #4004

2000

Milledgeville, GA 31061
- 404 839-1858

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered this product on January 16th and have yet to receive it. The company fails to pick up the phone and get in touch with me.

My credit card has been charged for the \$4.95 and I am seeking a refund as this company is a scam. I am hoping to protect myself from receiving any further charges from this company aswell.

Consumer's Desired Resolution:

I just want a full refund of \$4.95 unless they charge me more for the product.

01/25/2015 web **BBB** Case Received by BBB
01/26/2015 cha **BBB** Case Reviewed by BBB
01/26/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/26/2015 Otto **MAIL** Notify Business of Dispute
02/11/2015 Otto **BBB** No response to first notice to business
02/11/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
02/11/2015 Otto **MAIL** Reminder of Dispute to Business
02/23/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/25/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90143951

Date: 02-23-2015

Customer Name: Ashley Orris

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 01-30-2015, as of 02-01-2015. The customer has been refunded \$89.57 (Garcinia Elite Slim product cost) for the charge on 01-31-2014, as of 02-01-2015. Please allow 2 - 10 business days for the customer to receive these refunds. On 01-14-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia Elite Slim weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 01-30-2015, as of 02-01-2015. The customer has been refunded \$89.57 (Garcinia Elite Slim product cost) for the charge on 01-31-2014, as of 02-01-2015. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/25/2015

cha **EMAIL** Forward Business response to Consumer

COMPLAINT ACTIVITY REPORT Case # 90140218 BBB of Central Florida

Consumer Info:

2000

Ortega Visarraga, Angel
8400 La Paloma CT NW

Albuquerque, NM 87120

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

It was advertised on a link on Facebook to buy a 14 day supply for \$4.95. Two weeks later, my account was debited \$86.90. They will not refund me.

It was advertised on a link on Facebook to buy a 14 day supply for \$4.95. Two weeks later, my account was debited \$86.90. They will not refund me for the entire amount due because they said I agreed to the terms and conditions when I originally bought the product. Nowhere did I see that I will be charged 86.90! If that was the case, I NEVER would have bought anything! I opened the seal to the pills, but never used them. They will not refund me the full price because the seal is broken. Instead, they offered to give me \$44 and said I could keep the product. I don't want the product and I want my entire refund! This is false advertisement and bad business practice!

Consumer's Desired Resolution:

I want a full refund of 4.95 plus 86.90. I will return the 14 day supply, but the seal is broken.

11/14/2014 web **BBB** Case Received by BBB
11/17/2014 ned **BBB** Case Reviewed by BBB
11/17/2014 Otto **EMAIL** Send Acknowledgement to Consumer
11/17/2014 Otto **MAIL** Notify Business of Dispute
12/03/2014 Otto **BBB** No response to first notice to business
12/03/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/03/2014 Otto **MAIL** Reminder of Dispute to Business
12/09/2014 cha **BBB** DISPUTE RESOLVED- WITH LETTER : From: Angel Visarraga
(mailto:angelmichellea@yahoo.com)

Sent: Monday, December 08, 2014 1:24 PM
To: Better Business Bureau
Subject: Re: BBB Complaint Case# 90140218 (Ref#111-90198438-

90140218-6-320)

Healthy New Beginnings finally credited my account for the amount of \$86.90.

Thank you for your help.

Angel Visarraga

12/09/2014 Otto **MAIL** Inform Business - Case Closed RESOLVED
12/09/2014 Otto **BBB** Case Closed RESOLVED
01/04/2015 **BBB** MORE INFO RECEIVED FROM THE BUSINESS : Complaint ID:
90140218

Customer Name: Angel Ortega Visarraga (Name on Account: Angel Ortega)
To whom it may concern,

I would like to preface by stating that the customer has been issued a full refund for the product that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 11-11-2014, as of 11-20-2014. Please allow 2 - 10 business days for the customer to receive this refund. On 10-28-2014, an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s)

they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued a full refund for the product that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 11-11-2014, as of 11-20-2014. Please allow 2 - 10 business days for the customer to receive this refund. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

COMPLAINT ACTIVITY REPORT Case # 90141760 BBB of Central Florida

Consumer Info: Osterhout, Kathleen
231 Madison Ave W
2000
Holyoke, MA 01040-1907
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste
Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Good afternoon! My name is Kathleen Osterhout and a company in your area named Healthy New Beginnings scammed me and I see there have been many people before me that this has happened to and it's time to shut these people down!

The product was Garcinia Cambogia an herb supplement used for weight loss. Trial use for \$4.95 and there was no small print authorizing the amount they stole out of my account for \$86.90 and \$95!!! I had just paid my Dec.bills and they wiped out my account.

I called my bank immediately and cancelled my card and filed a complaint with my bank hoping to recover my money. I tried calling the company on Friday Dec.5th and they would not pick up.

I can't believe these people are still ripping people off and I can't understand why they're able to continue this operation when I saw so many posted complaints. I'm a good person with morals and values and I don't want to see others cheated.

I reside in Western Massachusetts and I look forward to hearing back from you! My cell # is 413-335-8060.

Consumer's Desired Resolution:

Refund.

12/16/2014 cha BBB Case Received by BBB
12/16/2014 cha BBB Case Reviewed by BBB
12/16/2014 Otto EMAIL Send Acknowledgement to Consumer
12/16/2014 Otto MAIL Notify Business of Dispute
01/01/2015 Otto BBB No response to first notice to business
01/01/2015 Otto EMAIL Consumer - Have You Heard From the Company
01/01/2015 Otto MAIL Reminder of Dispute to Business
01/06/2015 cha BBB MORE INFO RECEIVED FROM THE CONSUMER : From: Kathleen Osterhout (mailto:kosterhout616@gmail.com)

Sent: Thursday, January 01, 2015 2:46 PM

To: Better Business Bureau

Subject: Re: BBB Complaint Case# 90141760 (Ref#111-90198438-

90141760-6-320)

Happy New Year!

Doesn't surprise me that they didn't respond. When I tried to call the company they never answered the phone and when I saw all the complaints online from other people who had been scammed they had the same experience. Someone mentioned getting the Attorney General involved to try and really go after them and shut them down. It just doesn't seem right that they can continue to get away with stealing money from innocent people.

I really appreciate all that you've done!

I wish you all the best for 2015!

Kathleen

| | | |
|-------------------|-------------------|--|
| 01/12/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/12/2015 | cha BBB | Phone Call or Time Extension |
| 01/16/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/27/2015 | cha BBB | Inform Consumer No Response from Business |
| 01/27/2015 | Otto EMAIL | Inform Consumer - Case Closed UNANSWERED |
| 01/27/2015 | Otto MAIL | Inform Business - Case Closed UNANSWERED |
| 01/27/2015 | Otto BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90126652 BBB of Central Florida

Consumer Info:

Parkhurst, Dale
22 Meadow Road

Hampden, ME 04444
207 862-3668 207 862-3668

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Advertise free just pay the shipping cost.

Order the Diet med which was advertised free just pay for the shipping. A month later i see a fee taken out of my account not knowing what for never received and emails just got a shipment. Now i see another charge and never approved it and told them and they said it was a monthly thing. I never saw that any where when i order the free trial. They trick you to order the free trial and get your account info and take advantage of you and say its a monthly order. Can we say trap people.

Consumer's Desired Resolution:

All i ask is that the refund the money they took out this month and to stop any more out and cancel the orders.

03/23/2014 web **BBB** Case Received by BBB
03/24/2014 cha **BBB** Case Reviewed by BBB
03/24/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/24/2014 Otto **MAIL** Notify Business of Dispute
04/08/2014 Otto **BBB** No response to first notice to business
04/08/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
04/08/2014 Otto **MAIL** Reminder of Dispute to Business
04/18/2014 WEB **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90126652

Customer Name: Dale Parkhurst

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for three charges of \$86.90 (Garcinia Cambogia product cost) as of 04/18/2014. Please allow 2 -7 business days for the refunds to process and post back to the customer's account. On 01/08/2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$86.90 for the weight loss supplement. We apologize for any inconvenience this may have caused the customer. Again, we have issued three refunds of \$86.90 as of 04/18/2014 for charges on 01/22/2014, 02/21/2014, 03/23/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

04/21/2014 cha **EMAIL** Forward Business response to Consumer
05/02/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
05/02/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
05/02/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124028 BBB of Central Florida

Consumer Info:

Patel, Swetal
737 W WASHINGTON BLVD APT 1501

2000

CHICAGO, IL 606612189
847 791-0397 847 791-0397

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Sending unwanted products and charging credit card
Billed before 30 day trial period was over. Did not want more of this product. I see from my credit card statement that you have charged me in the amount of \$86.90 in January & February. I have contacted you not to bill me or send me product. Please reply to this e-mail within 3 business days or I will proceed with disputing charges with my credit card company as well as filing a complaint with the BBB.

Consumer's Desired Resolution:

Refund back anything you have charged me so far!

02/10/2014 **web BBB** Case Received by BBB
02/11/2014 **cha BBB** Case Reviewed by BBB
02/11/2014 **Otto EMAIL** Send Acknowledgement to Consumer
02/11/2014 **Otto MAIL** Notify Business of Dispute
02/11/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : I just noticed that They had also charged me in November \$86.90
02/21/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,
I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 and \$86.90 as of 2-21-2014. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 9-17-2013 an order was placed on our website to try our Garcinia Cambogia weight loss supplement for a 14-day trial (we offer no 30 day trials), paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or phone to get an extension on their trial. If we are not contacted by the customer prior to the end of their trial period, then they will be billed for the product of which was received by the customer once their trial expires. All of which is clearly stated on our website, the order page the customer placed their order on and within our terms and conditions. Since we were never contacted by the customer prior to the end of their 14-day trial, they were billed on the 15th day \$86.90 and we billed \$86.90 and shipped a new bottle every 30 days from the 15th day of signing up. We were contacted by the customer on 2-13-2014 regarding the charges to their account via email. We explained what the customer signed up for and that at the time we could only issue a refund on the most recent bottle that was shipped to the customer and that they would have to ship back the most recent bottle back to us for a refund. We have a 30 day return policy and since the customer never contacted us when they were first billed at the end of their trial, they contacted us 5 months after they placed their original order. We did go ahead and refund two of the \$86.90 charges prior to this response. These two refunds for \$86.90 were previously processed on 2-13-2014. Again, the customer has been refunded in full for \$86.90 and \$86.90 as of 2-21-2014 and their membership completely. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,

Healthy New Beginnings' Complaint Department

02/24/2014 **cha EMAIL** Forward Business response to Consumer
03/07/2014 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
03/07/2014 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
03/07/2014 **Otto BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90118430 BBB of Central Florida

Consumer Info: Patterson, Lisa
3339 I Country Club Village La
2000
Norcross, GA 30092
- 864 356-9906

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste
Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered a product. I tried to return the product within the 14 day trial window. Instead of allowing me to return the product, they charged me \$92.11 because they said I could not return an open product. I dealt with a very rude sales associate on the phone and no one was willing to work with me. I received no bill for the \$92.11 or alert that the a charge would be made to my account. On the website, it states, "If you enjoy our product during the trial period and choose to continue beyond the trial period, do nothing and on 14th day you will be charged a low price of only \$79.95 for the trial package." I did not choose to continue beyond the trial period and when I called them to tell them that, they charged me anyways.

Consumer's Desired Resolution:

DesiredSettlementID: RefundI want a full refund, plus over draft fees for my bank.

10/23/2013 **web BBB** Case Received by BBB
10/29/2013 **cha BBB** Case Reviewed by BBB
10/29/2013 **Otto EMAIL** Send Acknowledgement to Consumer
10/29/2013 **Otto MAIL** Notify Business of Dispute
11/07/2013 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,
I would like to preface by stating that the customer has been refunded in full for the amounts of \$4.95 (shipping and handling)and \$92.11. Please allow 2-7 business days for the refunds to process and post back to the customer's account. We do not reimburse any bank fees. We apologize for any inconvenience this matter may have caused the customer. Should you have any other questions or concerns, please do not hesitate to contact us again.
Regards,
Complaint Department
Healthy New Beginnings Inc
1540 International Parkway Suite 2000
Lake Mary, FL 32746
888.656.8893
support@healthynb.com
11/07/2013 **cha EMAIL** Forward Business response to Consumer
11/18/2013 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
11/18/2013 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
11/18/2013 **Otto BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90143655 BBB of Central Florida

Consumer Info:

Payne, Le-trice
5 1/2 Preston

2000

RavenswoodRavenswood, WV 26164
- 248 558-0451

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

This company is charging my bank account 89 dollars a month and I cannot get into contact with anyone to resolve this.

Problem date is January 6,2015 payment of \$89 they are charging my debit card for something I never ordered!

Consumer's Desired Resolution:

My refund and inconvenience fee!

| | | |
|-------------------|-------------------|--|
| 01/20/2015 | web BBB | Case Received by BBB |
| 01/21/2015 | cha BBB | Case Reviewed by BBB |
| 01/21/2015 | Otto EMAIL | Send Acknowledgement to Consumer |
| 01/21/2015 | Otto MAIL | Notify Business of Dispute |
| 02/06/2015 | Otto BBB | No response to first notice to business |
| 02/06/2015 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 02/06/2015 | Otto MAIL | Reminder of Dispute to Business |
| 02/17/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 02/26/2015 | cha BBB | Phone Call or Time Extension |
| 03/02/2015 | Otto BBB | No Response received from Business on 2nd Notice |

COMPLAINT ACTIVITY REPORT Case # 90122610 BBB of Central Florida

Consumer Info:

Peer, John
12542 N Woodlawn Dr
Mooresville, IN 46158
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Billed before 30 day trial period was over. Did not want more of this product.
I see from my credit card statement that you have charged me in the amount of \$65.17 on 1/9/14.
My e-mail dated 12/27/13 specifically stated for you not to bill me for future shipments. Please
reply to this e-mail within 3 business days or I will proceed with disputing charges with my credit
card company as well as filing a complaint with the BBB.

John Peer

-----Original Message-----

From: John Peer <jpeer1@aol.com>
To: support <support@healthynb.com>
Sent: Fri, Dec 27, 2013 4:18 am
Subject: Re: Order Confirmation #228013

I do not want any auto-shipments. Please cancel any automatic orders. I want to try this product
first.

Thank You,

John M Peer

-----Original Message-----

From: Healthy New Beginnings <no-reply@healthynb.com>
To: John Peer <jpeer1@aol.com>
Sent: Fri, Dec 20, 2013 4:19 pm
Subject: Order Confirmation #228013

Order Number: 228013 Ordered On: 12/20/2013 04:16pm

Bill to John Peer
12542 N Woodlawn Dr
Mooresville, IN
46158
United States Ship to John Peer
12542 N Woodlawn Dr
Mooresville, IN 46158

United States

Consumer's Desired Resolution:

Refund in the amount of \$65.17 and no further charges.

01/17/2014 **web BBB** Case Received by BBB
01/21/2014 **cha BBB** Case Reviewed by BBB
01/21/2014 **Otto EMAIL** Send Acknowledgement to Consumer
01/21/2014 **Otto MAIL** Notify Business of Dispute
01/31/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$65.17 as of 1-31-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. We do not offer any 30-day trials, we only offer a 14-day trial of which is what the customer's signed up for and that's why they were billed prior to 30 days. All of which is stated on the order page that the customer placed the order on. All future shipments have been canceled along with their membership. Should you have any other questions or concerns, feel free to reply to this response so we can address the issue. Thank you.

Regards,
HNB Complaint Department

01/31/2014 **cha EMAIL** Forward Business response to Consumer
02/01/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
02/03/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED
02/03/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90121080 BBB of Central Florida

Consumer Info:

Pendleton, Teresa
28020 Villa Walk Lane

2000

Fort Mill, SC 29707
- 803 431-3749

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I had never heard of let alone ordered anything from this company. I believe they are running a scam.

I opened my mail this morning to find a package from Healthy New Beginnings, inside was Garcinia Cambogia. I have never heard of either the company or the product. I called and received assistance from a young lady. She asked me to verify my email address...it did NOT match, she asked me to verify my phone number, it did NOT match. She however had a dead on match for my debit card. They stopped future shipments, however, there was a charge to my account which I disputed with my bank. I asked the lady for the phone number so I could call it, she said she wasn't authorized to give me that, when I told he I believe that when my information has been stolen I have every right to try to see by who, she gave me the number - 864-515-0090 - which was an out of service number. I am very distressed as I believe it is the company that got my debit card information, otherwise why would someone else have the product sent to me?? This has scam written all over it.

Consumer's Desired Resolution:

I just want to be sure this happens to NO ONE else. I have taken steps with my bank.

12/17/2013 **web BBB** Case Received by BBB
12/20/2013 **cha BBB** Case Determined to be INFO ONLY - No Wait
12/20/2013 **Otto EMAIL** Inform Consumer - Case Closed INFO ONLY
12/20/2013 **Otto MAIL** Inform Business of Case Closed INFO ONLY
12/20/2013 **Otto BBB** Case Closed INFO ONLY

COMPLAINT ACTIVITY REPORT Case # 90125452 BBB of Central Florida

Consumer Info:

Persaud, Lloyd
10384 SW 141 Court

Miami, FL 33186
305 383-7447 305 383-7447

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered a trial size of Garcinia Cambogia with the understanding that I will pay \$4.95 shipping. My credit card was charged on Jan 8, 2014 and on Jan 9th I received an email that the product was shipped. On Mar. 1st I received another shipment of the product which I did not order. I called today to cancel further shipments and seek a refund of the monies charged which upon investigation today revealed a charge of \$86.90 on Jan 22, 2014 and Feb. 21, 2014. I just received my CC statement which reflected January's charge. After waiting some 35 minutes on the telephone, the Customer Service Clerk at Healthy New Beginnings said that they cannot issue the refund. She indicated that if I did not contact them within 14 days, they will enroll me in their club and put me on their list of monthly subscribers. I told her that 14 days is too short a period for some one to assess the performance of this product. She agreed to refund the last amount on return of the product to the above address in Lake Monroe. The fact is they shipped the trial on Jan. 9th as per their email and then charged my account on Jan 22 which is 13 days after but I did not receive the product until days later than Jan 9th. So the 14 day period is a ruse. I paid \$4.95 up front for shipping but that was not deducted from the first "Membership" dues of \$86.90 as shipping was included in the second \$86.90. I was therefore charged twice for the shipment of the trial product.

Product_Or_Service: Garcinia Cambogia

Consumer's Desired Resolution:

DesiredSettlementID: RefundI would like a refund of \$173.80, i.e. \$86.90 x 2, as I was never fully aware of their "Membership" requirements which they themselves breached by charging my account 13 days after the product was shipped and wherein even if I was aware of such, I would not have been able to use the product for 14 days as logic says that I would have received the product well after the 9th as the product was shipped from Greenville. S. Carolina to Miami, Florida

03/04/2014 web **BBB** Case Received by BBB
03/04/2014 cha **BBB** Case Reviewed by BBB
03/04/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/04/2014 Otto **MAIL** Notify Business of Dispute
03/20/2014 Otto **BBB** No response to first notice to business
03/20/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
03/20/2014 Otto **MAIL** Reminder of Dispute to Business
03/20/2014 cha **BBB** MORE INFO RECEIVED FROM THE CONSUMER : From: LLOYD K R PERSAUD (mailto:krilloyd@bellsouth.net)
Sent: Thursday, March 20, 2014 10:06 AM
To: Better Business Bureau
Subject: Re: BBB Complaint Case# 90125452 (Ref#111-90198438-

90125452-6-320)

I have not heard from the company. I returned the last shipment for a refund which they promised. I am looking to get back the initial amount they charged after 2 weeks. I will contact you if I have anything further.

Thank you
Lloyd Persaud

03/24/2014

WEB BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90125452

Customer Name: Lloyd Persaud

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$86.90 and \$6.95 (restocking fee from their returned bottle that we received on 3-20-2014 and a \$79.95 refund was issued the same day) as of 3-24-2014. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 1-06-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 1-20-2014 for the product of which they received during the trial period and billed a second time on 2-19-2014 for the amount of \$86.90 and shipped a second bottle. Again, the customer's account has been refunded in full for the amount of \$86.90 (charge that took place on 1-20-2014) and \$6.95 (restocking fee for second bottle that was returned) as of 3-24-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/25/2014

cha EMAIL Forward Business response to Consumer

04/07/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

04/07/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

04/07/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90140915 BBB of Central Florida

Consumer Info: Pfeiffer, Erin
1385 W University Ave #242
2000
Flagstaff, AZ 86001
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste
Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Signed up for free trial and paid for shipping. Never agreed to any additional services or products. Was then billed \$93.85 without my consent.
Ordered free triAl on 11-17-14 agreed to pay for shipping, shipping fee processed on 11-19-14.
Received product 11-23-14.
Company charged Alan additional \$93.85 on 12-2-14

Consumer's Desired Resolution:

A refund of \$93.85

12/02/2014 web **BBB** Case Received by BBB
12/03/2014 cha **BBB** Case Reviewed by BBB
12/03/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/03/2014 Otto **MAIL** Notify Business of Dispute
12/09/2014 cha **BBB** DISPUTE RESOLVED- WITH LETTER : Settled with company for
a 50% refund.
12/09/2014 Otto **MAIL** Inform Business - Case Closed RESOLVED
12/09/2014 Otto **BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90143081 BBB of Central Florida

Consumer Info:

Phillips, Gwyn Nett
10 Chinaberry Lane

2000

Candler, NC 28715
475 234-2429 478 234-2429

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I am getting charge for Garcinia on my credit card and I am not receiving the product. Two months in a row.

I was charge \$86.90 acquirer reference number #55546554303456263700097, Merchant number #272600062637, original ref# 30396343 on my credit card ending 1261. I did not receive this item in the mail. I called the credit card company. This is the second time this happen on my card, the company credited my account \$86.90. Please help me!!!

Consumer's Desired Resolution:

I want \$86.90 paid to the credit card company. I do not want to run my credit over this. I am not going pay for something I don't want or did not receive in the mail. I closed this account due to this problem.

01/09/2015 web **BBB** Case Received by BBB
01/12/2015 cha **BBB** Case Reviewed by BBB
01/12/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/12/2015 Otto **MAIL** Notify Business of Dispute
01/27/2015 Otto **BBB** No response to first notice to business
01/27/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
01/27/2015 Otto **MAIL** Reminder of Dispute to Business
01/30/2015 cha **BBB** DISPUTE RESOLVED- WITH LETTER : I found out a family member used my card and order the product. Therefore, I paid the bill. I called the company to straighten this out. Thanks for your help. This matter is settle, all but with my family member. Thanks
01/30/2015 Otto **MAIL** Inform Business - Case Closed RESOLVED
01/30/2015 Otto **BBB** Case Closed RESOLVED
02/09/2015 **BBB** MORE INFO RECEIVED FROM THE BUSINESS : Complaint ID: 90143081

Date: 02-05-2015

Customer Name: Gwyn Nett Phillips

To whom it may concern,

I would like to preface by stating that the customer has been issued a refund for the product that they ordered. The customer has been issued a refund of \$4.95 (Garcinia Cambogia shipping cost) for the charge on 07-08-2014, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive this refund. On 07-08-2014, an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued a refund for the product that they ordered. The customer has been issued a refund of \$4.95 (Garcinia Cambogia shipping cost) for the charge on 07-08-2014, as of 02-05-2015. Please allow 2 - 10 business days for the customer

to receive this refund. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

COMPLAINT ACTIVITY REPORT Case # 90142492 BBB of Central Florida

Consumer Info:

Poe, Michael
722 Tobe

2000

Channelview, TX 77530
832 955-2610 832 955-2610

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Ordered products for 4.95 shipping. I did receive those products. I was billed 86.90 for products in December and January but have not received.

Ordered in Nov of 2014 and got the sample products. Charged 86.90 on both Dec 2014 and also in Jan 2015 and have not received products. Cannot get their service on phone. Just endless music and high volume message. I expect a full refund of two months of orders that were not received as well as them stopping any future orders. I don't want the product for it does not work as promised. Their customer service is almost impossible to find and trying to contact them is useless. Please help with this problem. They should be shut down for unethical business practices.

Consumer's Desired Resolution:

Wish to receive full refund for ordered products . 86.90 times 2. 173.80 in full. Product never received.

01/03/2015 web **BBB** Case Received by BBB
01/05/2015 cha **BBB** Case Reviewed by BBB
01/05/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/05/2015 Otto **MAIL** Notify Business of Dispute
01/20/2015 Otto **BBB** No response to first notice to business
01/20/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
01/20/2015 Otto **MAIL** Reminder of Dispute to Business
02/02/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/05/2015 cha **BBB** Phone Call or Time Extension
02/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/20/2015 cha **BBB** Inform Consumer No Response from Business
02/20/2015 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
02/20/2015 Otto **MAIL** Inform Business - Case Closed UNANSWERED
02/20/2015 Otto **BBB** Case Closed - UNANSWERED
02/24/2015 cha **BBB** MORE INFO RECEIVED FROM THE CONSUMER : From:
garrettm38.mp

Sent: Friday, February 20, 2015 6:57 PM

To: Better Business Bureau

Subject: RE: BBB Complaint Case# 90142492 (Ref#111-90198438-

90142492-12-500)

I have been in contact and kind of resolved the issue. They have stopped charging me for the product but insist that I have received the last orders and will not refund. No biggie. Lesson learned. Never order anything that has an auto renewal. Thank you for your efforts.

COMPLAINT ACTIVITY REPORT Case # 90127509 BBB of Central Florida

Consumer Info:

Powell, Michael
3104 McGerry St.

2000

Modesto, CA 95355
209 544-8262 209 544-8262

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Deceptive practice of fine print in free offer that results in financial obligation. I responded to ad on my e-mail offering free trial bottle of product for the cost of shipping. Sounded reasonable to me , so I ordered it. I didn't make note of exact dates but I think that I received order in about 10 days. I opened package and began my trial of product. After using the product for 5 days, I received a debit on my bank account for \$86.90. I called the company to complain that I had not completed my trial of product and didn't wish to order their product until I knew that it worked. I was informed that the trial period was only 14 days from the date that the order was placed and that that they could not issue any refunds on opened packages. All of these conditions were supposedly somewhere in the advertising or paperwork with shipment and they were not responsible for me not reading the fine print of their offer. I can honestly say that I never saw any of these conditions any where in the ad or paperwork. I'm not saying that it wasn't there but that it was for all intents and purposes hidden from my discovery. My request for refund of order was denied.

Consumer's Desired Resolution:

\$86.90

04/07/2014 web **BBB** Case Received by BBB
04/07/2014 cha **BBB** Case Reviewed by BBB
04/07/2014 Otto **EMAIL** Send Acknowledgement to Consumer
04/07/2014 Otto **MAIL** Notify Business of Dispute
04/22/2014 WEB **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90127509

Customer Name: Michael Powell

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$55.90 (Remaining Garcinia Cambogia product cost) as of 04/22/2014. The customer was originally issued a settlement refund of \$31.00, issued on 04/07/2014. Please allow 2 -7 business days for the refund to process and post back to the customer's account. On 03/22/2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is no enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$86.90 for the weight loss supplement. We apologize for any inconvenience this may have caused the customer. Again, we have issued a full refund of the remaining cost of \$55.90 as of 04/22/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

04/23/2014 cha **EMAIL** Forward Business response to Consumer

04/23/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated
he/she ACCEPTED the response from the business.)
04/23/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED
04/23/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90123327 BBB of Central Florida

Consumer Info:

Prevo, Raymond
245 Heil Rd

Gladwin, MI 48624
989 426-7058 989 426-7058

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Ordered free trial on 12-31-13, then charge for another date 1-14-14 shows on credit card
Ordered free trial of Garcinia Cambogia for \$4.95 shipping on 12-31-13. Then today my credit card statement came and shows a charge on 1-14-14 for \$86.90 which I never ordered or said to put on my card

Consumer's Desired Resolution:

Total refund on my credit card.

01/29/2014 **web BBB** Case Received by BBB
01/30/2014 **cha BBB** Case Reviewed by BBB
01/30/2014 **Otto EMAIL** Send Acknowledgement to Consumer
01/30/2014 **Otto MAIL** Notify Business of Dispute
02/11/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,
I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 2-11-2014. Please allow 2-7 business days for the refund to process and post back to their account. The customer placed an order for our Garcinia Cambogia 14-day trial on 12-31-2013, only paying \$4.95 shipping and handling. We do not offer any free trials, only 14-day trials of which is stated on the order page before submitting their order. We were never contacted by the customer to resolve the issue they have. Since we never received contact from the customer to cancel their trial, they were billed \$86.90 for the product they've received on the 15th day, 01-14-2014. Again, the customer has been refunded in full for the amount of \$86.90 as of 2-11-2014 and their membership completely canceled. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,
Healthy New Beginnings

02/12/2014 **cha EMAIL** Forward Business response to Consumer
02/24/2014 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
02/24/2014 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
02/24/2014 **Otto BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124968 BBB of Central Florida

Consumer Info:

2000

Price, Stephanie
1949 Willow Hill Drive

Harrisonburg, VA 22801
540 271-1808 540 213-7586

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Place a free trial order cancelled right away debit card was charged 87.35. Without consent. And from thier affiliate weight loss solutions
Ordered on 2/10/2014 cancelled on 2/11/2014 confirmation email received on 2/15 2014. Charged my card 87.35 but from thier affiliate weight loss solutions never ordered anything else other than what I cancelled refusing to honor my cancellation and give my 87.35 back.

Consumer's Desired Resolution:

I want my 87.35 credited back to my card and I want everyone to know that this business is scam

02/25/2014 **web BBB** Case Received by BBB
02/25/2014 **cha BBB** Case Reviewed by BBB
02/25/2014 **Otto EMAIL** Send Acknowledgement to Consumer
02/25/2014 **Otto MAIL** Notify Business of Dispute
03/10/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90124968

Customer Name: Stephanie Price

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$87.35 as of 3-10-2014. Please allow 2-7 business days for the refund to process and post back to their account. On 2-10-2014 an order was placed for our Amazing Cleanse weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or phone to obtain an extension. If we are not contacted by the customer prior to the end of their trial period, they will be billed for the product of which they received and enrolled in an auto-ship membership until cancelled. All of which is stated on our order page, on our website and within our terms and conditions. Since we were never contacted prior to the end of their trial, they were billed \$87.35 for the Amazing Cleanse supplement on 2-24-2014. Ms. Price contacted our support center on 2-24-2014 regarding the \$87.35 charge to their account and stated that they did not order anything. Yet, within this complaint the customer states they cancelled via email. We have no record of said email within our database. The customer support representative cancelled their membership out to ensure no other shipments or billings would occur. Again, the customer has been refunded in full for the amount of \$87.35) as of 3-10-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings

03/10/2014 **cha EMAIL** Forward Business response to Consumer
03/11/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

I do accept however thier website is very deceiving. You order one item and they process the second because one doesnt work without the other. Its thier way of frauding us and getting thier 87.35 even after you cancel. I can provide emails of confirmation of me canceling. They are a joke.

03/11/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED

03/12/2014

Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90112931 **BBB of Central Florida**

Consumer Info:

Ramirez, Jasmine
607 Hansen Ave

2000

Las Cruces, NM 88005
575 649-2733 575 649-2733

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Company did not present full terms in an easy to find manner
Free product trial in which I was to pay 4.95 shipping and handling. It was not stated in a easy to find location when ordering that 1 I was signing up for a subscription and 2 that if I did not cancel the subscription within 14 days I would be charged 86.90 on top of the shipping and handling charge.

Consumer's Desired Resolution:

I do not feel the company disclosed all terms in an easy to find manner. I was sent straight to the ordering page from a differnt advertiser (dietcenter2013.com) and never anywhere that was easy to find told that I was signing up for a subscription that would be a significant amount. Especially for a product that didn't do anything for me. I don't want other to fall into this trap, when I called my bank about the charges they said that they had many people having issues with this same company. I believe they are using dishonest praticices. I don't want others falling into the same trap I fell into.

07/18/2013 **web BBB** Case Received by BBB
07/22/2013 **cha BBB** Case Reviewed by BBB
07/22/2013 **Otto EMAIL** Send Acknowledgement to Consumer
07/22/2013 **Otto MAIL** Notify Business of Dispute
07/31/2013 **WEB BBB** RECEIVE BUSINESS RESPONSE : RE: Case # 90112931

To whom it may concern,

I would like to preface by stating that the customer been refunded for the amount of \$86.90 and \$4.95 as of 7-31-2013. Please allow 2-7 business days for the refunds to post back to the customer's account. On 6-21-2013 Customer signed up for the Healthy New Beginnings Garcinia Cambogia weight loss supplement 14-day trial and paid \$4.95 for shipping and handling. As covered on our order page and within our terms and conditions the customer has 14 days to try the product to see if it suits them. If the customer does not feel they have enough time on the trial they are urged to contacts us via email or telephone to extend their trial. If we are not contacted by the customer before the end of their trial they will be billed the full retail value of the product on the 15th day, which was the \$86.90 charge. Our terms and conditions clearly states that after the 14-day trial they will be billed for the product they have received, which is what happened in this case since no contact was made before the end of their 14-day trial. Again, the customer has been refunded in full for the amounts of \$86.90, \$4.95 and their membership has been cancelled.

Regards,
Danielle W.
Healthy New Beginnings Inc
1540 International Parkway Suite 2000
Lake Mary, FL 32746
888.656.8893
support@healthynb.com

08/01/2013 **cha EMAIL** Forward Business response to Consumer
08/05/2013 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

I feel the company did what they could to ensure I was satisfied. They refunded my money. I appreciate that they were keeping the customer in mind, even if I had to take a few extra steps to make this happen.

08/06/2013 **Otto MAIL** Inform Business - Case Closed RESOLVED
08/06/2013 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90123075 **BBB of Central Florida**

Consumer Info:

Ramsey, Bryan
11300 N via Rancho Naranjo

2000

Tucson, AZ 85737
- 520 329-8721

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Unauthorized credit card charges

I ordered Garcinia Cambogia and Green Coffee Bean Extract from Health New Beginnings on 01/05/14 after reading an article on the internet from Men's Health, and featuring a video from the Dr. Oz show outlining the benefits of these products in weight loss. On their website, it states that you will be charged \$4.95 for shipping and handling for each bottle. I assumed I would be charged \$4.95 for the Garcinia Cambogia, and \$4.95 for the Green Coffee Bean Extract. When I received my bank statement, I was charged \$86.90 for the Garcinia Cambogia, and \$79.53 for the Green Coffee Bean Extract on 1/19/14. Neither one of the products worked, and I was unaware of their "terms and conditions" that states they can charge you a monthly subscription charge after 14 days. I believe they're business practices are fraudulent. Their product doesn't work, and I think it's a scam to get money for products that clearly doesn't cost \$86.90 and \$79.53; I can get products that do work at my local health food store for \$20.00. I would like a refund of my money. From what I'm reading on the BBB site, I'm not the only consumer that has been ripped off.

Consumer's Desired Resolution:

Full refund.

01/24/2014 **web BBB** Case Received by BBB
01/27/2014 **cha BBB** Case Reviewed by BBB
01/27/2014 **Otto EMAIL** Send Acknowledgement to Consumer
01/27/2014 **Otto MAIL** Notify Business of Dispute
02/04/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,
I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 2-03-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 1-24-2014 we received a call from the customer claiming to have canceled their membership, but within this complaint, the customer states "Neither one of the products worked, and I was unaware of their "terms and conditions" that states they can charge you a monthly subscription charge after 14 days." We were never contacted by the customer to cancel their membership prior to the end of the 14-day trial. The call was transferred to a supervisor and the supervisor attempted to explain what the customer signed up for and what the charge to their account was, but the customer continuously talked over the representative, began using profanity and eventually the representative had to release the call. We were contacted by the customer's credit union on 1-28-2014 regarding the charge and our representative explained what the charge was for and how to obtain a refund which is by returning the product. The credit union representative stated they would inform the customer and call back with the approval, we never received a call back. Their membership was canceled on 1-24-2014 as well. Again, the customer has been refunded in full for the amount of \$86.90 as of 2-03-2014 and their membership completely canceled. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,

Healthy New Beginning's Complaint Department

02/06/2014 **cha EMAIL** Forward Business response to Consumer
02/17/2014 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
02/17/2014 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED

02/17/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124611 BBB of Central Florida

Consumer Info:

Reaves, John
2920 Chapel Hill Road #88D

2000

Durham, NC 27707

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered the Garcinia Cambogia as a trial product and paid s/h fees of \$4.95. I then later discovered that my account was charged \$86.90 twice.

I ordered the free trial product Garcinia Cambogia and willingly paid for the shipping and handling charges of \$4.95. I then later discovered that I was charged \$86.90 in Jan 2014 & Feb. 2014 for additional products that I never received, nor did I authorize the charge to be made to my account. I have attempted several times to contact the company to dispute the reoccurring charges made to my account, but the phone just rings and I'm placed on hold for 30 minutes or longer. I, (along with others) feel that I have been scammed by a company that has a reputable doctor endorsing their product. Dr. Oz, I'm sure would not want to be affiliated with this type of business practice. This company (New Healthy Beginnings, Inc.) thrives in scamming innocent people and I feel that they should refund my account fully since I didn't authorize the charges nor receive any products. I contacted my bank and have filed a dispute with the company for a full refund of both monthly charges (\$173.80 total - for 2 charges of \$86.90). I will also say that this product is worthless, as I have used the trial product that I had ordered, and I noticed no difference.

Consumer's Desired Resolution:

I'm seeking a full refund of \$173.80 for the two charges of \$86.90 made to my account in January 2014 & February 2014. I have filed a complaint & a dispute (with my bank) of both the charges made and how the company "New Healthy Beginnings" violated me by making unauthorized transactions and their unwillingness to live up to Customer Service practices.

02/19/2014 web **BBB** Case Received by BBB
02/20/2014 cha **BBB** Case Reviewed by BBB
02/20/2014 Otto **EMAIL** Send Acknowledgement to Consumer
02/20/2014 Otto **MAIL** Notify Business of Dispute
03/04/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$86.90 (Garcinia Cambogia product cost on 1-19-2014) and \$86.90 (Garcinia Cambogia product cost on 2-18-2014) as of 3-4-2014. Please allow 2-7 business days for the refunds to process and post back to their account. On 1-05-2014 an order was placed to try our Garcinia Cambogia weight loss supplement for a 14-day trial paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via phone or email to extend their trial period. If we are not contacted by the customer prior to the end of their trial then once their trial expires they will be billed for the product(s) of which they received. Since we were never contacted by the customer prior to the end of their trial then they were billed \$86.90 on the 15th day (1-19-2014) and shipped another bottle 30 days later (2-18-2014). Again, the customer has been refunded in full for both amounts of \$86.90 as of 3-4-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,
Healthy New Beginnings

03/04/2014 cha **EMAIL** Forward Business response to Consumer
03/17/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
03/17/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED

03/17/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90125758 BBB of Central Florida

Consumer Info:

Reed, Paul
1333 Juniper Lane

Albertonon, MT 59820
406 240-6044 406 240-6044

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Company web page does not clearly disclose the cost of "trial" offer of "Garcinia Wow!"
On 2/7/14, I went online to obtain a 30-day trial offer for "Garcinia Wow!" (www.garcinia-cambogia-trial.com). The information on the web page lead me to believe I was getting a free 30-day trial bottle and all I had to do was pay shipping and handling of \$4.95. I completed the form and went thru their process and did not notice, in tiny light gray print underneath a very large "CLAIM YOUR TRIAL BOTTLE TODAY" that I would be charged \$86.90 if I didn't contact them after 14 days. I noticed this when I was balancing my checkbook today. I called them and told them I did not see the "fine print" and asked for a full refund. They said I could send the unopened pills back and they would refund. I told them that I had taken them and that they didn't work. They said there was nothing they could do that the disclaimer was on the web page and it wasn't their fault I didn't read it. After a heated conversation, Brian (extension 371) offered to give me a 30% refund as a courtesy. I told him I thought they were running a scam and told them to cancel any other future charges I may not know about which he said he did and I hung up. Later I called back and spoke to a female and she said the same thing but offered to throw in her employee discount and would give me a 50% refund. I told her to credit my bank account. Clearly this is a scam - they know what they are doing - they keep \$43.45 of every order plus the \$4.95 it took to ship the bottle of pills.

Consumer's Desired Resolution:

I want a FULL refund - not just 50%.

03/09/2014 web **BBB** Case Received by BBB
03/10/2014 cha **BBB** Case Reviewed by BBB
03/10/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/10/2014 Otto **MAIL** Notify Business of Dispute
03/26/2014 Otto **BBB** No response to first notice to business
03/26/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
03/26/2014 Otto **MAIL** Reminder of Dispute to Business
03/26/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : They have not contacted me since I filed this complaint. They did refund HALF by crediting my bank account on 3/11/14 in the amount of \$43.45. I want a FULL refund so they still owe me \$43.45. Thank you.
03/27/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125758

Customer Name: Paul Reed

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$43.45 (the remainder of the Garcinia Cambogia product cost) and \$43.35 (the remainder of the Amazing Cleanse product cost) as of 3-27-2014. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 2-05-2014 two orders were placed; one for our Garcinia Cambogia weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling and one for our Amazing Cleanse supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 for the Garcinia Cambogia order and \$87.35 for the Amazing Cleanse order. A partial refund of 50% (\$43.45) was refunded on the Garcinia Cambogia order and a second partial refund of 50% (\$44.00) was refunded on the Amazing Cleanse order.

Again, the customer's account has been refunded in full for the remaining amounts of \$43.45 (Garcinia Cambogia order) and \$43.35 (Amazing Cleanse order) as of 3-27-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings

03/28/2014 **cha EMAIL** Forward Business response to Consumer

03/28/2014 **WEB BBB** BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE
: (The consumer indicated he/she DID NOT accept the response from the business.)

Their answer is somewhat confusing. I would like to wait until I see the credit on my bank account to accept their response. I was billed \$174.27 for both products (that I didn't want and which didn't work). I contacted them prior to contacting BBB and they agreed to refund me \$87.45 which I have seen on my account. If they have refunded in full since I filed my complaint, I should see a credit of \$86.82.

Did they change anything on their web page to emphasize the need to call them back before the 14 day trial period was over to cancel further charges??? As it is now, it is in tiny, light gray print under a much larger colorful box you must click to continue to get the "free 14-day trial".

03/29/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : I have received a full refund. The only concern that remains is their misleading web page. Will anything be done to require them to make it more clear for consumers?

04/01/2014 **cha MAIL** Forward Consumer Rebuttal to Business

04/14/2014 **Otto BBB** No Response from Business re: Consumer Rebuttal

04/17/2014 **cha BBB** Bureau judged complaint to be closed UNRESOLVED

04/17/2014 **Otto EMAIL** Inform Consumer - Case Closed UNRESOLVED

04/17/2014 **Otto MAIL** Inform Business - Case Closed UNRESOLVED

04/17/2014 **Otto BBB** Case Closed UNRESOLVED

COMPLAINT ACTIVITY REPORT Case # 90125219 BBB of Central Florida

Consumer Info:

Regan, Dee
920 Glennshire Drive
Knoxville, TN 37923
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Unauthorized charge to credit card after trial period
The advertising for this product does not clearly state that you are enrolling in continued shipments. It is unrealistic to expect a cancellation within 14 days if both products ordered are not shipped at the same time. It is also unrealistic to not process refunds when a product has been opened if the product is guaranteed. This is sketchy business practices and fraudulent advertising.

Consumer's Desired Resolution:

The amount charged to my credit card of \$86.90.

02/28/2014 web **BBB** Case Received by BBB
03/03/2014 cha **BBB** Case Reviewed by BBB
03/03/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/03/2014 Otto **MAIL** Notify Business of Dispute
03/18/2014 Otto **BBB** No response to first notice to business
03/18/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
03/18/2014 Otto **MAIL** Reminder of Dispute to Business
03/24/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125219

Customer Name: Dee Regan

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 3-24-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 2-04-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 2-18-2014 for the product of which they received during the trial period. Again, the customer's account has been refunded in full for the amount of \$86.90 as of 3-24-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/25/2014 cha **EMAIL** Forward Business response to Consumer
04/07/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
04/07/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
04/07/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90145481 BBB of Central Florida

Consumer Info:

Rehbock, Michelle
13445 Glen Entrance
Homer Glen, IL 60491
- -

Business Info:

Healthy New Beginnings, Inc.
1540 International Pkwy Ste
Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I purchased a free trial from the company Health New Beginnings. I did not authorize any monthly fee and I was charged twice.

Hello, I was scammed by a business called Health New Beginnings and I see that many other people have been scammed too!

The product was Garcinia Cambogia which is an herb supplement. The free trial was charged to my account (\$4.95) on January 14, 2015 and the order number is 926126 (which was emailed to me on 1/12/2015). I did not authorize any other charges and there were no buttons or fine print saying that I would be charged again for this "free trial".

Once I received the product, I looked at the ingredients and saw that they were missing an ingredient that is supposed to be in this type of herb supplement.

On February 3, 2015, I was charged \$89.57 and I was also charged again on February 4, 2015 for \$86.90 by Online Diet Miracles/Elite Healthy Living. I never authorized these charges. I called the company and sat on the phone waiting for over an hour because nobody knew how to solve this problem. They then told me they could only refund 50% of my money that I did not authorize them to take out in the first place. I talked to the supervisor (April) and she told me that those charges were for the "free trial" because I did not sign into my account and cancel my subscription. I never made an account and I definitely did not authorize any subscription or additional money to be taken out of my bank account. I demanded them to cancel EVERYTHING and was sent an email on February 2, 2015 for a cancellation notification (#966934).

I called my bank (2/2/2015) to try and have them sort everything out and get my money back, but I have not received any information from them. My claim number is #374171746850001. I finally searched online and found that a lot of people had the same problem with this company.

Healthy New Beginnings should be put out of business! Deceiving people is not a good quality to have for your business. They purposely omit information so that people will get scammed into their "business" and product that does not even work.

Consumer's Desired Resolution:

I want a refund for both charges on February 3, 2015 for \$89.57 and on February 4, 2015 for \$86.90. $\$89.57 + \$86.90 = \$176.47$

| | | |
|-------------------|-------------------|----------------------------------|
| 02/18/2015 | web BBB | Case Received by BBB |
| 02/19/2015 | cha BBB | Case Reviewed by BBB |
| 02/19/2015 | Otto EMAIL | Send Acknowledgement to Consumer |
| 02/19/2015 | Otto MAIL | Notify Business of Dispute |

COMPLAINT ACTIVITY REPORT Case # 90125804 BBB of Central Florida

Consumer Info:

Reid, Terrell
5777 Bridle Ridge Lane

2000

Wade, NC 28395
- 910 624-7772

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Ordered FREE TRIAL of product for \$4.95 shipping on 2/20/14. On 3/6/14 an unauthorized charge of \$86.90 was made against my credit card.

Ordered FREE TRIAL of "Garcinia Wow" product for \$4.95 shipping + \$1.49 extra for rush shipping for a total of \$6.44 on 2/20/14. On 3/6/14 unauthorized charge of \$86.90 was made against my credit card. Tried calling company, but no answer. Tried their website to get help, but it doesn't work. I didn't authorize anything but the initial shipping charge for the FREE TRIAL. I fear that I have been SCAMMED.

Consumer's Desired Resolution:

refund the unauthorized charge of \$86.90 to my credit card account.

03/10/2014 web **BBB** Case Received by BBB
03/11/2014 cha **BBB** Case Reviewed by BBB
03/11/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/11/2014 Otto **MAIL** Notify Business of Dispute
03/24/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125804

Customer Name: Terrell Reid

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$86.90 (Garcinia Cambogia product cost that took place on 3-06-2014) and \$87.35 (Amazing Cleanse product cost that took place on 3-06-2014 as of 3-24-2014. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 2-20-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. A secondary order was placed for our Amazing Cleanse supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 for their Garcinia Cambogia order and \$87.35 for their Amazing Cleanse order on 3-06-2014. Again, the customer's account has been refunded in full for the amounts of \$86.90 and \$87.35 as of 3-24-2014 and their memberships completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/25/2014 cha **EMAIL** Forward Business response to Consumer
04/07/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
04/07/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
04/07/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90140315 BBB of Central Florida

Consumer Info:

Reynolds, Elizabeth
1180 E St. Apt. 411

Hayward, CA 94541
978 551-1341 978 551-1341

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Cancelled free trial, Customer Representative refused to give a conformation regarding cancelation and now I have an unwanted charge on my credit card
I signed up for a free trial offer on 11/03. I paid \$4.95 with my VISA card on 11/05 for shipping&handling on a free trial of Garcinia Wow by Healthy New Beginnings. They did not include an order number just a message diplaying my order is being processed. The package arrived on 11/10 and on 11/12 I called to cancel withing the 14 days deadline they gave to successfully cancel. The woman I spoke with was rude and refused to give me her name and a confirmation of my cancellation. She bothered me multiple times to give it a try and wait to see results before I cancelled. I politely declined and asked for my cancellation confirmation in which she still denied me and hung up on me when I asked to speak with a manager. I've tried calling back multiple times and can no longer get anyone to pick up the phone. Today I noticed a charge of \$86.90 taken from my account by this company and I will be contacting my bank about this because this is an unauthorized charge, I did what I was suppose to and cancelled on time and now I'm still receiving a charge from them.

Consumer's Desired Resolution:

All I ask it my \$86.90 please be refunded back to my account, I am a mother of two young children and every little penny I have counts in going towards providing for my family and making sure my children are fed. I also want confirmation that this company will not be charging me again in the future.

11/17/2014 web BBB Case Received by BBB
11/19/2014 ned BBB Case Reviewed by BBB
11/19/2014 Otto EMAIL Send Acknowledgement to Consumer
11/19/2014 Otto MAIL Notify Business of Dispute
12/04/2014 Otto BBB No response to first notice to business
12/04/2014 Otto EMAIL Consumer - Have You Heard From the Company
12/04/2014 Otto MAIL Reminder of Dispute to Business
12/15/2014 Otto BBB No Response received from Business on 2nd Notice
12/19/2014 cha BBB Phone Call or Time Extension
12/23/2014 Otto BBB No Response received from Business on 2nd Notice
12/23/2014 cha BBB Inform Consumer No Response from Business
12/23/2014 Otto EMAIL Inform Consumer - Case Closed UNANSWERED
12/23/2014 Otto MAIL Inform Business - Case Closed UNANSWERED
12/23/2014 Otto BBB Case Closed - UNANSWERED
01/05/2015 cha BBB ReOpen the Complaint
01/05/2015 cha BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90140315

Customer Name: Elizabeth Reynolds

To whom it may concern,

I would like to preface by stating that the customer has been issued a refund for the product that they ordered. The customer has been issued a refund of \$55.90 (remaining Garcinia Cambogia product cost) for the charge on 11-17-2014, as of 12-19-2014. The customer has previously accepted a settlement refund of \$31.00, issued on 11-17-2014, for this order. The customer has also been issued a refund of \$44.49 (remaining Garcinia XS product cost) for the

charge on 11-17-2014, as of 12-19-2014. The customer has previously accepted a settlement refund of \$44.00, issued on 11-20-2014, for this order. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-03-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued a refund for the product that they ordered. The customer has been issued a refund of \$55.90 (remaining Garcinia Cambogia product cost) for the charge on 11-17-2014, as of 12-19-2014. The customer has previously accepted a settlement refund of \$31.00, issued on 11-17-2014, for this order. The customer has also been issued a refund of \$44.49 (remaining Garcinia XS product cost) for the charge on 11-17-2014, as of 12-19-2014. The customer has previously accepted a settlement refund of \$44.00, issued on 11-20-2014, for this order. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

| | |
|-------------------|--|
| 01/05/2015 | cha EMAIL Forward Business response to Consumer |
| 01/16/2015 | Otto BBB No Consumer Response- Assumed Resolved with Letter |
| 01/16/2015 | Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED |
| 01/16/2015 | Otto BBB Case closed - ASSUMED RESOLVED |

COMPLAINT ACTIVITY REPORT Case # 90141559 BBB of Central Florida

Consumer Info:

Rice, Erica
27 Burd Street
Middletown, PA 17057
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Bad Customer Support and Deceptive Advertising

I received the free monthly supplement as was advertised, for only the cost of shipping and handling. I paid the shipping and handling and was billed TWICE for two shipments of a cleansing product and their main WOW product. My credit card was charged EXACTLY 14 days later for \$86.90.

I called and someone I could barely hear answered after 10 minutes, and then was told the 14 day trial started on the BILLING day, after which I would have had to notify the company if I wanted to return the product or pay in full. How on Earth was I able to test or 'trial' this product the day it was placed or even the 5 business days it took to get to me. I've actually only had the product for about 7 days. When I asked for a resolution I told I could get a 35% 'partial' refund. I had the product for SEVEN days!! Also, the product arrived 6-7 days after the stated delivery time. Product did not work in the time period I was given to 'TEST' this item (about 7 days) before I was billed in full. I do not wish to keep or pay for this product... You lost a potential customer with your play on words. Why offer a product 14 trial when I'm being billed on Day 7 or 8? No legitimate Fortune 500 company uses this practice.. not even magazine companies.

I then looked to the BBB for answer to my UNJUST resolution and found 179 other people having the same issue as me!!! Complete and utter deceptive business practice. I called back and was told I had OFFICIALLY resigned an agreement to the 35%!! The BBB exists for this exact reason. You bullied me into less than I deserve, you gave me numbers of days you did not honor, you just can't advertise one this and selective undercut it in the fine print!!

Consumer's Desired Resolution:

Do the right thing and refund my full amount of the amount you billed me.

12/11/2014 web BBB Case Received by BBB
12/15/2014 cha BBB Case Reviewed by BBB
12/15/2014 Otto EMAIL Send Acknowledgement to Consumer
12/15/2014 Otto MAIL Notify Business of Dispute
12/30/2014 Otto BBB No response to first notice to business
12/30/2014 Otto EMAIL Consumer - Have You Heard From the Company
12/30/2014 Otto MAIL Reminder of Dispute to Business
01/12/2015 Otto BBB No Response received from Business on 2nd Notice
01/12/2015 cha BBB Phone Call or Time Extension
01/16/2015 Otto BBB No Response received from Business on 2nd Notice
01/27/2015 cha BBB Inform Consumer No Response from Business
01/27/2015 Otto EMAIL Inform Consumer - Case Closed UNANSWERED
01/27/2015 Otto MAIL Inform Business - Case Closed UNANSWERED
01/27/2015 Otto BBB Case Closed - UNANSWERED
02/03/2015 cha BBB ReOpen the Complaint
02/03/2015 cha BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90141559
Date: 01-22-2015

Customer Name: Erica Rice

To whom it may concern,

I would like to preface by stating that the customer has been issued a refund for the product that they ordered. The customer has been issued a refund of \$55.90 (Garcinia Cambogia product cost) for the charge on 12-11-2014, as of 01-22-2015. The customer has previously received a refund of \$31.00, issued on 12-12-2014, for this order. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-27-2014, an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued a refund for the product that they ordered. The customer has been issued a refund of \$55.90 (Garcinia Cambogia product cost) for the charge on 12-11-2014, as of 01-22-2015. The customer has previously received a refund of \$31.00, issued on 12-12-2014, for this order. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/03/2015

cha EMAIL Forward Business response to Consumer

02/16/2015

Otto BBB No Consumer Response- Assumed Resolved with Letter

02/16/2015

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

02/16/2015

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124832 **BBB of Central Florida**

Consumer Info:

Richardson, Pauline
720 Elizabeth Circle

2000

Kaysville, UT 84037
801 725-1010 801 444-3910

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I purchased a trial offer of a product for 4.95 and was billed two weeks later \$86.90 for the product exactly 14 days after purchase.

On Feb 3, 2014 I purchased a Trial Offer of Garcinia Cambogia. The Trial Offer was advertised to be \$4.95. I received the product around Feb 8th On February 17, 2014 my card showed a pending charge of \$86.90. I called and complained about being billed for \$86.90. They said that I had 14 days from the date of the purchase to return the product unopened for a full refund. I had 14 days to try it and that was why I was billed and enrolled in a continuous billing program for the \$86.90. I explained to them that I only received their product on Feb 8, 2014, so I did not have an opportunity to try it for 14 days. I was within my 14 days to cancel and he insisted I had exceeded my 14 day trial period and when I asked to speak to a supervisor who told me he would "not advance the call upward" to anyone higher than him and then he said if I would not complain to BBB he would refund me half of the charge but I had 14 days from purchase date to use the product. I insisted I was not happy with the product. He declined any further action. My order # is 325-733 I spoke with Hunter Employee 314 8:18 pm on Feb 17th.

Consumer's Desired Resolution:

Seeking a full refund of the product.

02/22/2014 **web BBB** Case Received by BBB
02/25/2014 **cha BBB** Case Reviewed by BBB
02/25/2014 **Otto EMAIL** Send Acknowledgement to Consumer
02/25/2014 **Otto MAIL** Notify Business of Dispute
03/10/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90124832

Customer Name: Pauline Richardson

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$43.45 as of 3-10-2014. Please allow 2-7 business days for the refund to process and post back to their account. On 2-03-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or phone to obtain an extension. If we are not contacted by the customer prior to the end of their trial period, they will be billed for the product of which they received and enrolled in an auto-ship membership until cancelled. All of which is stated on our order page, on our website and within our terms and conditions. Since we were never contacted prior to the end of their trial, they were billed \$86.90 for the Garcinia Cambogia supplement on 2-17-2014. Ms. Richardson contacted our support center on 2-17-2014 regarding the \$86.90 charge to their account and to cancel their membership. The customer support representative cancelled their membership out to ensure no other shipments or billings would occur and offered a partial refund of 50% (\$43.45) to settle and close out the account. Customer verbally accepted the \$43.45 refund to settle and close out the account and the refund was credit on 2-18-2014. Again, the customer has been refunded in full for the amount of \$43.45 (the remainder of the \$86.90) as of 3-10-2014 and their membership

completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings

03/10/2014 **cha EMAIL** Forward Business response to Consumer

03/13/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

The company is refunding me the remaining I paid and I am satisfied now.

Thank you

03/13/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED

03/14/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90140433 BBB of Central Florida

Consumer Info:

Riggle, Melanie / Nick
5995 Christine CT

2000

Burlington, WI 53105
262 758-1299 262 758-1299

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)**Consumer's Original Complaint :**

Unable to contact business to cancel within 14 days

I purchased the Garcinia Wow and Garcinia XS both on the 14 day \$4.95 trial period. On the 12th day I called the 888-656-8893 phone number listed to cancel the trial period. after being on hold for several minutes the phone disconnected on each of 4 phone calls placed. The 13th and 14th day were Saturday and Sunday I called again on the 15th and 16th days only to have the same thing happen each time. At this time we were suspect that we might have been the victims of a scam and had to put blocks on our bank account. after researching the company we see that there are alot of bad reviews and potentially still a scam. on the 17th day I called the number again and to my suprise i was connected to an actual person. I told the associate what had happened and he said they have had some issues with their phones due to a storm, When I mentioned this had happened for several days he said they also had experienced the highest amount of call volume ever and that may of caused the disconnect. I then stated I understood the 14 day cancellation conditions but was unable to cancel because of their phone problems. He said unfortunately we cant do anything because its after 14 days, I once again explained the issue and stated I would like to talk to his supervisor, after a minute on hold he came back and said she is on the phone but she stated we can give you a 30 percent refund when I said I was not happy with that and would still like to speak to the supervisor he said ok but any offer I made you will be taken off the table if I transfer you to her (really) I said I would still like to speak to your supervisor after a couple minutes on hold he came back and said she is still on the phone but she said I can offer you a 50 percent refund. I expressed that I still feel like this is a scam because you are only giving me back half of my money and i am letting you keep half (scam complete/ another happy customer) I agreed to the 50 percent refund as I was just getting the run around. I never got to speak to a supervisor and think they use this method to keep as much of your money as possible.

Consumer's Desired Resolution:

Full refund of both debits...11/19 VISA PURCHASE -88.49VISA PURCHASE WONDERDIET INC 877-469-9506 MI 2014-11-19 07.27.42 11/19 VISA PURCHASE -86.90VISA PURCHASE 00000001 HEALTHYNEWBEGININGS 888656888-6568893 FL 2014-11-19 07.27.41

| | | | |
|------------|------|-------|--|
| 11/19/2014 | web | BBB | Case Received by BBB |
| 11/19/2014 | ned | BBB | Case Reviewed by BBB |
| 11/19/2014 | Otto | EMAIL | Send Acknowledgement to Consumer |
| 11/19/2014 | Otto | MAIL | Notify Business of Dispute |
| 12/04/2014 | Otto | BBB | No response to first notice to business |
| 12/04/2014 | Otto | EMAIL | Consumer - Have You Heard From the Company |
| 12/04/2014 | Otto | MAIL | Reminder of Dispute to Business |
| 12/15/2014 | Otto | BBB | No Response received from Business on 2nd Notice |
| 12/19/2014 | cha | BBB | Phone Call or Time Extension |
| 12/23/2014 | Otto | BBB | No Response received from Business on 2nd Notice |
| 12/23/2014 | cha | BBB | Inform Consumer No Response from Business |
| 12/23/2014 | Otto | EMAIL | Inform Consumer - Case Closed UNANSWERED |
| 12/23/2014 | Otto | MAIL | Inform Business - Case Closed UNANSWERED |
| 12/23/2014 | Otto | BBB | Case Closed - UNANSWERED |
| 01/05/2015 | cha | BBB | ReOpen the Complaint |

01/05/2015

cha BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90140433
Customer Name: Melanie/ Nick Riggle (Account Holder: Melanie Riggle)
To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$43.45 (remaining Garcinia Cambogia product cost) for the charge on 11-17-2014, as of 12-19-2014. The customer previously accepted a settlement refund of \$43.45, as of 11-19-2014, for this order. The customer has been refunded \$44.24 (remaining Garcinia XS product cost) for the charge on 11-17-2014, as of 12-19-2014. The customer previously accepted a settlement refund of \$44.25, as of 11-19-2014, for this order. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-01-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$43.45 (remaining Garcinia Cambogia product cost) for the charge on 11-17-2014, as of 12-19-2014. The customer previously accepted a settlement refund of \$43.45, as of 11-19-2014, for this order. The customer has been refunded \$44.24 (remaining Garcinia XS product cost) for the charge on 11-17-2014, as of 12-19-2014. The customer previously accepted a settlement refund of \$44.25, as of 11-19-2014, for this order. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015

cha EMAIL Forward Business response to Consumer

01/05/2015

WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

This could have been handled with the same outcome over the phone, however I was never afforded the opportunity to speak with a Supervisor. The current tactics they use pressure people into accepting a partial refund...

01/05/2015

Otto MAIL Inform Business - Case Closed RESOLVED

01/05/2015

Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90142544 BBB of Central Florida

Consumer Info:

Rininger, Melissa
1221 Hartt Rd
Erie, PA 16505
- -

2000

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)**Consumer's Original Complaint :**

It was advertised on a link on Facebook to buy a 14 day supply for \$4.95, which I purchased on 12/5/2014 and then on 1/4/2015 they took \$86.90 again.

It was advertised on a link on Facebook to buy a 14 day supply for \$4.95, which I did on 12/5/2014. Then on 1/4/2015, my account was debited \$86.90 with out my permission. They will not refund me. It was advertised on a link on Facebook to buy a 14 day supply for \$4.95 and then they debit my account for another\$86.90. They will not refund me for the entire amount due because they said I agreed to the terms and conditions when I originally bought the product. Nowhere did I see that I will be charged 86.90! If that was the case, I NEVER would have bought anything! I still have not opened the bottle of pills. They will not refund me the full price because it is over 30 days. Instead, they offered to give me a 35% credit. I want my entire refund! This is false advertisement and bad business practice! I spoke with a Stephanie she stated she was the only supervisor I could speak to and would not transfer me to anyone else or higher up, she said she was it. I informed her I would be filing a complaint with you and my bank, she informed me she did not care and would not refund me anything

Consumer's Desired Resolution:

A refund of my \$86.90 that they were not authorized to take and forced to close up, so they can not rip off anyone else, they have enough complaints as shown on here.

01/05/2015 **web BBB** Case Received by BBB
01/06/2015 **cha BBB** Case Reviewed by BBB
01/06/2015 **Otto EMAIL** Send Acknowledgement to Consumer
01/06/2015 **Otto MAIL** Notify Business of Dispute
01/21/2015 **Otto BBB** No response to first notice to business
01/21/2015 **Otto EMAIL** Consumer - Have You Heard From the Company
01/21/2015 **Otto MAIL** Reminder of Dispute to Business
02/02/2015 **Otto BBB** No Response received from Business on 2nd Notice
02/05/2015 **cha BBB** Phone Call or Time Extension
02/09/2015 **Otto BBB** No Response received from Business on 2nd Notice
02/10/2015 **cha BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90142544

Date: 02-05-2015

Customer Name: Melissa Rininger (Account Holder: Missy Rininger)

To whom it may concern,

I would like to preface by stating that the customer has been issued a refund for the product that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 01-04-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive this refund. On 12-05-2014, an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer was billed for what they have received. We apologize for any inconvenience that this matter may

have caused the customer. Again, the customer has been issued a refund for the product that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 01-04-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive this refund. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

02/10/2015 **cha EMAIL** Forward Business response to Consumer
02/10/2015 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
02/10/2015 **cha MAIL** Inform Business - Case Closed RESOLVED
02/10/2015 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141458 BBB of Central Florida

Consumer Info:

Robbins, Susan
2132 Oakstream Avenue
Pensacola, FL 32526
850 941-1486 850 941-1486

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

After purchase of \$4.95 product sample, I called and emailed the company to cancel my order, yet they charged my account anyway.

11/20/14: In response to an online ad, I placed an order for the \$4.95 trial of Garcinia Cambodia. Order #733978.

11/21/14: I received a shipment notification email from Healthy New Beginnings.

11/21/14: I called the published customer service number to cancel my order and/or subscription. I was on hold for 1 hr and 15 minutes with no answer.

11/25/14: I called customer service again to cancel. Still no answer.

12/1/14: I sent an email to the published customer service email address to cancel my order and/or subscription.

12/5/14: I received an email receipt from PaymentXP showing the charge of \$86.90 to my account.

12/6/14: I received a bounceback email from the payment processing company, admin@paymentxp.com. It stated that my original email from 12/1 could not be delivered because the email address was "unreachable for too long."

12/8/14: The \$86.90 was withdrawn from my checking account.

Consumer's Desired Resolution:

I am seeking a refund of \$86.90 for the amount that Healthy New Beginnings charged to my account.

12/10/2014 web BBB Case Received by BBB
12/10/2014 cha BBB Case Reviewed by BBB
12/10/2014 Otto EMAIL Send Acknowledgement to Consumer
12/10/2014 Otto MAIL Notify Business of Dispute
12/26/2014 Otto BBB No response to first notice to business
12/26/2014 Otto EMAIL Consumer - Have You Heard From the Company
12/26/2014 Otto MAIL Reminder of Dispute to Business
01/06/2015 Otto BBB No Response received from Business on 2nd Notice
01/07/2015 cha BBB Phone Call or Time Extension
01/12/2015 Otto BBB No Response received from Business on 2nd Notice
01/12/2015 cha BBB Inform Consumer No Response from Business
01/12/2015 Otto EMAIL Inform Consumer - Case Closed UNANSWERED
01/12/2015 Otto MAIL Inform Business - Case Closed UNANSWERED
01/12/2015 Otto BBB Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90127577 BBB of Central Florida

Consumer Info:

Robinson, Jatara
740 E 178th St apt 5b
2000
Bronx Ny, NY 10457
347 338-7465 347 338-7465

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

3/20/2014 I ordered the \$4.95 trial which was supposed to allow me a 14-day trial period for the Slendera Garcinia Cambogia. I never received my trial

3/20/2014 I ordered the \$4.95 trial which was supposed to allow me a 14-day trial period for the Slendera Garcinia Cambogia. I never received my trial bottle .Not only did I not receive my trial bottle but an unauthorized amount of \$65.17 was charge to my debit account on 4/06/14

Consumer's Desired Resolution:

id like my money back for both the trial bottle I Did not receive ,the additional charge of 65.17 that was removed without my consent amy card information removed from their system. thank you

04/08/2014 web **BBB** Case Received by BBB
04/10/2014 cha **BBB** Case Reviewed by BBB
04/10/2014 Otto **EMAIL** Send Acknowledgement to Consumer
04/10/2014 Otto **MAIL** Notify Business of Dispute
04/22/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90127577

Customer Name: Jatara Robinson
To whom it may concern,

I would like to preface by stating that the customer has been issued a refund in the amount of \$65.17 (Garcinia Cambogia product cost) as of 04/22/2014. Please allow 2 -7 business days for the refund to process and post back to the customer's account. On 03/17/2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$65.17 for the weight loss supplement at the end of the trial and also billed 30 days after the trial charge, as per terms and conditions. We apologize for any inconvenience this may have caused the customer. Again, we have issued a full refund of \$65.17 as of 04/22/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

04/23/2014 cha **EMAIL** Forward Business response to Consumer
05/05/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
05/05/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
05/05/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90140323 BBB of Central Florida

Consumer Info:

2000

Romano, Maegen
1810 Crestland Drive
Allen, TX 75002
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)**Consumer's Original Complaint :**

I got scammed like so many others out there. I chose a 14 day free trail and they charged me \$86.90! I called to get to a refund and they refused.

I purchased the product on 11/02/2014, Order# 650616, and had an allergic reaction to it so I stopped taking it. I got an alert on my account that I had been charged \$86.90 for a "free trial" and Russ told me there was nothing they could do. I would like my money returned to me because no where when I was ordering it did it say this 14 day supply was actually going to be a full bottle that I would pay full price for! It was very underhanded and sneaky and I need to learn to read the fine print much better.

Consumer's Desired Resolution:

I request to be refunded the entire amount charged to my account of \$86.90.

11/17/2014 web BBB Case Received by BBB
11/19/2014 ned BBB Case Reviewed by BBB
11/19/2014 Otto EMAIL Send Acknowledgement to Consumer
11/19/2014 Otto MAIL Notify Business of Dispute
12/04/2014 Otto BBB No response to first notice to business
12/04/2014 Otto EMAIL Consumer - Have You Heard From the Company
12/04/2014 Otto MAIL Reminder of Dispute to Business
12/15/2014 Otto BBB No Response received from Business on 2nd Notice
12/19/2014 cha BBB Phone Call or Time Extension
12/23/2014 Otto BBB No Response received from Business on 2nd Notice
12/23/2014 cha BBB Inform Consumer No Response from Business
12/23/2014 Otto EMAIL Inform Consumer - Case Closed UNANSWERED
12/23/2014 Otto MAIL Inform Business - Case Closed UNANSWERED
12/23/2014 Otto BBB Case Closed - UNANSWERED
01/05/2015 cha BBB ReOpen the Complaint
01/05/2015 cha BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90140323

Customer Name: Maegen Romano

To whom it may concern,

I would like to preface by stating that the customer has been issued a full refund for the product that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 11-16-2014, as of 12-19-2014. Please allow 2 - 10 business days for the customer to receive this refund. On 11-02-2014, an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued a full refund for the product that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 11-16-2014, as of 12-19-2014. Please allow 2 - 10 business days for the

customer to receive this refund. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015 **cha EMAIL** Forward Business response to Consumer

01/05/2015 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

01/05/2015 **Otto MAIL** Inform Business - Case Closed RESOLVED

01/05/2015 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90131722 BBB of Central Florida

Consumer Info:

Rositani, Natalie
7560 hollycroft ln #15c

2000

Mentor, OH 44060
- 440 342-1402

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

From: Rositani, Natalie <Natalie.Rositani@uhhospitals.org>

Date: Tue, Jun 17, 2014 at 12:19 PM

Subject: Healthy New Beginnings, Inc. (ID 90198438)

To: "info@centralflorida.bbb.org" <info@centralflorida.bbb.org>

I am trying to file a complaint about healthy new beginnings/garcinia and it won't let me proceed past the 3rd screen, because this is what I was told to do. It tells me I need to go to a different website which just gives me an error. I am so frustrated with this company. They double charged me on the garcinia even after I cancelled it- PLUS I had an allergic reaction to it! I have a full unopened bottle that I am willing to return, but I want my 2 payments of 89\$ refunded! (so 178\$)

Consumer's Desired Resolution:

Refund \$178

06/18/2014 cha BBB Case Received by BBB
06/18/2014 cha BBB Case Reviewed by BBB
06/18/2014 Otto EMAIL Send Acknowledgement to Consumer
06/18/2014 Otto MAIL Notify Business of Dispute
06/30/2014 WEB BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90131722

Customer Name: Natalie Rositani

To whom it may concern,

I would like to preface by stating that the customer has received 2 full refunds for the products that they ordered. The customer has received a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 04-24-2014 and a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 05-24-2014, as of 06-27-2014. Please allow 2 - 7 business days for these refunds to post to the customer's account. An order was placed on 04-10-2014 for our Garcinia Cambogia weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s) then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer was billed \$86.90 on 04-24-2014 and \$86.90 on 05-24-2014. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has received 2 full refunds for the products that they ordered. The customer has received a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 04-24-2014 and a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 05-24-2014, as of 06-27-2014. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

07/02/2014 cha EMAIL Forward Business response to Consumer
07/14/2014 Otto BBB No Consumer Response- Assumed Resolved with Letter
07/14/2014 Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

07/14/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90144480 **BBB of Central Florida**

Consumer Info:

Rothkugel, Nancy
29 Club Place

2000

Galloway, NJ 08205
- 609 404-3910

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I was charged \$86.90 that I never agreed to for garcinia cambogia. I had ordered a free trial and paid shipping of \$4.95. I would like a refund.

I ordered a trial of garcinia cambogia from this Company on 12/10/2014 for shipping of \$4.95. I did not agree to ordering more or to higher pricing. On 01/05/2015, there was a charge of \$86.90 on my debit card per my bank statement. I called the company to resolve this issue and was left on hold for over 90 minutes. When an customer service representative finally answered, I began to explain my issue and was disconnected. She didn't identify herself. I haven't received any more shipments nor do I want any. Can you help me please as I feel that I have been scammed. Thank you.

Consumer's Desired Resolution:

\$86.90 refunded to my debit card.

02/02/2015 web **BBB** Case Received by BBB
02/03/2015 cha **BBB** Case Reviewed by BBB
02/03/2015 Otto **EMAIL** Send Acknowledgement to Consumer
02/03/2015 Otto **MAIL** Notify Business of Dispute
02/18/2015 Otto **BBB** No response to first notice to business
02/18/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
02/18/2015 Otto **MAIL** Reminder of Dispute to Business
03/02/2015 Otto **BBB** No Response received from Business on 2nd Notice

COMPLAINT ACTIVITY REPORT Case # 90143104 BBB of Central Florida

Consumer Info:

Ruffin, Joey
6010 Glenn Dale Rd

2000

Glenn Dale, MD 20769
301 352-9554 301 352-9554

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

My bank account was charge \$86.90 for something I did authorize. The product for a free trial and I all needed to pay was for shipping.

On 12/7/14 I saw an advertisement on Facebook for a free trial of a weight loss product and cleanser. All I needed to do was to pay for shipping. At no point was it brought to my attention during the transaction if I did not cancel the products after 14 days I would be charge \$86.90, nor was it stated this would be a reoccurring charge. Also, I did not receive the product until after 14 days, so how would I cancel. Once I noticed my bank account was charged \$86.90 I immediately contacted Healthy New Beginnings on 1/10/14 to ask for a refund and they refused. Also, they could not even cancel the charge for the cleanser product. They gave me a working number that did not work.

Also, found out from the rep for the cleanser product I had another day to cancel which should be the same for this product.

This organization is a scam and should be investigated.

Consumer's Desired Resolution:

I am just asking for a full refund within the next 7 days.

01/10/2015 web **BBB** Case Received by BBB
01/12/2015 cha **BBB** Case Reviewed by BBB
01/12/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/12/2015 Otto **MAIL** Notify Business of Dispute
01/27/2015 Otto **BBB** No response to first notice to business
01/27/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
01/27/2015 Otto **MAIL** Reminder of Dispute to Business
02/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/10/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90143104

Date: 02-05-2015

Customer Name: Joey Ruffin

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 01-07-2015, as of 02-05-2015. The customer has been refunded \$89.57 (Garcinia Elite Slim product cost) for the charge on 02-03-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. On 12-07-2014, two orders were placed; one for our Garcinia Elite Slim and one for our Garcinia Cambogia weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have

received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 01-07-2015, as of 02-05-2015. The customer has been refunded \$89.57 (Garcinia Elite Slim product cost) for the charge on 02-03-2015, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/10/2015

cha EMAIL Forward Business response to Consumer

02/23/2015

Otto BBB No Consumer Response- Assumed Resolved with Letter

02/23/2015

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

02/23/2015

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90126496 BBB of Central Florida

Consumer Info:

Ruffing, Shelley
126 Aspen Court

Newport, KY 41071
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Unauthorized credit/debit card charges.

Like so many others, I saw the advertisement for Garcinia Wow and the Amazing Cleanse. Both were being advertised for \$4.95 each (plus free shipping) so I decided to give them a try. I placed my order on 3/5. I received one item on 3/18 and another on 3/19. I happen to be checking my bank statement on 3/19 and saw that I was charged \$86.90 from Healthy New Beginnings and \$87.35 from Living & Looking Beautiful. These charges were processed at 4am on 3/19. I called immediately and spoke to someone who explained to me that I had 15 days from the day I ordered to call and cancel my subscription if I was not satisfied with the product. How I'm supposed to know if the product works in a matter of hours is beyond me. But what irked me even more is that I was charged at 4am on the FOURTEENTH day since my order. You'd think if a company is giving you 15 days to cancel the subscription, they'd wait until day 16 to charge you. Living & Looking Beautiful claimed all they could offer me was 35% off. I took it - because it's better than nothing. I sat on hold for Healthy New Beginnings for over 10 minutes so I haven't heard their slew of excuses.

I had a feeling something like this was too good to be true, and unfortunately I fell for their little scam. I will be contacting my bank to make sure these charges do not continue to appear on my account since the company refuses to refund me, even though I have tried to contact them before my 15 days were up.

Consumer's Desired Resolution:

I would like a full of refund of the \$86.90 and \$87.35

03/20/2014 **web BBB** Case Received by BBB
03/21/2014 **cha BBB** Case Reviewed by BBB
03/21/2014 **Otto EMAIL** Send Acknowledgement to Consumer
03/21/2014 **Otto MAIL** Notify Business of Dispute
04/08/2014 **Otto BBB** No response to first notice to business
04/08/2014 **Otto EMAIL** Consumer - Have You Heard From the Company
04/08/2014 **Otto MAIL** Reminder of Dispute to Business
04/18/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90126496

Customer Name: Shelley Ruffing
To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$86.90 (Garcinia Cambogia product cost and \$87.35 (Amazing Cleanse product cost) as of 4-18-2014. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 3-05-2014 two orders were placed; one for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling and one for our Amazing Cleanse supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the trials expirations the customer was billed

\$86.90 for the Garcinia Cambogia weight loss supplement on 3-19-2014 and \$87.35 for the Amazing Cleanse supplement also on 3-19-2014. We apologize for any inconvenience this matter may have caused the customer. Again, we have issued full refunds of \$86.90 and \$87.35 as of 4-18-2014 and have also completely cancelled both memberships to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

04/21/2014

cha EMAIL Forward Business response to Consumer

05/02/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

05/02/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

05/02/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141434 BBB of Central Florida

Consumer Info: Schronk, Cassy
16006 County Road 1860
2000
Lubbock, TX 79424
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste
Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Was misled by Healthy new beginnings advertisement. Very dishonest about their billing and "free" trial.

I bought these two free trial bottles of Garcinia Wow and Garcinia XS from an advertisement I saw on facebook on 11/20/14. I did my research on the product and it seemed like a good product to try. When ordering the product, there was no mention of paying the full price of each bottle and no mention of signing into a membership with this company. It also stated guaranteed! I was actually promoting these products to my co-workers when my friend said that this was a scam the company was pulling. I looked up my bank statement and sure enough there was charges from Healthy new beginnings and also Wonderdiet, Inc. for each bottle I purchased. \$88.49 for the Garcinia XS and \$86.90 for the Garcinia Wow. I was floored when I saw these purchases on my bank statement. I thought I was only paying for one bottle, a "free" trial the company was offering to just try the product. I am very disappointed in this company and their false advertisement. I actually do like this product and have seen results but after seeing their deception they use to advertisement and lure people in, I will not be purchasing from them ever again. I also letting everyone know of their deceitful ways and tell them not to buy from Healthy New beginnings. I called and cancelled my so called membership I entered into with this company without my knowledge today after being on hold for 34 mins. I would like to get my money back if possible. However, I just want to warn other buyers like myself who got caught up in their "free" trial mumbo-jumbo.

Consumer's Desired Resolution:

I would like my money back for the full charge I was charged per bottle - \$88.49 and \$86.90. I was willing to purchase these at their advertised "free" trial price of \$4.95 each. I never agreed to pay anymore or enter into a membership with this company. I feel totally scammed!!!

| | | |
|------------|------------|--|
| 12/09/2014 | web BBB | Case Received by BBB |
| 12/10/2014 | cha BBB | Case Reviewed by BBB |
| 12/10/2014 | Otto EMAIL | Send Acknowledgement to Consumer |
| 12/10/2014 | Otto MAIL | Notify Business of Dispute |
| 12/25/2014 | Otto BBB | No response to first notice to business |
| 12/25/2014 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 12/25/2014 | Otto MAIL | Reminder of Dispute to Business |
| 01/05/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/05/2015 | cha BBB | Phone Call or Time Extension |
| 01/09/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/09/2015 | cha BBB | Inform Consumer No Response from Business |
| 01/09/2015 | Otto EMAIL | Inform Consumer - Case Closed UNANSWERED |
| 01/09/2015 | Otto MAIL | Inform Business - Case Closed UNANSWERED |
| 01/09/2015 | Otto BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90140885 BBB of Central Florida

Consumer Info:

Schuldt, Helena
2352 Hull Ave
Des Moines, IA 50317
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I was charged \$86.90 after a 14 day trial. This was not clearly stated when ordering the "free trial" I signed up for a "free trial" of the cambogia wow weight loss supplement on 11/16/14. The website stated I would only pay \$4.95 for shipping costs. On 11/18/14 the amount of \$4.95 was debited from my account twice. Once under "healthy new beginnings888656 888-6568893 FL 548081" and once under "diet supply 800-5964253 MI". It was never clearly stated that I was to be signed up for a monthly subscription automatically after the trial period. On 12/1/14 my account was debited \$86.90. I called immediately, and after 25 minutes on hold talked with Paul and asked to cancel my subscription and be refunded the \$86.90 I wasn't aware I had agreed to. He canceled my subscription but said he couldn't refund the money. He offered 35% off future products. I told him I didn't want any future products, and that my trial had just ended the day before and that an email they had sent stated their offices were only open Monday through Friday. He told me they were open 7 days a week. I then told him I would be filling a complaint with the BBB. My order number was #699322

Consumer's Desired Resolution:

I would like to be refunded the full amount of \$9.90 (2 debits of \$4.95 each on 11/18/14) plus the \$86.90 that I was not aware I was agreeing to on 12/1/14. I was charged way too much for a product that didn't even work.

12/01/2014 web **BBB** Case Received by BBB
12/03/2014 cha **BBB** Case Reviewed by BBB
12/03/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/03/2014 Otto **MAIL** Notify Business of Dispute
12/18/2014 Otto **BBB** No response to first notice to business
12/18/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/18/2014 Otto **MAIL** Reminder of Dispute to Business
12/29/2014 Otto **BBB** No Response received from Business on 2nd Notice
12/31/2014 cha **BBB** Inform Consumer No Response from Business
12/31/2014 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
12/31/2014 Otto **MAIL** Inform Business - Case Closed UNANSWERED
12/31/2014 Otto **BBB** Case Closed - UNANSWERED
01/05/2015 cha **BBB** ReOpen the Complaint
01/05/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90140885

Customer Name: Helena Schuldt

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-01-2014, as of 12-23-2014. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 11-30-2014, as of 12-23-2014. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-16-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia Elite Slim weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the

trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-01-2014, as of 12-23-2014. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 11-30-2014, as of 12-23-2014. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015 cha **EMAIL** Forward Business response to Consumer

01/09/2015 WEB **BBB** BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE

: (The consumer indicated he/she DID NOT accept the response from the business.)

As of January 9th 2015 I have not received the \$86.90 refund as indicated by the company's response. I have received the \$6.95. They have had 17 days since their response to refund the \$86.90 and have failed to do so.

01/12/2015 cha **MAIL** Forward Consumer Rebuttal to Business

01/26/2015 Otto **BBB** No Response from Business re: Consumer Rebuttal

01/28/2015 cha **BBB** Phone Call or Time Extension

02/02/2015 Otto **BBB** No Response from Business re: Consumer Rebuttal

02/05/2015 cha **BBB** Bureau judged complaint to be closed UNRESOLVED

02/05/2015 Otto **EMAIL** Inform Consumer - Case Closed UNRESOLVED

02/05/2015 Otto **MAIL** Inform Business - Case Closed UNRESOLVED

02/05/2015 Otto **BBB** Case Closed UNRESOLVED

COMPLAINT ACTIVITY REPORT Case # 90139651 BBB of Central Florida

Consumer Info:

Seay, Carlie
1 Wisteria Dr
Texarkana Te, TX 75503
-

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

2000

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered the trial amount and later was charged \$86.90 without my consent.
My order number is 635299. I want a full refund.

Consumer's Desired Resolution:

\$86.90

11/04/2014 web **BBB** Case Received by BBB
11/05/2014 ned **BBB** Case Reviewed by BBB
11/05/2014 Otto **EMAIL** Send Acknowledgement to Consumer
11/05/2014 Otto **MAIL** Notify Business of Dispute
11/21/2014 Otto **BBB** No response to first notice to business
11/21/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
11/21/2014 Otto **MAIL** Reminder of Dispute to Business
12/03/2014 cha **BBB** MORE INFO RECEIVED FROM THE BUSINESS : Please refer to
attached document.
12/03/2014 Otto **BBB** No Response received from Business on 2nd Notice
12/10/2014 cha **BBB** Phone Call or Time Extension
12/15/2014 Otto **BBB** No Response received from Business on 2nd Notice
12/19/2014 cha **BBB** Inform Consumer No Response from Business
12/19/2014 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
12/19/2014 Otto **MAIL** Inform Business - Case Closed UNANSWERED
12/19/2014 Otto **BBB** Case Closed - UNANSWERED
01/05/2015 cha **BBB** ReOpen the Complaint
01/05/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90139651

Customer Name: Carlie Seay

To whom it may concern,

I would like to preface by stating that the customer has been issued a full refund for the product that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 10-28-2014, as of 11-20-2014. Please allow 2 - 10 business days for the customer to receive this refund. On 10-14-2014, an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued a full refund for the product that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 10-28-2014, as of 11-20-2014. Please allow 2 - 10 business days for the customer to receive this refund. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015

cha EMAIL Forward Business response to Consumer

01/16/2015

OttO BBB No Consumer Response- Assumed Resolved with Letter

01/16/2015

OttO MAIL Inform Business - Case Closed ASSUMED RESOLVED

01/16/2015

OttO BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90127882 BBB of Central Florida

Consumer Info:

Seif, Andrew
6925 Edgeview Ave.SW

2000

Byron Center, MI 49315
- 616 455-5416

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

free offer which turned into a a monthly credit card billing.
I clicked on a free sample offer for Garcinia, recieved my bottle of pills but was later charged \$65.17 for the free bottle. The original order was in the middle of March and the fraudulent billing was entered on April 4th. They stated that I was billed because if failed to cancel the monthly order within 14 days. Then they sent my E-mail address which sought to intimidate by claiming they would would take me to court for failing to pay my bill. My monthly charge was cancelled for the future but the original charge remains

Consumer's Desired Resolution:

A refund of my \$65.17. FYI When I called them back the next business day the number they gave on the billing was no longer in service. 1-888-656-8893

04/12/2014 **web BBB** Case Received by BBB
04/15/2014 **cha BBB** Case Reviewed by BBB
04/15/2014 **Otto EMAIL** Send Acknowledgement to Consumer
04/15/2014 **Otto MAIL** Notify Business of Dispute
04/22/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90127882

Customer Name: Andrew Seif

To whom it may concern,

I would like to preface by stating that the customer has been issued a full refund in the amount of \$65.17 (Garcinia Cambogia product cost) as of 04/22/2014. Please allow 2 -7 business days for the refund to process and post back to the customer's account. On 03/15/2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$65.17 for the weight loss supplement at the end of the trial. We apologize for any inconvenience this may have caused the customer. Again, we have issued a full refund of \$86.90 for the cost of the product as of 04/22/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

04/23/2014 **cha EMAIL** Forward Business response to Consumer
05/01/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
05/02/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED
05/02/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90122339 BBB of Central Florida

Consumer Info:

Shannon, Dale
2837 Holman Street
Moraine, OH 45439
937 296-1877 937 296-1877

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

My complaint is the same as others - I authorized \$2.50 charge to get a FREE TRIAL of Garcinia Combogia weight loss supplement. I was charged \$86.90

My complaint is the same as others - I authorized \$2.50 charge to get a FREE TRIAL of Garcinia Combogia weight loss supplement. I was charged \$86.90

They offered to give back 50% of the charge - This is a big scam. I didn't even receive to close the time they say I have a trial for 14 days. It came in a white envelope for the Dr. Oz web site and no paperwork... The next I know is I'm getting charged \$86.90 for a FREE Trial of their product

Consumer's Desired Resolution:

Seeking full refund of \$86.90 from this unethical company

01/13/2014

web BBB Case Received by BBB

01/15/2014

cha BBB Case Reviewed by BBB

01/15/2014

Otto EMAIL Send Acknowledgement to Consumer

01/15/2014

Otto MAIL Notify Business of Dispute

01/28/2014

WEB BBB RECEIVE BUSINESS RESPONSE : To who it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 1-28-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. We apologize for any inconvenience this matter may have caused the customer. On 12-29-2013 the customer paid \$2.95 for shipping and handling for a 30-day supply of our Garcinia Cambogia weight loss supplement to try for a 14-day trial. We do not offer any "free trials". If we are not contacted by the customer prior to the end of their 14-day trial, then they are billed the full price (\$86.90) of the product of which was shipped out to them shortly after placing the order. Since we never heard from the customer to cancel, they were billed for the product that they received. All of which is clearly stated on our order page. Again, the customer has been refunded in full for the amount of \$86.90 and their membership completely canceled. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,

HNB Complaint Department

01/29/2014

cha EMAIL Forward Business response to Consumer

02/10/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

02/10/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

02/10/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90123416 BBB of Central Florida

Consumer Info:

Shapiro, Daniel
15351 S.W. 87th Court
Village Of Palmetto Bay, FL 33157
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Order cancelled and billing and shipping continues. Healthy New Beginnings refuses to credit charges claiming I never cancelled with them.

When the order was placed I was offered another product trial of Green Coffee for only add'l. 4.95 S&H fee. I accepted offer. The next day I cancelled by telephone to the only number provided on the only order acknowledgement I received. I discovered that Healthy New Beginnings continues to bill me, 86.90 for a "subscription fee" and an additional 86.90 for product received just today. They claim I never cancelled with them and that the Green Coffee, who provided the order acknowledgement and whose phone # I had was the only one provided to me was a separate company and for that reason they would not credit the "subscription fee". They did provide an RMA for me to return the shipment rec'd today, but, I have to pay the shipping. These people seem to have a pretty good racket going here. Advertise on TV. Provide one call/sales center to the consumer. Provide no documentation to the consumer that shows any procedure other than a telephone call to make cancellations. Then when customer complains about charges they claim that they have no record of cancellation and refuse to credit back to consumer's credit card. This sure seems to me to be an unfair if not fraudulent business practice. I certainly would not dream of treating my customers in this fashion. I hope you can help to resolve this issue for me by getting the company to issue credit back to my credit card.

Consumer's Desired Resolution:

Full refund of 86.90 charged twice and \$4.95 S&H once as I have to pay return shipping on product that was shipped even though I cancelled a month earlier.

01/30/2014 **web BBB** Case Received by BBB
01/30/2014 **cha BBB** Case Reviewed by BBB
01/30/2014 **Otto EMAIL** Send Acknowledgement to Consumer
01/30/2014 **Otto MAIL** Notify Business of Dispute
02/11/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$4.95 (shipping/handling), \$86.90 (debit that took place on 12-22-2013 for the product that was received by customer) and \$6.95 (restocking fee for the most recent order that was indeed returned to our facility with RMA) on 2-11-2014. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 12-08-2013 the customer placed an order on our website to try a 30-day supply of our Garcinia Cambogia for a 14-day trial. We offer no free trials. If the customer feels 14 days is not enough time, they're more than welcome to contact us for an extension on their trial. If the customer wishes to cancel the trial before the 14 days is up to avoid being billed for the product, they are to contact us via email or phone to cancel completely. All of which is clearly stated on our order page and within our terms and conditions. We were contacted by the customer on 1-26-2014 regarding their account. The customer was irate with the customer service representative and the call was transferred to a supervisor. Customer claimed to have canceled with us, but we have no record. The customer states in this complaint that they contact the Green Coffee company and canceled, we are by no means this Green Coffee company so canceling with them doesn't mean the customer is canceled with us as we are not associated with them. We received the returned package from the customer on 2-07-2014 and they were issued a credit of \$79.95 the same day. \$6.95 was kept due to restocking fees, this fee

was credited back today. Again, the customer has been refunded in full for the amount of \$4.95 (shipping/handling), \$86.90 (debit that took place on 12-22-2013 for the product that was received by customer) and \$6.95 (restocking fee for the most recent order that was indeed returned to our facility with RMA) on 2-11-2014. Their membership has also been completely canceled. Should you have any other questions or concerns, feel free to response to this reply.

Regards,

Healthy New Beginnings

02/12/2014

cha EMAIL Forward Business response to Consumer

02/24/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

02/24/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

02/24/2014

Otto BBB Case closed - ASSUMED RESOLVED

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 01/30/2014

Daniel Shapiro
15351 S.W. 87th court
Palmetto Bay, FL, 33157 Miami-Dade
Phone: (305) 205-4015
Email: dshapiro@dcsfin.com

Name/Firm/Company: Healthy New Beginnings Inc 1540 International Parkway Suite 2000 Lake Mary, FL 32746

Subject/Category: Healthy New Beginnings Inc 1540 International Parkway Suite 2000 Lake Mary, FL 32746 -

Street Address: 1540 International Parkway Suite 2000

City: Lake Mary, FL 32746 Seminole

Phone: 888.656.8893

Date of Transaction: 12/08/2013

Amount Paid: 183.70

Questions/Comments:

Responded to a televised infomercial on 12/8/2013 for Garcina Cambogia dietary supplement. If ordered at same time, Bio Nutra Green Coffee would be shipped at no charge, only s/h of \$4.95. I changed my mind and cancelled the phone # on the only order acknowledgement I received (1-877-293-0536) on 12/10/2013 Cancellation Order# 920304. I only received acknowledgement from a single email address which apparently is to Green Coffee, not Healthy New Beginnings, who has billed me \$86.90 on 12/24 and an additional \$86.90 on 1/23/2014 for additional product shipped AFTER my cancellation and received today. I spoke with Healthy New Beginnings and was advised that they and Green Coffee are separate companies and that I should have made separate cancellations, one to each company. Of course there was no way for me to know this as I was not advised. Both products were ordered from one toll free telephone # at the same time as part of the same promotion. Order and shipping acknowledgements came from a single email address. There is only one telephone # on the email confirmation. The company has refused to credit the charge from 12/24/13 claiming it is too late to reverse the "subscription" fee. They have issues an RMA for the product received by me today. Of course, I will be required to pay all shipping costs. I believe this is an unfair and or fraudulent trade practice. The promotion/ordering/acknowledgement procedures made no mention of the need to cancel with two companies.

COMPLAINT ACTIVITY REPORT Case # 90141316 BBB of Central Florida

Consumer Info:

Sharrow, Kalyn
1503 W. Montrose Street

2000

Youngstown, OH 44505
- 330 719-4835

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

COmpany did not disclose that account would be charged as more than a trial. Hit with 2 charges less than a week after I received the "trial"

Healthy New Beginnings free trial offer (only pay S&H of \$4.95). No where did I see that a full charge of 86.90 (plus another 96.52 from another name)would be charged 1 week later.

I believe they omitted this information or buried in the fine print to deceive buyers. This product is not worth that money and they do not give people enough time to evaluate the product anyways. And when the charge showed up on my checking account I called the phone number and sat on hold 3 different times for a half hour each with NO communication. Even if it was a good product, they are deceptive and it is not clear enough what the deal is. It is also highly overpriced. It is in my mind a very deceptive scam that may not even work! They should be ordered to disclose in the same font and same 1st page of information the full deal. All products should not allow fine print anywhere!

Consumer's Desired Resolution:

86.90 for Garcinia WOW! with Healthy New Beginnings and96.52 for Garcinia XS with "Diet Supply".

12/08/2014 web **BBB** Case Received by BBB
12/08/2014 cha **BBB** Case Reviewed by BBB
12/08/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/08/2014 Otto **MAIL** Notify Business of Dispute
12/24/2014 Otto **BBB** No response to first notice to business
12/24/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/24/2014 Otto **MAIL** Reminder of Dispute to Business
12/24/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : finally spoke to a representative from the company, just yesterday 12/23. All they said is "you're taking the product wrong, if it's not working like it says" and as for the charges only 1 week after the order " you dont really have 14 days to trial the product from when you get it, it's 14 days from when you order it, and when you check the box saying that you're 18, you automatically agree to the trial from that point." how can it be a free 14 day product trial if you dont have 14 days with the product?!?!
01/05/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/05/2015 cha **BBB** Phone Call or Time Extension
01/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/09/2015 cha **BBB** Inform Consumer No Response from Business
01/09/2015 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
01/09/2015 Otto **MAIL** Inform Business - Case Closed UNANSWERED
01/09/2015 Otto **BBB** Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90123997 **BBB of Central Florida**

Consumer Info:

Sheppard, Patrick
1130 Sheila Dr

2000

Joliet, IL 60435

- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096

888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

illegally auto charging for supplements
auto charging my cc

Consumer's Desired Resolution:

refund of two charges at \$86.00

02/10/2014

web BBB Case Received by BBB

02/11/2014

cha BBB Case Reviewed by BBB

02/11/2014

Otto EMAIL Send Acknowledgement to Consumer

02/11/2014

Otto MAIL Notify Business of Dispute

02/21/2014

WEB BBB RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 and \$86.90 as of 2-21-2014. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 12-28-2013 an order was placed on our website to try our Garcinia Cambogia weight loss supplement for a 14-day trial, paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or phone to get an extension on their trial. If we are not contacted by the customer prior to the end of their trial period, then they will be billed for the product of which was received by the customer once their trial expires. All of which is clearly stated on our website, the order page the customer placed their order on and within our terms and conditions. Since we were never contacted by the customer prior to the end of their 14-day trial, they were billed on the 15th day \$86.90 and another \$86.90 was billed and another bottle shipped on 2-10-2014. On 2-10-2014 the customer contacted us via phone regarding the two \$86.90 charges to their account. The customer support representative explained what the charges were and why they were billed. Again, the customer has been refunded in full for \$86.90 and \$86.90 as of 2-21-2014 and their membership completely. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,

Healthy New Beginnings' Complaint Department

02/24/2014

cha EMAIL Forward Business response to Consumer

02/25/2014

WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

I feel they are still duping the public..it should be in large print that they will auto charge your account...also its very difficult to contact anyone w this company to cancel

02/25/2014

Otto MAIL Inform Business - Case Closed RESOLVED

02/25/2014

Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90125281 BBB of Central Florida

Consumer Info:

Sherer, Stan
30901 SE Kelso RD
2000
Boring, OR 97009
503 668-9688 503 407-3749

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I spent \$4.95 for a trial size Garcinia Cambogia. I thought I had a reasonable amount of time to evaluate this product. Then I was billed \$86.90.
On 1/4/14, I ordered a trial size Garcinia Cambogia. 60 tablets. \$4.95 cost for trial. Then on 1/16, I was billed \$86.90. I thought this was for the next bottle, which I didn't want. I called and cancelled. The rep. gave me a RMA number, and I waited for the product to come so I could return it. It turns out they were billing me for the trial bottle! On 2/28 I called them to get the credit charges refunded, and they wouldn't help me. I consider this fraudulent practice. I'm sending the bottle back tomorrow. It contains 48 capsules.

Consumer's Desired Resolution:

Please refund my Visa card \$86.90

02/28/2014 web **BBB** Case Received by BBB
03/03/2014 cha **BBB** Case Reviewed by BBB
03/03/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/03/2014 Otto **MAIL** Notify Business of Dispute
03/18/2014 Otto **BBB** No response to first notice to business
03/18/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
03/18/2014 Otto **MAIL** Reminder of Dispute to Business
03/18/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : The company notified me that they were refunding the amount of \$86.90 on 3/4/14.
03/24/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125281
Customer Name: Stan Sherer
To whom it may concern,
I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 3-04-2014 when we received their returned order. On 1-04-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 1-18-2014 for the product of which they received during the trial period. Again, the customer's account has been refunded in full for the amount of \$86.90 as of 3-04-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.
Regards,
Healthy New Beginnings
03/25/2014 cha **EMAIL** Forward Business response to Consumer
03/25/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
03/26/2014 Otto **MAIL** Inform Business - Case Closed RESOLVED
03/26/2014 Otto **BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90128893 BBB of Central Florida

Consumer Info:

Shurelds, Yvette
1940 Edgewood Dr

2000

Lima, OH 45805
419 516-1063 419 516-1063

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I received a 2nd order. Canceled and returned per their directions. Was promised a refund over a month ago.

I did the initial trial order and they sent the second shipment before I could cancel. I called Healthy New Beginnings and was told to return the product unopened and I would get a full refund of \$79.95 in 7 to 10 days after they received the product. I waited a couple weeks and called. I was told the refund had been issued and given a tracking number. I was told to wait a few more days. When I called back, I was told it could take up to 28 days. First time they said 5 to 10 days. It has been well over 30 days and I have not received my refund. It was suppose to be put back in my checking which they drew it from. I had the last representative I talked to confirm the account number to make sure it was going to the correct account.

Consumer's Desired Resolution:

I am due \$79.95. I had to pay an additional \$6.00 for shipping. Total: \$85.95.

04/28/2014 web **BBB** Case Received by BBB
05/01/2014 cha **BBB** Case Reviewed by BBB
05/01/2014 Otto **EMAIL** Send Acknowledgement to Consumer
05/01/2014 Otto **MAIL** Notify Business of Dispute
05/13/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90128893

Customer Name: Yvette Shurelds

To whom it may concern,

I would like to preface by stating that the customer has been issued two refunds in the amount of \$6.95 (remaining Garcinia Cambogia product cost for charge on 03/14/2014) and \$65.17 (Garcinia Cambogia product cost for charge on 02/12/2014) as of 05/13/2014. The customer also received a settlement refund of \$79.95 on 03/28/2014 for the product that they returned. Please allow 2 -7 business days for the refunds to process and post back to the customer's account. On 01/23/2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$65.17 for the weight loss supplement at the end of the trial and they were also billed \$86.90 every 30 days after the trial, until cancellation. We apologize for any inconvenience this may have caused the customer. Again, we have issued two refunds in the amount of \$6.95 (remaining Garcinia Cambogia product cost for charge on 03/14/2014) and \$65.17 (Garcinia Cambogia product cost for charge on 02/12/2014) as of 05/13/2014 and have also completely cancelled the membership to ensure no future charges or shipments. The customer also received a settlement refund of \$79.95 on 03/28/2014 for the product that they returned. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

05/13/2014 **cha EMAIL** Forward Business response to Consumer
05/14/2014 **WEB BBB** BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE
: (The consumer indicated he/she DID NOT accept the response from the business.)

They said the refund was deposited to my account on 5/13/14 and it has not.

I am assuming it is an electronic transfer and should have been posted immediately.

05/19/2014 **cha MAIL** Forward Consumer Rebuttal to Business

05/29/2014 **WEB BBB** RECEIVED BUSINESS' REBUTTAL RESPONSE : To whom it may concern,

As stated within our response please allow 2-7 business days for the refunds to process and post back to the customer's account. It's rare to see any type of refund process and post within 24 hours. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

05/30/2014 **cha EMAIL** Send Business' Rebuttal Response to Consumer

05/31/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

They finally sent my refund. I know it was because of your contact with them and the complaint filed by you on my behalf. Thank you so much for all your help!

06/02/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED

06/02/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141077 BBB of Central Florida

Consumer Info:

Skarin, Lisa
421 S Rice St

Kasota, MN 56050-2043
- 507 317-4210

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

i RECEIVED TRIAL OFFER THEY CHARGED MY ACCOUNT \$86.90 + \$6.95 I did not authorize this I have been trying to call these people they DO NOT ANSWER
I received a trial offer from them 11/25/2014 order # 719449 for which they billed me \$4.95 for s&h the trial period is 14-days and it took 7-days for me to get it. On 11/28/2014 I tried calling the number they gave to contact them and held for 22 minutes still no answer, I continued to call 11/29/2014 till 12/3/2014 and still no answer. On 12/02/2014 my account was charged \$86.90 + \$6.95 which was not authorized. I have tried to cancel this and they won't allow me to do so because they don't answer the phone. I DO NOT WANT THIS AND THEY ARE NOT AUTHORIZED TO DEBIT MY ACCOUNT BUT THEY ARE !! I would like my money back IMMEDIATELY. They are running a SCAM

Consumer's Desired Resolution:

I would like a total of \$93.85 back from them exactly what they took from my account unauthorized the card they took it from was #4688340000019316 2/16 027 and I want this scam cancelled IMMEDIATELY

12/03/2014 web **BBB** Case Received by BBB
12/08/2014 cha **BBB** Case Reviewed by BBB
12/08/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/08/2014 Otto **MAIL** Notify Business of Dispute
12/23/2014 Otto **BBB** No response to first notice to business
12/23/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/23/2014 Otto **MAIL** Reminder of Dispute to Business
01/05/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/05/2015 cha **BBB** Phone Call or Time Extension
01/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/09/2015 cha **BBB** Inform Consumer No Response from Business
01/09/2015 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
01/09/2015 Otto **MAIL** Inform Business - Case Closed UNANSWERED
01/09/2015 Otto **BBB** Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90113671 **BBB of Central Florida**

Consumer Info:

Slater, Nancy
P.O. Box 987

2000

Littlefield, AZ 86432
- 928 347-4111

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

This company took out the agreed upon amount of \$4.95 out of my account. Then then took out \$49.95.

I called the company on 7/30 to get this corrected but they said they couldn't help me. Asked to speak to a supervisor but was put on hold. Hung up after 40 minutes. They advertised the amount to be 4.95 and nowhere on their site is their an additional amount of 49.95 to be taken out. I was informed by them that this is general practice to make certain this is a legitimate account. They said it would come off in 24-36 hours. It has been 4 days since they posted it on my account.

Consumer's Desired Resolution:

I want the 49.95 put back in my account.

07/31/2013 web **BBB** Case Received by BBB
08/02/2013 rri **BBB** Case Reviewed by BBB
08/02/2013 Otto **EMAIL** Send Acknowledgement to Consumer
08/02/2013 Otto **MAIL** Notify Business of Dispute
08/12/2013 WEB **BBB** RECEIVE BUSINESS RESPONSE : Case Number: 90113671
To whom it may concern,
I would like to preface by stating that the customer has been refunded in full for the amount of \$4.95 (shipping/handling) as of 8-12-2013. Please allow 2-7-business days for the refund to process and post back to the customer's account. As for the \$49.95 charge the customer's referring to there is no such charge from our company aside from the \$4.95 shipping and handling charge. I would suggest that the customer contact their bank to see who took out the \$49.95 charge and get that refunded from the correct company. The customer's account has been completed cancelled out as well as fully refunded. Should you have any other questions or concern, please feel free to contact us again.

Regards,
Danielle W.
1120 W. Butler Rd.
Unit I
Greenville, SC 29607
888-656-8893
info@healthynb.com

08/13/2013 cha **EMAIL** Forward Business response to Consumer
08/26/2013 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
08/26/2013 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
08/26/2013 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90125550 BBB of Central Florida

Consumer Info:

Soeder, Elizabeth
3585 Gerome Court

2000

Cleveland, OH 44105
- 440 487-8412

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)**Consumer's Original Complaint :**

Company's website (or lack there of) is misleading and fine print tricks you into addition charges for mediocre product.

I ordered a trial of the Garcinia Wow product two weeks ago. The site asked me if I wanted to try a trial of the cleanse product too. I said yes. I was then asked to submit my order and just had to pay the shipping fees for both products. One of the products arrived within a few days. The product claims to be premium but has additives and fillers that counteract the effectiveness of the Garcinia. That's besides the point. Last Friday I received the other product after two complaint emails basically asking where my product was. The company responded later that they had nothing to do with the cleanse company. (I cannot find information on that company anywhere. It was called Weightloss-solutions) Today, I had two additional charges on my credit card. One for the Garcinia which was \$86.90 and one for the cleanse (which I just received and didn't even have time for a two week trial) for \$87.35. I called the number for the Healthy New Beginnings and no one answered after several tries and so many minutes on hold. Then I tried to number I found for the mystery company-weightloss-solutions. An operator for Healthy New Beginnings answered after 10 minutes on hold and was very rude. She said that it wasn't her fault if I didn't read the fine print and that they would not refund the money. Then I asked about the other charge from the other company. She told me I'd have to call that company and she gave me the same number that I was on! This whole thing is a complete and total scam and is extremely unfair to customers. Any product I've ever been involved with puts their terms of service in your face and doesn't hide them or they notify you that your being charged that amount prior to it posting. I am extremely dissatisfied with this company, their product, and their customer service. I would like refund of the money that I was wrongfully charged. Ultimately, sites and companies like this should be shut down. 160 dollars for two products that can be purchased for much less at a drug/health store is outrageous and isn't something I would ever knowingly be part of. I feel like I have been duped.

Consumer's Desired Resolution:

I am seeking a refund of the \$86.90 that was charged by this company to my card. I would also like a refund of the \$87.35 from the mystery weightloss solutions sister company.

03/05/2014 web **BBB** Case Received by BBB
03/06/2014 cha **BBB** Case Reviewed by BBB
03/06/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/06/2014 Otto **MAIL** Notify Business of Dispute
03/21/2014 Otto **BBB** No response to first notice to business
03/21/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
03/21/2014 Otto **MAIL** Reminder of Dispute to Business
03/24/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125550

Customer Name: Elizabeth Soeder

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 (Garcinia Cambogia product cost that took place on 3-02-2014) and a full refund of the Amazing Cleanse has already been issued for the amount of \$87.35 due to returned product on 3-13-2014, as of 3-24-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 2-16-2014 an order was placed for our Garcinia

Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. A secondary order was placed for our Amazing Cleanse supplement to try for a 14 day trial period paying only shipping and handling on 2-16-2014 as well. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 3-02-2014 for the Garcinia Cambogia order of which they received during the trial period and also billed the same day for the Amazing Cleanse order for the amount of \$87.35. A full refund for the returned Amazing Cleanse order was issued on 3-13-2014. Again, the customer's account has been refunded in full for the amount of \$86.90 as of 3-24-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/25/2014

cha EMAIL Forward Business response to Consumer

03/25/2014

WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated

he/she ACCEPTED the response from the business.)

03/25/2014

OttO MAIL Inform Business - Case Closed RESOLVED

03/25/2014

OttO BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90140966 BBB of Central Florida

Consumer Info: Spence, Sandra
2491 W BAY POINTE AVE
2000
NAMPA, ID 83651
208 283-1489 208 283-1489

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste
Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Nov 18, 2014 ordered a free trial of garcinia wow and garcinia elite slim cleanser. On Dec 2, 2014 attempted cancel recurring charges to bank account.
On Nov 18, 2014 ordered free trial of garcinia wow and garcinia elite slim cleanser. Order #712220 and Order #712224. On December 2, 2014 called to complain to them that my bank account was charged \$86.90 and \$6.95 for the two free trial products - charges described as recurring preauth. Each charge had a different telephone number attached to it. After waiting on hold for a lengthy period of time, their response was that I had to have contacted them within 14 days. I told them that even if that was the case, Dec 2, 2014 should be the 14th day. I asked that the charges be reversed and any recurring charges be cancelled. Still refused to reverse the charges and wouldn't discuss cancelling any recurring charges.

Consumer's Desired Resolution:

I want the \$86.90 and \$6.95 to be refunded and that no additional charges be made to my bank account. An apology would be nice too.

12/02/2014 web **BBB** Case Received by BBB
12/03/2014 cha **BBB** Case Reviewed by BBB
12/03/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/03/2014 Otto **MAIL** Notify Business of Dispute
12/18/2014 Otto **BBB** No response to first notice to business
12/18/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/18/2014 Otto **MAIL** Reminder of Dispute to Business
12/29/2014 Otto **BBB** No Response received from Business on 2nd Notice
12/31/2014 cha **BBB** Inform Consumer No Response from Business
12/31/2014 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
12/31/2014 Otto **MAIL** Inform Business - Case Closed UNANSWERED
12/31/2014 Otto **BBB** Case Closed - UNANSWERED
01/05/2015 cha **BBB** ReOpen the Complaint
01/05/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90140966

Customer Name: Sandra Spence
To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-02-2014, as of 12-23-2014. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 12-02-2014, as of 12-23-2014. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-18-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia Elite Slim weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused

the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-02-2014, as of 12-23-2014. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 12-02-2014, as of 12-23-2014. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015

cha EMAIL Forward Business response to Consumer

01/16/2015

Otto BBB No Consumer Response- Assumed Resolved with Letter

01/16/2015

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

01/16/2015

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90114001 **BBB of Central Florida**

Consumer Info:

Splendore, Erin
3043 Memory Lane

2000

McKeesport, PA 15133

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Ordered a product off of the website, continued to take money from my account without shipping product.

In June 2013 I found an offer for diet supplements posted through Women's Health Magazine. It was a combination of a cleanse pill along with Garcinia Cambogia pill. I ordered both at the same time all I had to pay was the 4.95 shipping for both items. I used my Visa Debit Card. A couple days later I received the cleanse pill and not the Garcinia Cambogia, so I called the number on the website and spoke with Roger who emailed me a tracking number and another phone number if I may have had any other issues. Roger also assured me that for the delay on the pills, my trial period would be extended until July 25 2013.

Just to be sure I called the phone number for the cleanse as well to make sure that my trial was extended, they assured me that Roger extended both trials. He also informed me that reordering the pills would be \$77.86. Well the pills did not work for me. So on July 16 2013, I spoke with a Ron R who was able to cancel the cleanse pill for me, but could not find my information for the Garcinia Cambogia pill. I then called the number that Roger had given me, 1-877-687-6823, which is also listed on their website, they in turn told me that they did not have any of my information in their system. I continuously checked my account to make sure that money wasn't taken out of my account, until August 5 2013, I noticed that \$99.98 was pending on my account, I looked further back and noticed that \$99.98 was also taken out of my account back on July 9 2013. I called the number again and was unsuccessful. I went to my local bank to close out my account because I thought I was being scammed, the bank had given me a number that showed up on their end for the Pure Garcinia Cambogia Company: 1-877-489-3478. When I returned home from the bank around 1:00 pm I called the number and spoke with Alvin, I explained to him what was going on and I wanted to speak with a supervisor. All of the supervisors were in a meeting, so at this point I am getting frustrated and tell him to put me on hold until someone is available, he in turn told me that they were not allowed to place people on hold. Alvin then told me I would be placed on a call back list and hung up on me. I called the number back and this time I spoke with a female, I asked to speak with a supervisor, she also told me they were in a meeting and it showed on my account that I would receive a call back. I waited until 4:30pm and still received no call back from the company, so decided to call back again, this time when I called there was an automated message that said my account had been cancelled, and to go to the website (it would not let me further direct my call to speak to someone). I used my husband's phone to call again and the call went through. I spoke with Michael, who claimed he was a supervisor and that all of the supervisors were in a meeting that just let out. I explained my story to him, he was rude, continued to talk over me while I was explaining what happened and refused to give me any money back. He said another shipment was en route to my address and if I sent those back I would get 60% of my money back, I asked if I could have a shipping label to ship it back, he replied their company does not provide shipping labels, I even offered to mail him back the pills I have left from the trial period at my expense. He also asked me how many total bottles of the product I had received. I only received the trial bottle so I paid for 2 bottles that I have never received. I felt like I was pleading with him to get my money back.

Consumer's Desired Resolution:

I would like the two payments of \$99.98 totaling \$199.96. The fact that I had an extended trial until July 25 2013 and they took the money out before the trial was over July 9 2013. As well only receiving the trial bottle, and being charged for 2 additional bottles that were never received. I would be happy to return their product back to them because it does not work.

08/06/2013 **web BBB** Case Received by BBB
08/07/2013 **rri BBB** Case Reviewed by BBB
08/07/2013 **Otto EMAIL** Send Acknowledgement to Consumer
08/07/2013 **Otto MAIL** Notify Business of Dispute
08/14/2013 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,
We are unable to locate the consumer in our systems. The information
provided in the complaint does not match anything we offer; prices, telephone numbers, names,
etc. I would suggest contacting the telephone number the bank representative provided for you,
since that was the number associated with the charges. I do apologize for the confusion and wish
we were able to further assist you regarding this matter.
Thank you,
Danielle W.
Healthy New Beginnings Inc
1540 International Parkway Suite 2000
Lake Mary, FL 32746
888.656.8893
support@healthynb.com

08/19/2013 **cha EMAIL** Forward Business response to Consumer
08/20/2013 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated
he/she ACCEPTED the response from the business.)
After further researching, I found the actual business that I was dealing with.
08/20/2013 **Otto MAIL** Inform Business - Case Closed RESOLVED
08/20/2013 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90129837 BBB of Central Florida

Consumer Info:

2000

Stage, Kimberly
PO BOX 115 5214 US RT 11

Homer, NY 13077
- 315 741-9415

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Seen charge on the card and called in for a refund.

I purchased the trial and then seen a charge on the card. I called the morning the charge was placed on the card. Customer service agent said refund was processed. was told 3-7 days for the 87. and change to come back to me. Called 3 days later and the customer service rep says not issued know I need to wait to get the items in the mail before the refund was returned. Called the morning the order was being sent and was told I was all set.

Consumer's Desired Resolution:

I would like the refund that I was I told I would have received. I should not have to wait to receive the items that I don't use.

05/15/2014 **web BBB** Case Received by BBB
05/15/2014 **cha BBB** Case Reviewed by BBB
05/15/2014 **Otto EMAIL** Send Acknowledgement to Consumer
05/15/2014 **Otto MAIL** Notify Business of Dispute
05/28/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90129699

Customer Name: Omeda Johnson
To whom it may concern,

I would like to preface by stating that the customer has been issued a refund in the amount of \$43.45 (discounted Garcinia Cambogia product cost) for the charge on 4/12/2014 and also a full refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 05/12/2014 as of 05/28/2014. Please allow 2 -7 business days for the refund to process and post back to the customer's account. On 03/17/2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$43.45 (discounted rate) for the weight loss supplement at the end of the trial and they are also billed \$86.90 every 30 days until cancellation. We apologize for any inconvenience this may have caused the customer. Again, the customer has been issued a refund in the amount of \$43.45 (discounted Garcinia Cambogia product cost) for the charge on 4/12/2014 and also a full refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 05/12/2014 as of 05/28/2014. We have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

05/28/2014 **cha EMAIL** Forward Business response to Consumer
06/09/2014 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
06/09/2014 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
06/09/2014 **Otto BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90125918 BBB of Central Florida

Consumer Info:

2000

Stanley, Sandra
5665 Monte Corita Circle

Citrus Heights, CA 95621
- 916 961-8107

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Erronious credit card charges

I signed up for your FREE TRIAL offer, January 28, 2014 - paying \$4.95 for shipping on January 30, 2014. I tried calling to cancel further shipments, over 5 times, with no answer, busy signal or dropped call. I then e-mailed your company to CANCEL my subscription @info@healthynb.com, which it states in your Terms and Conditions page 2 under Trial Promotions. "Customers may cancel it anytime by simply calling our customer service at 888.656.8893 or emailing to info@healthynb.com.

I was charged \$86.90 on February 13, 2014 - I NEVER received any other product from Healthy New Beginnings (please see below) it states that my account would be charged \$86.90 and I would be sent another shipment of the product. Again, I NEVER received any other product.

So for my FREE Trial I was charged \$4.95 shipping (1/30/2014) + \$79.97 + \$6.95 shipping (\$86.90 on 2/13/2014). Why was I charged two shipping charges? For the same FREE Trial bottle?

You said that I had to call in to cancel my subscription - why can I order over the internet but can not cancel the same way?

Consumer's Desired Resolution:

Credit to credit card or mail check for refund

03/11/2014 web **BBB** Case Received by BBB
03/12/2014 cha **BBB** Case Reviewed by BBB
03/12/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/12/2014 Otto **MAIL** Notify Business of Dispute
03/27/2014 Otto **BBB** No response to first notice to business
03/27/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
03/27/2014 Otto **MAIL** Reminder of Dispute to Business
03/27/2014 WEB **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125918

Customer Name: Sandra Stanley
To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 3-27-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 1-28-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 2-11-2014 for the product of which they received during the trial period. Again, the customer's account has been refunded in full for the amount of \$86.90 as of 3-27-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings

03/28/2014 cha **EMAIL** Forward Business response to Consumer

04/01/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

We have been refunded the full amount - thank you very much for your help.

04/01/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED

04/01/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90119968 BBB of Central Florida

Consumer Info:

Steckman, Raymond E.
2145 Ester Court
Norfolk, VA 23518-2105
757 583-4219 757 583-4219

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

They owe me a refund of \$86.90 to my credit card. I never ordered product and never received product.

Hope that the BBB in Florida and get my refund issued to my credit card immediately. My account last 4 numbers are 9720. My lawyer has a copy of all information that I have on this Company, and said he will pursue matters legally if I do not receive a refund for \$86.90. Also, the BBB in Norfolk, Va. has been alerted to the issue with this company. I consider it a fraudulent erroneous charge to my credit card. Thanks for your assistance.

Raymond E. Steckman
USN Retired

Consumer's Desired Resolution:

I want them to refund immediately the charge they made to my credit card account ending in 9720, in the amount of \$86.90. I did not order any products, and never received any products. They submitted their information to my credit card on 10/12/2013. I have alerted my Credit Card of the bogus transaction and they are standing by for the refund information from Healthy New Beginnings. My lawyer has also been informed and has a copy of all my information on the Company. Sincerely hope that the BBB can convince the folks at Healthy New Beginnings to issue my refund immediately, rather than face a law suit for fraud. The BBB in Norfolk, Va. has also been notified.

11/21/2013 **web BBB** Case Received by BBB
11/25/2013 **cha BBB** Case Reviewed by BBB
11/25/2013 **Otto EMAIL** Send Acknowledgement to Consumer
11/25/2013 **Otto MAIL** Notify Business of Dispute
12/06/2013 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 12-06-2013. Please allow 2-7 business days for the refund to process and post back to the customer's account. We apologize for any inconvenience this matter may have caused the customer. On 10-23-2013 the customer contacted our customer support and told the call agent that he RTS'ed (return to sender) the package, meaning it was delivered. Please be aware that the customer's account has been completely canceled out, meaning no other charges will be processed and no other shipments will be made. Again, the customer has been refunded in full for the amount of \$86.90 and should you have any other questions, please do not hesitate to reply to this response.

Happy holidays,
Complaint Department

12/10/2013 **cha EMAIL** Forward Business response to Consumer
12/10/2013 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
12/10/2013 **Otto MAIL** Inform Business - Case Closed RESOLVED
12/10/2013 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90140838 **BBB of Central Florida**

Consumer Info:

Stefek, Lu Ann
522 Birchwood Drive
Yorkville, IL 60560
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Billed for product not ordered. Only ordered the trial version. Terms stated there is NO AUTO SHIPPING! Two charges on credit card for almost \$100.

I ordered the trial version of the Garcinia Wow and the Garcinia Elite Slim Natural Cleanser. The cost was for shipping only, \$4.95 each. Read the terms and saw no where that this was a purchase to be billed every month on credit card. The terms stated NO AUTO SHIPPING. Received my credit card statement and there are two charges on there for this produce, which I did not order.

Here is their policy:

"Paid Offers:

On Paid Offers there is no monthly continuity charge. You will only be billed once for your purchase. For example, if you buy 1 bottle of Cleanse you will be charged \$49.95 (or the current price) plus \$4.95 shipping & handling.

Unlimited Refill Program Terms: * NO Monthly Charges * NO Auto-Shipping

This offer will allow you to order the product every 30 days and pay the processing and shipping included on a monthly basis month after month via our automated order management system by request only. Once your original purchase supply has been depleted, you will be able to request additional supplies every thirty days. If you choose to return your original purchase for any reason, your enrollment to our membership program will be forfeited. Customers will be given a 3-month notice of product cancellation. Supplies are subject to availability."

I have seen other complaints where this company said you had to notify them after 14 days if you did not want the product. My husband and I re-read the terms and there is nothing mentioned in there about this.

I am requesting a credit for the two charges(one for \$6.95 and the other for \$86.90)and I have also contacted the credit card company to dispute this charge. This was unauthorized.

Consumer's Desired Resolution:

credit on credit card for \$6.95 and \$86.90.

11/30/2014 web **BBB** Case Received by BBB
12/03/2014 cha **BBB** Case Reviewed by BBB
12/03/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/03/2014 Otto **MAIL** Notify Business of Dispute
12/04/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : I contacted this business on Monday, December 1st and spoke with a representative about the charges I received on my credit card for \$6.95 and \$86.90 and requested a credit. She started reading me the terms and conditions, etc. and I stopped her and told her that I read those and mine were different from hers. Mine said NO AUTO SHIPPING, NO MONTHLY CHARGES. She stated that those were not their terms. I went to the website that I ordered the product from and those were/are the terms I

saw. There is also another website for this product and it has the terms she was stating about this was a 14 day trial and if not satisfied, to contact them by the 14 days otherwise there would be charges. I again stated I had different terms, but I may as well have been talking to my dogs. I again stated that I would not pay for this and that I had contacted my credit card company and filed a dispute. She then said she would talk to her supervisor, came back and said she would give me a 35% discount on the charges. Stated again I would not pay for this as I had not requested more pills to be shipped, I only requested the trial bottles. She said she would talk to the supervisor again, and came back and said 50% discount. I again stated I would not pay for anything. she again went to her supervisor and when I asked if I could speak to the supervisor, she told me that she was not speaking to them directly but thru email. she came back and said 70% discount was the best she could do and that if I went thru the credit card dispute, the credit card company would side with them because they have it stated in the terms and conditions. I again told her that I read thru the terms that I saw when I ordered the products and it is not on there. She said well take your chance then,70% is the best I can do. You will not win this case as they will side with us, is what she told me again. I asked her if the product had been shipped for what I was charged and she said no, there is no product being shipped but that those charges were for the trial bottles! Now I really lost it. I started crying, and said this was a scam and I did not sign up for this, etc. She again stated they would win and there was nothing else they could do for me. Then she tells me that the one set of pills I purchased was from a different company and she could not help me with that. Funny, I ordered them both from the same web page! I said fine. I have had it. Give me the 70% discount and remove me from any more charges, etc. She put thru the credit of \$60 and some odd change. I hung up and then called the credit card company and explained what happened with the company and told them that when I filed the dispute on November 29th, the lady at the credit card co. suggested I close the account. so I requested that my credit card be blocked, so no further charges would/could be made. She also told me that the bank would still go thru with the dispute I had filed and to let them handle it. I am requesting a credit for the \$6.95 charge and for the full \$86.90 charge. I also have to go thru the hassle of updating all credit card information because of this scam! Never thought I would be victim to this, but I got caught. it is that easy! This company needs to be stopped.

12/18/2014 **Otto BBB** No response to first notice to business
12/18/2014 **Otto EMAIL** Consumer - Have You Heard From the Company
12/18/2014 **Otto MAIL** Reminder of Dispute to Business
12/18/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : My credit card company said they would handle. So I have heard nothing as of today, 12/18/14. When I spoke to their customer service rep two weeks ago, she told me that they would win this case and I would still have to pay for the product. Seems like there are two websites for this company with different items.
12/29/2014 **Otto BBB** No Response received from Business on 2nd Notice
12/31/2014 **cha BBB** Inform Consumer No Response from Business
12/31/2014 **Otto EMAIL** Inform Consumer - Case Closed UNANSWERED
12/31/2014 **Otto MAIL** Inform Business - Case Closed UNANSWERED
12/31/2014 **Otto BBB** Case Closed - UNANSWERED
01/05/2015 **cha BBB** ReOpen the Complaint
01/05/2015 **cha BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90140838

Customer Name: Lu Ann Stefek

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 full refunds for the products that they ordered. The customer has been issued a refund of \$26.07 (remaining Garcinia Cambogia product cost) for the charge on 11-20-2014, as of 12-23-2014. The customer has previously accepted a refund of \$60.83, issued on 12-01-2014, for this order. The customer has also been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 11-20-2014, as of 12-08-2014. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-06-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia Elite Slim weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the

product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 full refunds for the products that they ordered. The customer has been issued a refund of \$26.07 (remaining Garcinia Cambogia product cost) for the charge on 11-20-2014, as of 12-23-2014. The customer has previously accepted a refund of \$60.83, issued on 12-01-2014, for this order. The customer has also been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 11-20-2014, as of 12-08-2014. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015 cha EMAIL Forward Business response to Consumer

01/05/2015 WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

I accept the two refunds but I do not accept that it states on their website, etc. About if being a 14 day trial. I have the terms printed out and it does not say that. However, I also found another website with their product and it does say 14 day trial. I did not order from the second website. I will not be called a liar by a scam company.

I shall assume this case is closed.

Thank you for your help.

01/05/2015 Otto MAIL Inform Business - Case Closed RESOLVED

01/05/2015 Otto BBB Case Closed RESOLVED

01/20/2015 BBB MORE INFO RECEIVED FROM THE CONSUMER : Received a letter today, January 20, 2015, from my credit card company stating that this company has submitted a rebuttal for the transaction being disputed. Will need to contact card company and find out what is going on.

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 03/06/2014

David Stein
6168 Indian Garden Road
Petoskey, MI, 49770
Phone: (231) 330-2467
Email: destein1@gmail.com

Name/Firm/Company: Healthy New Beginnings Inc and Weightloss Solutions
Subject/Category: Dietary Supplement unauthorized Debit/Credit card charge
Street Address: zip 32746 and zip 32771 respectively, FL
Website: <http://www.weightloss-solutions.info/>

<http://www.healthynb.com/aboutus.php>
Date of Transaction: 03/05/2014
Amount Paid: \$86.90 and \$87.35

Questions/Comments:

On 02/14/2014, I authorized these two companies, not apparent that there was two companies, to charge \$4.99 each for a sample bottle of Garcinia Wow and a sample bottle of Amazing Cleanse. I will be sixty years old 10/15/2014 and this is not my first experience buying via the internet. I was very cautious. Looked for anything that might indicate an obligation for further charges to my account....none. This advertized product was on FACEBOOK, so stupid me thinking they screened the companies.

On 03/05/2014, I checked my bank account via my smartphone and saw two suspicious charges. one charge for \$86.90, Healthy New Beginnings, phone 888-293-6156 FL USA, zip 32746, time 02:43:52, terminal 00010001, sequence number 600129, MC authorization, Merchant category 5499 and one charge for \$87.35, Weightloss Solutions, phone 800-591-1965, Sanford FL USA, zip 32771, time 03:44:12, terminal number 70066501, sequence number 100174, MC Authorization, Merchant category 5499.

I immediately went to my bank, First Community Bank, Harbor Springs, MI, who Hot carded my account immediately, cancelled my debit/credit card and told me there was nothing else they could do at this point. I was instructed to attempt to call the companies that charged my account.

I went home and attempted all night and this morning to get an answer at the numbers provided by both companies to only get an answer saying how important I was to them but my call would be handled in the order recieved. Music, music and more music, each and everytime I called.

Now, I know how important Florida's business image is because of past transgressions due to unscrupulous characters in Florida's past, I have an active real estate license with the State of Florida and several years ago was active in the Insurance industry in Florida, in which it was no small feat to obtain said licencing compared to other States.... hence my knowledge, through training required by the State of Florida, of the need for integrity, and ethics.

Mygrandparents were residents of Florida for over thirty years, my parents homeowners until just recently, as I was a resident of Florida while working in the insurance and real estate industries.

I ask you to find these poor excuse of business persons, and remind them of their responsibilities to the consumers they serve. I do hope to obtain my losses also.

Thank you,
David E Stein
6168 Indian Garden Road
Petoskey, MI 49770
Cell # 231-330-2467

COMPLAINT ACTIVITY REPORT Case # 90140275 BBB of Central Florida

Consumer Info:

2000

Stodola, Alexandria
2506 S. 361st Street
Federal Way, WA 98003
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)**Consumer's Original Complaint :**

I only bought one bottle for 4.99 of Garcinia Cambogia and am being charged over 100 dollars so far. This is unauthorized and I want a FULL refund.

On November 11th I ordered the Garcinia Cambogia trial for 4.99, I only ordered one bottle but got 3...2 Garcinia Elite Slims and one Garcinia Wow. I don't understand how this happened, and from other complaints I have read I guess I did not read the fine print and respond in 14 days, because today (November 16th I was charged 86.80 from the HNB Healthwow in Lake Mary, Florida, And I am continuing to get charged by diet supply so far 13.90, this does not include the night I bought the trial and was charged 4.95 three times. please refund me and take me off any monthly list, I am a struggling college student and do not have the money to pay for this, please, I WANT A FULL REFUND. I can not afford to pay for any of this, and all I wanted was to try this product out for a low cost, I only ordered one bottle and these withdrawals from my account are unauthorized and a mistake, please refund me.

Consumer's Desired Resolution:

As of November 16th, 2015 I want a full refund of \$120.00, I do not know if I will still be getting charged in the next few days but if so I want to be refunded for that too. Or the withdrawals to stop entirely! So I expect all charges of \$120.00 to be refunded immediately or I will be forced to file a legal action, because I can not pay for this.

11/16/2014 web **BBB** Case Received by BBB
11/17/2014 ned **BBB** Case Reviewed by BBB
11/17/2014 Otto **EMAIL** Send Acknowledgement to Consumer
11/17/2014 Otto **MAIL** Notify Business of Dispute
12/03/2014 Otto **BBB** No response to first notice to business
12/03/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/03/2014 Otto **MAIL** Reminder of Dispute to Business
12/09/2014 cha **BBB** DISPUTE RESOLVED- WITH LETTER : I was refunded by Healthy New Beginnings, Inc. thank you.
12/09/2014 Otto **MAIL** Inform Business - Case Closed RESOLVED
12/09/2014 Otto **BBB** Case Closed RESOLVED
01/04/2015 **BBB** MORE INFO RECEIVED FROM THE BUSINESS : Complaint ID: 90140275

Customer Name: Alexandria Stodola (Name on Account: Allie Stodola)

To whom it may concern,

I would like to preface by stating that the customer has been issued 3 refunds for the products that they ordered. The customer has been issued a refund of \$9.95 (remaining Garcinia Cambogia product cost) for the charge on 11-16-2014, as of 12-19-2014. The customer has been previously accepted a settlement refund of \$76.95, issued on 11-21-2014, for this order. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 11-16-2014 and also a refund of \$6.95 (Garcinia Elite Slim product cost) for the charge on 11-16-2014, as of 12-19-2014. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-02-2014, three orders were placed; one for our Garcinia Cambogia and two for our Garcinia Elite Slim weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s)

they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 3 refunds for the products that they ordered. The customer has been issued a refund of \$9.95 (remaining Garcinia Cambogia product cost) for the charge on 11-16-2014, as of 12-19-2014. The customer has been previously accepted a settlement refund of \$76.95, issued on 11-21-2014, for this order. The customer has been refunded \$6.95 (Garcinia Elite Slim product cost) for the charge on 11-16-2014 and also a refund of \$6.95 (Garcinia Elite Slim product cost) for the charge on 11-16-2014, as of 12-19-2014. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

COMPLAINT ACTIVITY REPORT Case # 90126787 BBB of Central Florida

Consumer Info:

2000

Strickland, Roger
5313 NW 54th CourtGainesville, FL 32653
- 352 317-0026**Business Info:** Healthy New Beginnings, Inc.
1540 International Pkwy SteLake Mary, FL 32746-5096
888 656-8893**Location Involved:** (Same as above)**Consumer's Original Complaint :**

A trial offer for their product included a required monthly purchase, which was not made clear in their advertising.

A trial offer for their product included a required monthly purchase, but the necessity of canceling this trial offer was contained in voluminous verbiage and was resulting overlooked and - clearly from the numerous complaints about this company - intentionally designed this way by the company. The firm's use of deceptive marketing practices is demonstrably evident and contrary to any principled or ethical business conduct.

Consumer's Desired Resolution:

I am willing to pay a small charge for the initial shipping of the product, but want all other charges by this company dropped.

03/25/2014 web **BBB** Case Received by BBB
03/27/2014 cha **BBB** Case Reviewed by BBB
03/27/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/27/2014 Otto **MAIL** Notify Business of Dispute
04/11/2014 Otto **BBB** No response to first notice to business
04/11/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
04/11/2014 Otto **MAIL** Reminder of Dispute to Business
04/22/2014 Otto **BBB** No Response received from Business on 2nd Notice
04/23/2014 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90126787

Customer Name: Roger Strickland

To whom it may concern,

I would like to preface by stating that the customer has been issued three refunds in the amount of \$86.90 (Garcinia Cambogia product cost) for charges on 01/20/2014, 02/19/2014, and 03/21/2014 as of 04/22/2014. Please allow 2 -7 business days for the refund to process and post back to the customer's account. On 12/07/2013 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$86.90 for the weight loss supplement at the end of the trial and they are also billed \$86.90 every 30 days until cancellation. We apologize for any inconvenience this may have caused the customer. Again, we have issued three refunds of \$86.90 for charges on 01/20/2014, 02/19/2014, and 03/21/2014 as of 04/22/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

04/23/2014 cha **EMAIL** Forward Business response to Consumer
05/05/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
05/05/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED

05/05/2014

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90124254 **BBB of Central Florida**

Consumer Info:

2000

Stricklen, Ruth
256 Janice Dr
Sparta, TN 38583
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

only authorized free trial shipping fee. did not subscribe. telephone customer service number only yielded a taped message, telephone voice mail full.

sorry as I had not planned on any problems, I threw the plain packaging away. noticed it was on my debit card, when I got a purchase denied message. no funds available.

Consumer's Desired Resolution:

just want my name off their list and a full refund.

02/13/2014 **web BBB** Case Received by BBB
02/13/2014 **cha BBB** Case Reviewed by BBB
02/13/2014 **Otto EMAIL** Send Acknowledgement to Consumer
02/13/2014 **Otto MAIL** Notify Business of Dispute
02/21/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,
I would like to preface by stating that the customer has been refunded in full for the amount of \$65.15 (the remainder of the \$86.90 that had not been refunded previously) as of 2-21-2014. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 1-28-2014 an order was placed on our website to try our Garcinia Cambogia weight loss supplement for a 14-day trial, paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or phone to get an extension on their trial. If we are not contacted by the customer prior to the end of their trial period, then they will be billed for the product of which was received by the customer once their trial expires. All of which is clearly stated on our website, the order page the customer placed their order on and within our terms and conditions. Since we were never contacted by the customer prior to the end of their 14-day trial, they were billed on the 15th day \$86.90. We were contacted by the customer on 2-13-2014 regarding the \$86.90 charge to their account. The customer support representative offered the customer a partial refund of 25% (\$21.75) to settle and close the account since the product was open and we are unable to accept open products back due to health and safety regulations. Their account was refunded the partial refund of \$61.75 on 2-13-2014. Again, the customer has been refunded in full for \$65.15 as of 2-21-2014 and their membership completely. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,

Healthy New Beginnings' Complaint Department

02/24/2014 **cha EMAIL** Forward Business response to Consumer
03/07/2014 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
03/07/2014 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
03/07/2014 **Otto BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141627 BBB of Central Florida

Consumer Info:

2000

Stroud, Reggie
160 Faith Baptist Church Rd

Marion, NC 28752

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered a trial of this product for a total of approx. \$10.00. I did not agree to any further charges I ordered a free trial offer (only pay S&H of \$4.95) and additional product of (s/h \$4.95) No where did I see that a full charge of 86.90 and \$88.49 would be charged 2 weeks later.

I believe they omitted this information or buried in the fine print to deceive buyers. Then the charges showed up on my checking account I called the phone number and they said this was the charge for the bottle of Garcinia XS & Cleanse that I received and if I didn't respond to cancel within 14 days, they would charge this and put me on autobill/autoship. Even if it was a good product, they are deceptive and it is not clear enough what the deal is. It is in my mind a very deceptive scam that may not even work! They should be ordered to disclose in the same font and same 1st page of information the full deal. All products should not allow fine print anywhere! They have offered me a 35% courtesy refund which is unacceptable. I told the rep. that I have read 170+ complaints with BBB for same issue, but she refused to listen, talked over me and eventually hung up on me.

Consumer's Desired Resolution:

I want a full refund of \$86.90 for the Garcinia and a refund of \$88.49 for the Cleanse.

12/13/2014 web **BBB** Case Received by BBB
12/15/2014 cha **BBB** Case Reviewed by BBB
12/15/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/15/2014 Otto **MAIL** Notify Business of Dispute
12/31/2014 Otto **BBB** No response to first notice to business
12/31/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/31/2014 Otto **MAIL** Reminder of Dispute to Business
01/06/2015 cha **BBB** MORE INFO RECEIVED FROM THE CONSUMER : From: RA Stroud (mailto:rstroud66@gmail.com)

Sent: Thursday, January 01, 2015 12:40 PM

To: Better Business Bureau

Subject: Re: BBB Complaint Case# 90141627 (Ref#111-90198438-

90141627-6-320)

I have no heard a word

01/12/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/12/2015 cha **BBB** Phone Call or Time Extension
01/16/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/27/2015 cha **BBB** Inform Consumer No Response from Business
01/27/2015 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
01/27/2015 Otto **MAIL** Inform Business - Case Closed UNANSWERED
01/27/2015 Otto **BBB** Case Closed - UNANSWERED
02/03/2015 cha **BBB** ReOpen the Complaint
02/03/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90141627

Date: 01-22-2015

Customer Name: Reggie Stroud

To whom it may concern,

I would like to preface by stating that the customer has been issued 3 refunds for the products that they ordered. The customer has been issued a refund of \$88.49 (Garcinia XS Cleanse product cost) for the charge on 12-08-2014, as of 01-22-2015. The customer has been refunded \$86.90 (Garcinia Cambogia product cost) for the charge on 12-09-2014, as of 01-22-2015. The customer has been refunded \$73.32 (Garcinia XS Cleanse product cost) for the charge on 01-14-2015, as of 01-22-2015. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-24-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS Cleanse weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 3 refunds for the products that they ordered. The customer has been issued a refund of \$88.49 (Garcinia XS Cleanse product cost) for the charge on 12-08-2014, as of 01-22-2015. The customer has been refunded \$86.90 (Garcinia Cambogia product cost) for the charge on 12-09-2014, as of 01-22-2015. The customer has been refunded \$73.32 (Garcinia XS Cleanse product cost) for the charge on 01-14-2015, as of 01-22-2015. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/03/2015

cha EMAIL Forward Business response to Consumer

02/16/2015

Otto BBB No Consumer Response- Assumed Resolved with Letter

02/16/2015

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

02/16/2015

Otto BBB Case closed - ASSUMED RESOLVED

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 04/09/2014

michael sweetman
16125 edna st
Omaha, NE, 68136
Phone: (402) 932-2118
Email: msweet99@yahoo.com

Name/Firm/Company: healthy new beginnings or garciniawow--this phishing operation has billed me under both of these 'company' names

Subject/Category: phishing scam using a lookalike page of amazon.com

Street Address: P.O. Box 471208 lake monroe, fl. 32747

City: Lake Monroe, FL 32747 Seminole

Phone: (888) 656-8893

Website: per phone conversations with amazon.com on dec.30, 2013, healthy new beginnings/garciniawow 'phished' my credit number off an amazon.com lookalike page
Amount Paid: 260.19

Questions/Comments:

the fraud dept. at Merrill lynch has credited my account for the full amount of the charges by this phishing/scamming company. However, this company continues to use my credit card to charge me monthly on the 15th of each month. I have spoken with 4 people at this company, beginning at the end of January, and demanded that they delete my visa card # from their system and stop billing my account at Merrill lynch. But they have not complied with my demands. I have warned all 4 individuals at this company that I would be contacting your office. Further. I have repeatedly asked for the name of the company owner or c.e.o., but none of the individuals would provide me with that information as of my last call to them on April 3rd.

To conclude, this company still has my visa card number and continues to bill me on the 15th of each month. Given the sleezy, uncooperative, and secretive manner this company does business, I am very concerned that they will either continue to bill me monthly or sell my credit card number to third parties or to 'data mining' companies.

I am going to write to Eric Holders' office and give his office the information I have given you. I will happily speak with anyone in your office and provide you with any additional information you may need in order to take appropriate action against Health New Beginnings/Garciniawow.

Thankyou very much,

Sincerely,

Michael Sweetman

COMPLAINT ACTIVITY REPORT Case # 90141568 BBB of Central Florida

Consumer Info:

Tabang, Ma Lourdes Besilda
6438 Southern Lakes Dr N

2000

Indianapolis, IN 46237
- 317 885-9936 ext 663

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I was charged the full amount of Garcinia WOW and Garcinia XS when their ad said I would only pay S&H of \$4.95. Their website is misleading.

I ordered Garcinia Wow and Garcinia XS Cleanse from Healthy New Beginnings for their free trial offer of \$4.95 (pay only S&H) via their website on Nov. 1, 2014. Nowhere in their website that it states that if you don't cancel after 14 days that you will be billed the full amount of \$86.90 for a bottle of Garcinia WOW and \$88.49 for Garcinia XS. I received Order Confirmation Number: 647284 on my email the same day but only for Garcinia WOW. I was shocked to find that my credit card was charged on Nov. 15, 2014 for \$86.90 for WOW and double charged \$88.49 for XS (total \$176.98) since they sent me two bottles of XS when I ordered only one! \$262.88 for both products is way too OVERPRICED and more costly than prescription meds!

The names GarciniaWOW 8886568893/HealthyNB 8886568893 and Wonderdiet Inc. appeared on my billing statement. I called both of the companies and their CSRs (Wonderdiet's CSR's name was Paul ext. # 3153) on Dec. 11, 2014 and asked about the charges. They told me that since I did not respond in 14 days, I was billed the full amount! I told them I haven't tried both of the products since I needed to seek advice from my doctors. I demanded them to STOP future transactions and charges on my credit card as I don't want the product. Also I was fearful that they would put me on autobill/autoship. They said they would send me an email for my cancellation but that it will take sometime. I have not received any email as of this writing.

I FIRMLY BELIEVE they omitted this information or buried in the fine print to deceive buyers.

Consumer's Desired Resolution:

I would like to be refunded the total of \$263.88 for: Garcinia WOW \$ 86.90 Garcinia
XS 88.49 x 2 bottles = \$176.98 TOTAL \$263.88

12/12/2014 web **BBB** Case Received by BBB
12/15/2014 cha **BBB** Case Reviewed by BBB
12/15/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/15/2014 Otto **MAIL** Notify Business of Dispute
12/30/2014 Otto **BBB** No response to first notice to business
12/30/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/30/2014 Otto **MAIL** Reminder of Dispute to Business
01/07/2015 cha **BBB** MORE INFO RECEIVED FROM THE CONSUMER : From: Besil's E-mail (mailto:besil.224@gmail.com)

Sent: Tuesday, December 30, 2014 5:40 PM

To: Better Business Bureau

Subject: Re: BBB Complaint Case# 90141568 (Ref#111-90198438-

90141568-6-320)

Dear Candace,

Unfortunately, I have not heard from Healthy New Beginnings. I don't understand why until now they still exist and continuous to deceive people. Hopefully, I will hear from them soon. What I lost from doing fraudulent business with them was a huge amount of money.

Thank you so much for you guys in BBB. You all are doing a great job and are very reliable and timely in your responses and updates. I'm extremely impress by the way you do your customer service. Hats off to you guys and more power!

Sincerely,

| | | |
|-------------------|-------------------|--|
| 01/12/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/12/2015 | cha BBB | Phone Call or Time Extension |
| 01/16/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/27/2015 | cha BBB | Inform Consumer No Response from Business |
| 01/27/2015 | Otto EMAIL | Inform Consumer - Case Closed UNANSWERED |
| 01/27/2015 | Otto MAIL | Inform Business - Case Closed UNANSWERED |
| 01/27/2015 | Otto BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90141211 BBB of Central Florida

Consumer Info:

Talbot, Emily
6864 S Kiesta Ct
West Jordan, UT 84081-5309
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I would like to cancel two orders. They were made without my knowledge and permission on Nov. 22, 2014. I called customer service 4 times and waited for a few minutes on hold and no one answered. It was the hnb healthy wow and the garcinia xs. Just let me know what other information I need to give you. Thank you.

Consumer's Desired Resolution:

Refund.

12/05/2014 cha BBB Case Received by BBB
12/05/2014 cha BBB Case Reviewed by BBB
12/05/2014 Otto EMAIL Send Acknowledgement to Consumer
12/05/2014 Otto MAIL Notify Business of Dispute
12/23/2014 Otto BBB No response to first notice to business
12/23/2014 Otto EMAIL Consumer - Have You Heard From the Company
12/23/2014 Otto MAIL Reminder of Dispute to Business
01/04/2015 WEB BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90141211

Customer Name: Emily Talbot

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 11-22-2014, as of 12-23-2014. The customer has been refunded \$88.49 (Garcinia XS Cleanse product cost) for the charge on 11-22-2014, as of 12-23-2014. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-08-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS Cleanse weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 11-22-2014, as of 12-23-2014. The customer has been refunded \$88.49 (Garcinia XS Cleanse product cost) for the charge on 11-22-2014, as of 12-23-2014. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015 cha EMAIL Forward Business response to Consumer
01/16/2015 Otto BBB No Consumer Response- Assumed Resolved with Letter
01/16/2015 Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

01/16/2015

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141315 BBB of Central Florida

Consumer Info:

Tedrow, Sarah
6508 Sixth Ave Box 400

2000

Koppel, PA 16136
- 724 624-4827

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Deceitful billing practice.

I signed up for what I thought was a \$4.95 free trial of Garcinia WOW and additional bottle of Garcinia Elite Slim for shipping charge of \$4.95. I was later charged \$86.90 for the Garcinia WOW and another \$6.95 for the Garcinia Elite Slim. I called the customer service dept and was on hold immediately for 30 minutes. I spent another 30 minutes arguing with someone about the unauthorized charges on my account. They very deceivingly put in their terms and conditions that you must cancel with in 14 days or get charged the full amount. I never seen anything that said I would be charged or sent any additional product or I would NEVER have signed up for this. The manager that I spoke with is refunding my account on 70% for the Garcinia WOW and as far as the other product they said I had to call another number to resolve that. These 2 products came together so why I have to call another number is beyond strange and extremely annoying. I am currently on hold 20 minutes waiting for someone to pick up the phone. By the way they have the exact same hold music and voice that comes on to say they will be with you momentarily. This company is a SCAM! Do Not fall for their ridiculous antics. I ordered this on 11/17/2014 and my card was charged on 12/1/2014 for \$86.90 and \$6.95. The man said that I can't get a 100% refund because the bottles are open and that the best he can do is 70%. He also said I can't try to get the rest of the amount refunded. This company needs to be put out of business. They are scamming and deceiving consumers.

Consumer's Desired Resolution:

This company needs to be put out of business. I just want everyone to know what a lying deceiving scam this is. I am hoping that this will help someone else no fall victim to this scam.

12/08/2014 **web BBB** Case Received by BBB
12/08/2014 **cha BBB** Case Determined to be INFO ONLY - No Wait
12/08/2014 **Otto EMAIL** Inform Consumer - Case Closed INFO ONLY
12/08/2014 **Otto MAIL** Inform Business of Case Closed INFO ONLY
12/08/2014 **Otto BBB** Case Closed INFO ONLY

COMPLAINT ACTIVITY REPORT Case # 90125332 BBB of Central Florida

Consumer Info:

2000

Templeton, Tracy
8439 Pheasant Rush Court

Ashland, VA 23005
804 798-9529 804 798-9529

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

This company misrepresented with Unfair Acts and Practices in stating free sample just pay shipping but in fact enrolling in a membership and charges.

In December, I signed up for a FREE sample and just pay for shipping (~\$4.99). I received no confirmation or email stating anything to fact that the terms to the agreement. The company didnt make it clear that in fact if I didn't cancel within 14 days, they would bill me \$86.90 for the "FREE" sample and then enroll me into a monthly membership to repeat the charges. My free sample arrived with no contact information or charges. A month later they sent another bottle. Again, no terms or contact. I believe they lag billing for the bottles so if you desire to return it will be after the timeframe.

I just spoke to there customer service who informed me of the above terms and agreement. After a LONG conversation, they stated the second bottle (I didn't open) would be within the 30 Trial if I post marked by tomorrow but would charge me \$9.95 restocking fee. They also informed that they would not refund me the \$86.99 for the "FREE" Bottle they charged me in January.

I agreed to shipping of ~\$5. However, I will now be out ~\$100+ (\$86.99, Return postage and a \$9.95 restocking fee) for a product that I don't want due Unfair and Deceptive Acts and Practices by this company. It is an obvious scam and they are preying on people to gain profit from practices that an average persons would not understand or agree to.

Consumer's Desired Resolution:

I would ask for a full refund of the \$86.99 billed in January as well as the \$86.99 (total of \$173.98) billed to me in February as I am returning the second bottle of this product. I agreed to the original shipping of ~\$5 and only feel that is what I should be out of pocket.

03/02/2014 web **BBB** Case Received by BBB
03/03/2014 cha **BBB** Case Reviewed by BBB
03/03/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/03/2014 Otto **MAIL** Notify Business of Dispute
03/18/2014 Otto **BBB** No response to first notice to business
03/18/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
03/18/2014 Otto **MAIL** Reminder of Dispute to Business
03/20/2014 cha **BBB** MORE INFO RECEIVED FROM THE CONSUMER : From: Tracy

Templeton (mailto:templetons2000@yahoo.com)

Sent: Tuesday, March 18, 2014 7:14 PM

To: Better Business Bureau

Subject: Re: BBB Complaint Case# 90125332 (Ref#111-90198438-

90125332-6-320)

Candace,

I only received the credit for the amount I returned. The company has not responded to my complaint of being unfair and deceptive of their practices. They also have charged me a re-stocking fee and for \$86 for initial charge. I am very unsatisfied and believe this company to be running a scam.

Thank you

Tracy
03/24/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125332
Customer Name: Tracy Templeton
To whom it may concern,
I would like to preface by stating that the customer has been refunded in full for the amounts of \$86.90 (charge that took place on 1-04-2014) and \$6.95 (remainder of second \$86.90 charge that took place on 2-03-2014) as of 3-24-2014. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 12-21-2013 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 1-04-2014 for the product of which they received during the trial period and billed a second \$86.90 on 2-03-2014 along with being shipped a second bottle. We received their second bottle back and issued a refund of \$79.95 on 3-07-2014; there is a \$6.95 restocking fee per returned bottles. Again, the customer's account has been refunded in full for the amounts of \$86.90 and \$6.95 as of 3-24-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings

03/25/2014 **cha EMAIL** Forward Business response to Consumer
04/07/2014 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
04/07/2014 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
04/07/2014 **Otto BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90123544 BBB of Central Florida

Consumer Info:

Teng, William
3333 Beechcliff Drive

Alexandria, VA 22306
703 899-0725 703 899-0725

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

2000

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Trial product was NOT sent on time but yet I was being charged for the whole amount on my credit card without my authorization.

I placed a trial order of Garcinia Cambogia on 1/2/14 for a trial period of 14 days but the product did NOT arrive until 1/16/14 (proof with USPS tracking) and I was charged the full amount of \$86.90 on my credit card without my consent. When I called to complain, I was basically told that it was my responsibility to call them when I didn't receive the product on a timely fashion and that I could return the product but then I'd have to pay return shipping and \$6.99 for a re-stocking. I do not want to pay one more red cent over what I had already paid for the trial for this product (\$4.95) and I am requesting a full refund of \$86.90 to my credit card.

Consumer's Desired Resolution:

A full refund of \$86.90 with me keeping the trial product that I had paid \$4.95 for originally.

02/01/2014

web BBB Case Received by BBB

02/03/2014

cha BBB Case Reviewed by BBB

02/03/2014

Otto EMAIL Send Acknowledgement to Consumer

02/03/2014

Otto MAIL Notify Business of Dispute

02/11/2014

WEB BBB RECEIVE BUSINESS RESPONSE : To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 2-11-2014. Allow 2-7 business days for this refund to process and post back to the customer's account. On 1-02-2014 the customer placed an order for a 30-day supply of our Garcinia Cambogia supplement to try for a 14-day trial only paying \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are more than welcome to contact us via phone or email to extend their trial. All of which is stated on our order page prior to submitting the order and within our terms and conditions. We were never contacted by the customer prior to the end of their 14-day trial and they were billed \$86.90 on the 15th day for the product on 1-16-2014. On 1-22-2014 the customer contacted us for the first time to extend their trial, we cannot extend a trial after it has expired. Customer states they did not receive the product until 1-16-2014, but they had 14 days to extend the trial and never contacted us. We offered to issue the customer an RMA (return merchandise authorization number) so they could return the product and once we received it then we would issue a refund minus any restocking fees, meaning a full refund of the \$86.90 once received. Customer did not want to return the product for a refund and continuously kept hanging up on the customer support representatives they spoke to before settling the account. Again, the customer has been refunded in full for the amount of \$86.90 as of 2-11-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,

Healthy New Beginnings

02/12/2014

cha EMAIL Forward Business response to Consumer

02/14/2014

WEB BBB BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE

: (The consumer indicated he/she DID NOT accept the response from the business.)

If HNB thinks this kind of customer service will give them business, they're sorely mistaken! First of all, they keep shifting the blame to the customer for not receiving the item in time and for missing the imposed "14 day trial period," when it is they who sent the product out

late (it took exactly 14 days for me to receive what they promised would be sent out the next business day) and then promptly charged my credit card on the 14th day for the full price.

They also fabricated that I "kept hanging up on the customer support representative," while I had never done that the fact was they kept insisting that I paid for the full returned shipping (on top of what I'd already paid for the trial product). This is a disreputable outfit trying to disguise as a honorable business ~ Buyer beware!

02/18/2014 **cha MAIL** Forward Consumer Rebuttal to Business
03/03/2014 **Otto BBB** No Response from Business re: Consumer Rebuttal
03/04/2014 **cha BBB** Case Closed UNRESOLVED
03/04/2014 **cha BBB** ReOpen the Complaint
03/04/2014 **cha BBB** RECEIVED BUSINESS' REBUTTAL RESPONSE : To whom it may concern,

We apologize for any inconvenience this matter has caused the customer and would like to restate that we issued a full refund of \$86.90 to their account on 2-11-2014. The refund would have posted to their account within 2-7 business days after 2-11-2014 and their membership has been completely cancelled out meaning no further shipments or debits. Should you have any other questions or concerns, please feel free to reply to this response.

Regards,

Healthy New Beginnings

03/04/2014 **cha EMAIL** Send Business' Rebuttal Response to Consumer
03/17/2014 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
03/17/2014 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
03/17/2014 **Otto BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141352 **BBB of Central Florida**

Consumer Info:

Thibodeau, Brooke
50 Palomino Lane

Bedford, NH 03110
- 603 232-7132

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Customer service does not answer phone calls they just put you on hold for 30 min at a time. I was charged twice for amounts that were not authorized

I placed an order for a trial of Garcinia WOW and Garcinia Elite Slim for \$4.95 each. I understood I had 14 days or so to cancel my subscription in order to avoid an extra charge. I tried calling customer service so I could cancel my subscription before my trial period ran out. I called several times a day for 3 days in a row with no answer. Every time I called the automated voice said "please hold, we are experiencing a high call volume." Each time I was on hold for over 30 minutes and I had to eventually hang up and try again later. I also sent an email about this issue with not response from the company. The following day my account was charged twice. One charge was for \$86.90 and the other charge was for \$89.57. I was never told that I was going to be charged this amount of money for this product and twice for that matter! Once again I tried to contact customer service to see what these charges were for but was put on hold as usual. I am furious and want both charges refunded in their entirety as soon as possible. I will be happy to send the unused portion of the product back to the company.

Consumer's Desired Resolution:

I would like to be refunded for both charges that were deducted from my account in their entirety as soon as possible. The charges I would like refunded are \$86.90 and \$89.57. I will be happy to send the unused product back to the company per their request.

| | | |
|-------------------|-------------------|--|
| 12/08/2014 | web BBB | Case Received by BBB |
| 12/08/2014 | cha BBB | Case Reviewed by BBB |
| 12/08/2014 | Otto EMAIL | Send Acknowledgement to Consumer |
| 12/08/2014 | Otto MAIL | Notify Business of Dispute |
| 12/24/2014 | Otto BBB | No response to first notice to business |
| 12/24/2014 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 12/24/2014 | Otto MAIL | Reminder of Dispute to Business |
| 01/05/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/05/2015 | cha BBB | Phone Call or Time Extension |
| 01/09/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/09/2015 | cha BBB | Inform Consumer No Response from Business |
| 01/09/2015 | Otto EMAIL | Inform Consumer - Case Closed UNANSWERED |
| 01/09/2015 | Otto MAIL | Inform Business - Case Closed UNANSWERED |
| 01/09/2015 | Otto BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90141084 BBB of Central Florida

Consumer Info:

Thomas, Joyce
330 Landing Ln
Elkton, MD 21921
- 443 406-7835

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I cancelled this order the same time I ordered and now I am being charged

I ordered the Garcinia wow on line on 11/20/2014
I cancelled the same time as ordered because I knew I couldn't afford it. Today I got my bank account statement and they charged my bank account 86.90. I called and spoke with Michael 3163. he said they could only return 35% I said but I cancelled this they said they could not find anything. This how they billed my account originally 1118 Healthy wow FL 8886568893 FL 24054494323701886564437 11/20/2014 4.95 These people are crooks and should be put out of business

Consumer's Desired Resolution:

I want my 86.90 back in my account

12/03/2014 web **BBB** Case Received by BBB
12/08/2014 cha **BBB** Case Reviewed by BBB
12/08/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/08/2014 Otto **MAIL** Notify Business of Dispute
12/23/2014 Otto **BBB** No response to first notice to business
12/23/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/23/2014 Otto **MAIL** Reminder of Dispute to Business
01/05/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/05/2015 cha **BBB** Phone Call or Time Extension
01/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/09/2015 cha **BBB** Inform Consumer No Response from Business
01/09/2015 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
01/09/2015 Otto **MAIL** Inform Business - Case Closed UNANSWERED
01/09/2015 Otto **BBB** Case Closed - UNANSWERED
02/03/2015 cha **BBB** ReOpen the Complaint
02/03/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90141084

Date: 01-22-2015

Customer Name: Joyce Thomas

To whom it may concern,

I would like to preface by stating that the customer has been issued a refund for the product that they ordered. The customer has been issued a refund of \$56.49 (remaining Garcinia Cambogia product cost) for the charge on 12-03-2014, as of 12-30-2014. The customer has previously received a refund of \$30.41, issued on 12-03-2014, for this order. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-19-2014, an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer

was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued a refund for the product that they ordered. The customer has been issued a refund of \$56.49 (remaining Garcinia Cambogia product cost) for the charge on 12-03-2014, as of 12-30-2014. The customer has previously received a refund of \$30.41, issued on 12-03-2014, for this order. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/03/2015

cha EMAIL Forward Business response to Consumer

02/03/2015

WEB BBB BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE

: (The consumer indicated he/she DID NOT accept the response from the business.)

Dear Sir or Madam

I never received 56.49 from this company or a letter saying they would return the balance. This the second response I have gotten from BBB none from the company

Thank You

Joyce Thomas

02/10/2015

cha MAIL Forward Consumer Rebuttal to Business

02/23/2015

OttO BBB No Response from Business re: Consumer Rebuttal

03/03/2015

cha BBB Phone Call or Time Extension

COMPLAINT ACTIVITY REPORT Case # 90131187 BBB of Central Florida

Consumer Info:

Thomas, Tiffany
11 Spruce Avenue

2000

Villas, NJ 08251
609 741-5490 609 741-5490

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered a trail did not realize it was for 15 days.I called the company and they said to send it back if the bottle was not opened they would give me a full refund \$65.00 except, the 4.95 trial money. I sent the bottle back it was unopened they told me it was opened. Therefore, they refunded me \$24.00. I argued with they, but they said it was opened.

Product_Or_Service: Garcinia Cambogia

Order_Number: 499287

Consumer's Desired Resolution:

DesiredSettlementID: No settlement requested - forI have no way of proving that the bottle was not open just my word. Next time I do something like this I will photo before I send back.

| | | |
|-------------------|-------------------|---|
| 06/09/2014 | web BBB | Case Received by BBB |
| 06/11/2014 | cha BBB | Case Determined to be INFO ONLY - No Wait |
| 06/11/2014 | Otto EMAIL | Inform Consumer - Case Closed INFO ONLY |
| 06/11/2014 | Otto MAIL | Inform Business of Case Closed INFO ONLY |
| 06/11/2014 | Otto BBB | Case Closed INFO ONLY |

COMPLAINT ACTIVITY REPORT Case # 90126654 BBB of Central Florida

Consumer Info:

Thurber, Ann-Mariah
1Profile Dr.

2000

FranklinclinFra, NH 03235
- 603 455-2977

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Fault advertising... Unauthorized payment... refusal to give me my money back...
Unauthorized payment of \$86.90 on 3-03-2014....when I contacted them they refused a return and refund.

Consumer's Desired Resolution:

\$86.90

03/23/2014 web **BBB** Case Received by BBB
03/24/2014 cha **BBB** Case Reviewed by BBB
03/24/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/24/2014 Otto **MAIL** Notify Business of Dispute
04/08/2014 Otto **BBB** No response to first notice to business
04/08/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
04/08/2014 Otto **MAIL** Reminder of Dispute to Business
04/18/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90126654

Customer Name: Ann-Mariah Turner

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for \$86.90 (Garcinia Cambogia product cost) and also \$56.35 (remaining Amazing Cleanse product cost) as of 04/18/2014. Please allow 2 -7 business days for the refunds to process and post back to the customer's account. On 02/17/2014 two orders were placed; one for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling and one for our Amazing Cleanse supplement to try for a 14-day trial paying \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia and Amazing Cleanse trial expirations, the customer was billed \$86.90 and \$87.35 for the weight loss supplements. We apologize for any inconvenience this may have caused the customer. Again, we have issued two refunds; one for \$86.90 as of 04/18/2014 and also one for \$56.35 and have also completely cancelled the membership to ensure no future charges or shipments. The customer accepted a partial refund of \$31.00 (35%) for the Amazing Cleanse product, to settle the account on 04/10/2014. The remainder of \$56.35 was refunded 04/18/2014 for Amazing Cleanse. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

04/21/2014 cha **EMAIL** Forward Business response to Consumer
05/02/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
05/02/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
05/02/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141567 BBB of Central Florida

Consumer Info:

Trexel, Matt
13554 151st Ave

Burlington, IA 52601
319 985-2216 319 850-3353

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

False advertising about 30 day money back guarantee and 14 day free trial. On November 27 we ordered garçinia wow from this business. Ad stated 14 day free trial. Ad also says 30 day money back guarantee. It arrived 3 days ago. Today they charged our credit card \$86.90. I called and thry said yesterday was deadline to cancel and get refund. They said 30 day was only for unopened bottles.

I was also charged for another product garciniacs which they said was a totally different company and not affiliated with them even though the product was on the same web offer. There were 2 separate phone numbers but the customer service people said exactly the same things to each of my questions. I was put on hold for both and they had the same hold music.

I feel the advertising was deceptive and false, claiming free trial and 30 money back guarantee.

Consumer's Desired Resolution:

Return \$86.90 to my credit card.

| | | |
|------------|------------|--|
| 12/11/2014 | web BBB | Case Received by BBB |
| 12/15/2014 | cha BBB | Case Reviewed by BBB |
| 12/15/2014 | Otto EMAIL | Send Acknowledgement to Consumer |
| 12/15/2014 | Otto MAIL | Notify Business of Dispute |
| 12/30/2014 | Otto BBB | No response to first notice to business |
| 12/30/2014 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 12/30/2014 | Otto MAIL | Reminder of Dispute to Business |
| 01/12/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/12/2015 | cha BBB | Phone Call or Time Extension |
| 01/16/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/27/2015 | cha BBB | Inform Consumer No Response from Business |
| 01/27/2015 | Otto EMAIL | Inform Consumer - Case Closed UNANSWERED |
| 01/27/2015 | Otto MAIL | Inform Business - Case Closed UNANSWERED |
| 01/27/2015 | Otto BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90126486 BBB of Central Florida

Consumer Info:

Trolinder, Sam
314 Harvard Ave
Fircrest, WA 98466-7305
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered their hyped product and less than a week later my account was charged \$86.90 before the 30 day trial period ended.

as above, I ordered their product but was not given the chance to use it for a 30 day trial before they DEBITED my account for \$86.90. Then I waited on hold nearly 30 minutes before their poor excuse for customer service decided he had time to talk to me. At which point I closed my account and got an address to return this junk to along with a confirmation code. IF you return the first batch of product you initially received you have to have a SECOND return confirmation number for the other product, and that is done through their SHELL company at a different 888 number.

Consumer's Desired Resolution:

Immediate return of my original \$4.95 for shipping and handling, and the \$86.90 they inadvertently debited my account 3 weeks before the 30 day trial ended. AND \$100,000 for constituting and promoting a fraud or deceptive practices on the American people. This money would be donated to a local FTC based organization in Washington state to help fight corrupt businesses such as Healthy New Beginnings.com

03/20/2014 web **BBB** Case Received by BBB
03/21/2014 cha **BBB** Case Reviewed by BBB
03/21/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/21/2014 Otto **MAIL** Notify Business of Dispute
04/08/2014 Otto **BBB** No response to first notice to business
04/08/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
04/08/2014 Otto **MAIL** Reminder of Dispute to Business
04/18/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90126486

Customer Name: Sam Trolinder

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$4.95 (Garcinia Cambogia shipping and handling), \$86.90 (Garcinia Cambogia product cost, \$4.95 (Amazing Cleanse shipping and handling) and \$87.35 (Amazing Cleanse product cost) as of 4-18-2014. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 3-04-2014 two orders were placed; one for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling and one for our Amazing Cleanse supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the trials expirations the customer was billed \$86.90 for the Garcinia Cambogia weight loss supplement on 3-18-2014 and \$87.35 for the Amazing Cleanse supplement also on 3-18-2014. We apologize for any inconvenience this matter may have caused the customer. Again, we have issued full refunds of \$4.95, \$86.90, \$4.95 and \$87.35 as of 4-18-2014 and have also completely cancelled both memberships to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

04/18/2014
04/29/2014
04/29/2014
04/29/2014

cha EMAIL Forward Business response to Consumer
Otto BBB No Consumer Response- Assumed Resolved with Letter
Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED
Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90140596 BBB of Central Florida

Consumer Info:

Tromp, Joanne
97 King Street

Falmouth, MA 02540
- 508 457-1969

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered a \$4.95 sample of Garcinia Cambogia and because I didn't read their fine print, I did not contact them within 14 days they charged full price of \$86.90. They insisted that all I had to do was click on terms and agreements and I would have seen this clearly spelled out. In my opinion, that is not the proper place for this type of information. I am not able to find the original web site I ordered from and look at these terms and agreement and what I did find was this page-

Consumer's Desired Resolution:

I would like a refund of \$86.90. I agree to pay for the \$4.95 shipping because that is what I thought I signed up for. The advertisement for this was totally misleading!

11/24/2014 web BBB Case Received by BBB
11/24/2014 cha BBB Case Reviewed by BBB
11/24/2014 Otto EMAIL Send Acknowledgement to Consumer
11/24/2014 Otto MAIL Notify Business of Dispute
12/09/2014 Otto BBB No response to first notice to business
12/09/2014 Otto EMAIL Consumer - Have You Heard From the Company
12/09/2014 Otto MAIL Reminder of Dispute to Business
12/22/2014 Otto BBB No Response received from Business on 2nd Notice
12/23/2014 cha BBB Phone Call or Time Extension
12/29/2014 Otto BBB No Response received from Business on 2nd Notice
12/31/2014 cha BBB DISPUTE RESOLVED- WITH LETTER : Thank you for your service. Healthy New Beginnings did refund me my money!!
01/04/2015 BBB MORE INFO RECEIVED FROM THE BUSINESS : Complaint ID: 90140596

Customer Name: Joanne Tromp
To whom it may concern,

I would like to preface by stating that the customer has been issued a full refund for the product that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 11-21-2014, as of 12-19-2014. Please allow 2 - 10 business days for the customer to receive this refund. On 11-07-2014, an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial period paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial period, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued a full refund for the product that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 11-21-2014, as of 12-19-2014. Please allow 2 - 10 business days for the customer to receive this refund. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

01/05/2015
01/05/2015

cha MAIL Inform Business - Case Closed RESOLVED
Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90125276 BBB of Central Florida

Consumer Info:

Tysar, Denise
5236 Rosaside Drive

2000

Parma, OH 44134
- 440 429-5989

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I had tried to cancel by phone, but with such long hold and transfer issues I had to hang up and go back to work. So I mailed a letter of cancellation
After I had started this "trial" I became pregnant. I had tried numerous times to call and cancel on breaks from work. I was on hold for about 20 minutes each time. I had no choice but to hang up or get repercussions from my job. I then mailed in a letter of cancellation to the same address from which I received my "trial". I still received a charge on my card for \$ 43.45. When I called customer service the lady I talked to about the situation said I was already billed a severely discounted price and she couldn't do anything. How did I get a severely discounted price? I signed up for a trial and I did not want to start a "subscription". So I asked to talk to a supervisor. Her reply is all of our supervisors are busy and they will just tell you the same thing so do you really want to talk to them? Or do you just want to hang up? After being placed on hold for another 10 minutes I had talked to Chris at extension 349. He told me it doesn't matter if I'm pregnant I should have stayed in the phone on my break and not hung up, and then when I sent the letter to address on the label I received he said they probably just through out my letter. Since they through it out and no one answered my phone calls they have no record of my attempts to cancel. Convenient. I have no use for this product and the "trial" is severely misleading. If I wasn't pregnant I might have wanted more, but I physically can not take it for safety reasons. A trial is a trial, not if I like this I will pay more for the same product I already have. I was under the impression that I would be charged if I had wanted more. Misleading and fraudulent practices
Order # 287052

Consumer's Desired Resolution:

Everything cancelled and refunded. I cannot use this product for the safety of my baby.

02/28/2014 **web BBB** Case Received by BBB
03/03/2014 **cha BBB** Case Reviewed by BBB
03/03/2014 **Otto EMAIL** Send Acknowledgement to Consumer
03/03/2014 **Otto MAIL** Notify Business of Dispute
03/18/2014 **Otto BBB** No response to first notice to business
03/18/2014 **Otto EMAIL** Consumer - Have You Heard From the Company
03/18/2014 **Otto MAIL** Reminder of Dispute to Business
03/24/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125276

Customer Name: Denise Tysar

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amounts of \$4.95 (shipping and handling) and \$43.45 as of 3-24-2014. Please allow 2-7 business days for the refunds to process and post back to the customer's account. On 2-01-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$43.45 on 2-27-2014 for the product of which they received during the trial period. Again, the customer's account has been refunded in full for the amounts of \$4.95 and \$43.45 as of 3-24-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/25/2014

cha EMAIL Forward Business response to Consumer

04/07/2014

Otto BBB No Consumer Response- Assumed Resolved with Letter

04/07/2014

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

04/07/2014

Otto BBB Case closed - ASSUMED RESOLVED

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 04/09/2015

Robert Vance
3323 Drummond St.
Vicksburg, MS, 39180
Phone: (601) 955-7203
Email: robbievance@yahoo.com

Name/Firm/Company: Healthy New Beginnings, Inc
Subject/Category: Weight loss business scam
Street Address: 1540 International Pkwy Suite 2000
City: Lake Mary, FL 32746 Seminole
Phone: (888) 656-8893
Website: <http://www.healthynb.com/corporate/index.php>
Date of Transaction: 12/19/2014
Amount Paid: 173.80

Questions/Comments:

I assume that my wife accidentally signed up for this. It began as a 14 day trial where we were to be shipped a 30 day supply. If we didn't cancel the trial period after 14 days we were to receive a 30 day supply every 30 days. My wife was not aware that she had signed up for the trial period. We also did not ever receive any of their product. I called them this morning to cancel the subscription/membership or whatever they call it. I asked for a refund for the products supposedly shipped to me because I never received them. The young woman I was talking to said that she could not give me a full refund but offered me a 35% refund if I agreed not to pursue the matter further with any of the authorities. I then asked to speak to her superior and informed her that I would be declining the 35% refund and would be contacting the authorities. At that point she said that since I was going to pursue the matter further there was no need for me to talk to her supervisor and wished me a good day. The call ended at that point. I have only been charged twice on my credit card for this weight loss supplement. We have never received even one bottle of the supplement. Nor have they apparently been diligent in sending out a 30 day supply every 30 days since we have only been charged twice since December for the full \$86. I do not want the weight loss product. I just want my money back.

COMPLAINT ACTIVITY REPORT Case # 90124738 BBB of Central Florida

Consumer Info: Velkovich, Theresa
68207 Commercial Dr Apt 3E
2000
Bridgeport, OH 43912
740 738-0749 740 738-0749

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste
Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

The ad was misleading and didn't know that my account would be charged \$86.90. I put my info in for the shipping prize of 4.95 to get a free bottle

I seen a ad on getting a free bottle of Garcinia Wow for only shipping price of 4.95

Consumer's Desired Resolution:

I saw a ad where I could get a free bottle of Garcinia wow for only the shipping price of 4.95. So on 2/05/2014 they took it out of my account and then on 2/19/2014 they took out 86.90 of which I had no idea that this was part of the deal. If I would have known it was I would have never put in my info I live on a fixed income and by them taking that out I ran short on another Bill. The name of the company is HNB Healthywow and they are in Lake Mary, Florida. I called them and the girl hung up on me with no answer. So I hope you can help me get my refund. And if I get a package it will go back Return To Sender with credit my account on it. Thank You So Much!!

02/21/2014 web **BBB** Case Received by BBB
02/24/2014 cha **BBB** Case Reviewed by BBB
02/24/2014 Otto **EMAIL** Send Acknowledgement to Consumer
02/24/2014 Otto **MAIL** Notify Business of Dispute
03/12/2014 Otto **BBB** No response to first notice to business
03/12/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
03/12/2014 Otto **MAIL** Reminder of Dispute to Business
03/13/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90124738

Customer Name: Theresa Velkovich

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 3-13-2014. Please allow 2-7 business days for the refund to process and post back to their account. On 2-03-2014 an order was placed to try our Garcinia Cambogia weight loss supplement for a 14-day trial paying only \$4.95 for shipping and handling. If a customer feels that 14 day is not enough time to try the product then they urged to contact us via email or phone to obtain and extension. If we are not contacted prior to the end of their trial, then once their trial expires, they will be billed for the product of which was received by the customer. All of which is stated on our order page, our website and within the terms and conditions. Since we were never contacted prior to the end of their trial they were billed \$86.90 on 2-17-2014 for the product of which they had received. We were contacted via our support number on 2-21-2014 regarding the charge to their account and to request cancellation. The support representative explained what they signed up for, why they were billed and cancelled their membership. Again, the customer has been refunded in full for the amount of \$86.90 as of 3-13-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/14/2014 cha **EMAIL** Forward Business response to Consumer
03/25/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
03/25/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
03/25/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90118632 BBB of Central Florida

Consumer Info:

2000

Verbeten, Katherine
14 Woodsedge Road
Norristown, PA 19403
- 484 831-5190

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)**Consumer's Original Complaint :**

The company offered the product Garcinia Cambogia for only shipping but charged the full price after 14 days. fine print stated but no warning.

I was on a site for free samples, and I was browsing the offers when something for Garcinia Cambogia came up stating a trial of the product for only the cost of shipping. I decided to try it and see if the product worked so I paid the \$4.95 for shipping on 10/15/2013 and it was deducted from my account. On 10/26/2013 I was charged \$86.90 from the company without warning or knowledge. When I called the company to dispute the charge they stated that if I did not call to cancel within 14 days that they would charge me for the full product price. I did not recall seeing this anywhere on the site when I ordered the product. While I am sure this was on the site in very tiny print, it is clear that this is a misrepresentation of advertisement. I saw in huge letters that I would only be paying for shipping at least 4 times before I actually entered my payment information. I do not just fall for advertisements like this, but this actually seemed legitimate. It seems the first and only time I have tried an advertisement that seemed to good to be true, was in fact just that. I called the company and they simply stated that they will not stop the charge and that all they could do is cancel recurrent charges, which I also had no idea I was signed up for, in the future. Before the charge went through I received no notification, I only received a shipment notification for the price of \$4.95 on the date I originally ordered the product. I generally do all of my shopping online and every website I order from sends me notification of the amount and the date of charge BEFORE I am actually charged, even if I am aware that it is going to happen.

This company shows false representation in their advertisement, and I am appalled at their lack of understanding when a customer calls surprised at the large charge on their bank statement. I just wanted them to cancel the charge for \$86.90 placed on 10/25/2013 so I may consider future purchases with their company, and they refused. I haven't even tried the product, I have hardly had it for a week.

It is important that this company improve their advertisements for special deals to emphasize the parameters of their special. There are likely many of people that get ripped off by this company and never do anything because they feel as though there is nothing that can be done based on their scripted response to upset consumers trying to work it out the right way.

Consumer's Desired Resolution:

I just want the refund of \$86.90 to my account. I feel I was "dooped" into providing my bank information to this company and they fooled me into something, I feel violated by this company.

10/27/2013**web BBB** Case Received by BBB**10/29/2013****cha BBB** Case Reviewed by BBB**10/29/2013****Otto EMAIL** Send Acknowledgement to Consumer**10/29/2013****Otto MAIL** Notify Business of Dispute**11/08/2013****BBB** MORE INFO RECEIVED FROM THE CONSUMER : The company

sent an email stating they are refunding me for the amount of \$4.95 and the amount of \$86.90. I only requested a refund for the \$86.90, which was the amount I was not aware I would be charged. This is what I originally requested from the company when I called them, but they

refused. The money has not come to my bank account yet, but I will update the complaint when I actually receive the funds.

| | | |
|-------------------|-------------------|--|
| 11/14/2013 | Otto BBB | No response to first notice to business |
| 11/14/2013 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 11/14/2013 | Otto MAIL | Reminder of Dispute to Business |
| 11/25/2013 | Otto BBB | No Response received from Business on 2nd Notice |
| 11/27/2013 | cha BBB | Phone Call or Time Extension |
| 12/02/2013 | Otto BBB | No Response received from Business on 2nd Notice |
| 12/10/2013 | cha BBB | Inform Consumer No Response from Business |
| 12/10/2013 | Otto EMAIL | Inform Consumer - Case Closed UNANSWERED |
| 12/10/2013 | Otto MAIL | Inform Business - Case Closed UNANSWERED |
| 12/10/2013 | Otto BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90132813 BBB of Central Florida

Consumer Info:

Verma, Tanu
761 E Irma Ln

Phoenix, AZ 85024-4104
602 384-7999 602 384-7999

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Unauthorized billing charges & samples sent on shipping address. Credit Card Forgery!!!
I have been receiving samples from Healthy New Beginnings, Inc. with Garcinia Cambogia bottles that I have not asked for or even approved of. There were unauthorized transactions on my bank debit card which I complained about and got replaced (around \$4.7 or \$7.8 a couple number of times).

Now, they have got hold of my HSA card that was charged \$86.90 twice in 2months period (June 6, 2014 and July7, 2014). I am ABSOLUTELY CERTAIN THAT NONE OF THESE TRANSACTIONS WERE APPROVED OR EVEN ASKED FOR).

I AM READY TO TAKE HEALTHY NEW BEGINNINGS TO COURT AND WILL BE TAKING THIS MATTER VERY SERIOUSLY. There has been a lot on inconvenience caused and I would like a FULL REFUND AND A WRITTEN APOLOGY/AGREEMENT THAT NONE OF THESE TRANSACTIONS WILL EVER GO THROUGH ON ANY OF MY ACCOUNTS AGAIN. THIS IS A VERY SERIOUS BREACH OF SECURITY AND SHALL NOT BE TOLERATED.

Consumer's Desired Resolution:

I would like a FULL REFUND AND A WRITTEN APOLOGY/AGREEMENT THAT NONE OF THESE TRANSACTIONS WILL EVER GO THROUGH ON ANY OF MY ACCOUNTS AGAIN. THIS IS A VERY SERIOUS BREACH OF SECURITY AND SHALL NOT BE TOLERATED.

07/07/2014 **web BBB** Case Received by BBB
07/08/2014 **cha BBB** Case Reviewed by BBB
07/08/2014 **Otto EMAIL** Send Acknowledgement to Consumer
07/08/2014 **Otto MAIL** Notify Business of Dispute
07/21/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90132813

Customer Name: Tanu Verma

To whom it may concern,

I would like to preface by stating that the customer has been issued 6 full refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 07-04-2014, as of 07-18-2014. Please allow 2 - 7 business days for the customer to receive this electronic refund. The customer has also been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 06-04-2014, \$47.15 (Amazing Cleanse product cost) for the charge on 05-05-2014, \$86.90 (Garcinia Cambogia product cost) for the charge on 05-05-2014, \$43.45 (Garcinia Cambogia product cost) for the charge on 04-05-2014, and also \$87.35 (Amazing Cleanse product cost) for the charge on 03-24-2014. Due to a technical error, these refunds will be issued via one certified check for the amount of \$351.75, as of 07-21-2014. On 03-10-2014, two orders were placed; one for our Garcinia Cambogia and one for our Amazing Cleanse weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this

matter may have caused the customer. Again, the customer has been issued 6 full refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 07-04-2014, as of 07-18-2014. Please allow 2 - 7 business days for the customer to receive this electronic refund. The customer has also been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 06-04-2014, \$47.15 (Amazing Cleanse product cost) for the charge on 05-05-2014, \$86.90 (Garcinia Cambogia product cost) for the charge on 05-05-2014, \$43.45 (Garcinia Cambogia product cost) for the charge on 04-05-2014, and also \$87.35 (Amazing Cleanse product cost) for the charge on 03-24-2014. Due to a technical error, these refunds will be issued via one certified check for the amount of \$351.75, as of 07-21-2014. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

07/22/2014

cha EMAIL Forward Business response to Consumer

07/24/2014

WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

To whom it may concern,

I am pleased with the corrective action taken by Healthy New Beginnings. I accept the \$86.90 refund payment for the charges incurred on 07/07/2014.

However, I am Still waiting for all the previous refunds (as of 07/24/2014) as stated to be delivered via a check of \$351.75. I shall notify once I receive this check.

I would also like to enforce that I should be UNSUBSCRIBED from all future services of this company and its products.

Thank you once again, BBB and Healthy New Beginnings for your appropriate response.

Regards,
Tanu Verma

07/25/2014

OttO MAIL Inform Business - Case Closed RESOLVED

07/25/2014

OttO BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141177 BBB of Central Florida

Consumer Info:

Vidal, Claudia
612 Stellaway Dr.

2000

DESOTO, TX 75115
214 212-4003 214 212-4003

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

When placing order, no details as to what the cancellation policy was. Tried numerous times to call them before 14 day trial period and no response.

Ordered 11/20. Didn't receive till 11/28. Charges on my credit card on 12/5 of a total of \$183.42. Purchased Garnicia diet pills and cleanse for just S&H of \$4.95 each.

Consumer's Desired Resolution:

I need a refund of \$96.52 and \$86.90 charges placed on my credit card immediately.

12/05/2014 web **BBB** Case Received by BBB
12/08/2014 cha **BBB** Case Reviewed by BBB
12/08/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/08/2014 Otto **MAIL** Notify Business of Dispute
12/23/2014 Otto **BBB** No response to first notice to business
12/23/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/23/2014 Otto **MAIL** Reminder of Dispute to Business
01/05/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/05/2015 cha **BBB** Phone Call or Time Extension
01/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/09/2015 cha **BBB** Inform Consumer No Response from Business
01/09/2015 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
01/09/2015 Otto **MAIL** Inform Business - Case Closed UNANSWERED
01/09/2015 Otto **BBB** Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90142435 **BBB of Central Florida**

Consumer Info:

Villafane, Maria
96 Hillcrest Dr
2000
New Cumberland, PA 17070
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I was charged twice almost \$90 for trying a trial for the product Garcina cambodia. I want my money refunded!

On December 5 I went online and sign up for the free trial of Garcina cabodia. It was only \$4.95 for shipping and handling. I agreed to pay that much as well as for another trial that was from the same product but this is still Garcina cambodia. So that was another \$4.95 that I agreed to pay for shipping and handling. However on December 26 I was charged \$88.49 and December 31 I was charged \$86.90. I did not agree to pay those amounts. It was supposed to be a FREER trial. I never got any type of email telling me they were gonna charge me full amounts for those trial. I would like to get my money refunded and to everyone out there DO NOT TRY THIS PROUDCT. it doesn't even work how they say it does and all they do is scam you.

Consumer's Desired Resolution:

I would like to get full refund for both of the charges that they made on my card.

01/02/2015 web **BBB** Case Received by BBB
01/05/2015 cha **BBB** Case Reviewed by BBB
01/05/2015 Otto **EMAIL** Send Acknowledgement to Consumer
01/05/2015 Otto **MAIL** Notify Business of Dispute
01/20/2015 Otto **BBB** No response to first notice to business
01/20/2015 Otto **EMAIL** Consumer - Have You Heard From the Company
01/20/2015 Otto **MAIL** Reminder of Dispute to Business
02/02/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/05/2015 cha **BBB** Phone Call or Time Extension
02/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
02/10/2015 cha **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90142435

Date: 02-05-2015

Customer Name: Maria Villafane

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-30-2014, as of 02-05-2015. The customer has been refunded \$88.49 (Garcinia XS Cleanse product cost) for the charge on 12-23-2014, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. On 12-02-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS Cleanse weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 12-30-2014, as of 02-05-2015. The customer has been refunded \$88.49 (Garcinia

XS Cleanse product cost) for the charge on 12-23-2014, as of 02-05-2015. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

02/10/2015 **cha EMAIL** Forward Business response to Consumer

02/10/2015 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

Thank you very much. As I've said before, those charges were unexpected to me, to know I'm getting my money back is s great feeling.

02/10/2015 **cha MAIL** Inform Business - Case Closed RESOLVED

02/10/2015 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90125987 BBB of Central Florida

Consumer Info:

Volm, Debra
2148 Military Way
Charleston, SC 29414
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Signed up and authorized to have \$4.95 shipping fees for trial period. Did not authorize any other funds.

Signed up and authorized \$4.95 shipping fees to be debited from my account for trial period. did not authorize any \$86.90 that was taken. When I called the person was very rude and indicated I did authorize them to deduct monthly this fee when I accepted the 14 day free trial. That is not what I authorized. She continued her rudeness so I asked to speak with someone else. She argued and I told her to get someone else on the phone or I would contact the BBB which I am anyway. She put me on hold for another 10 minutes when she came back on and said she would transfer me to her supervisor. Instead she disconnected us. I called back and had to wait online another 20 minutes before someone answered my call. This whole thing is nothing but a hoax and people should be aware.

Consumer's Desired Resolution:

I want the 86.90 refunded to me as the trial period only said we had to pay \$4.95 for shipping to try the product.

03/12/2014 web **BBB** Case Received by BBB
03/13/2014 cha **BBB** Case Reviewed by BBB
03/13/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/13/2014 Otto **MAIL** Notify Business of Dispute
03/27/2014 WEB **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90125987

Customer Name: Debra Volm

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 3-27-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 2-17-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 3-03-2014 for the product of which they received during the trial period. Again, the customer's account has been refunded in full for the amount of \$86.90 as of 3-27-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/28/2014 cha **EMAIL** Forward Business response to Consumer
03/28/2014 WEB **BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
03/31/2014 Otto **MAIL** Inform Business - Case Closed RESOLVED
03/31/2014 Otto **BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141131 BBB of Central Florida

Consumer Info:

Waid, Tracy
1450 S Wasson Ln #100

River Falls, WI 54022
715 441-8333 715 441-8333

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

signed up for trial and got charged after I cancelled. They refuse to refund healthy New Beginnings free trial offer (only pay S&H of \$4.95). No where did I see that a full charge of \$65.17 would be charged 2 weeks later. I believe they omitted this information or buried in the fine print to deceive buyers. This product is not worth that money and they do not give people enough time to evaluate the product anyways. And when the charge showed up on my checking account I called the phone number and they said this was the charge for the bottle of Garcinia that I received and if I didn't respond to cancel within 14 days, they would charge this and put me on autobill/autoship. They hung up on me 2 times before a lady told me she would give me back 35% of the total charges. When i said no I did not authorize the charges she said she could give me an employee percent totaling 50 % of what they took. this is a horrible way to run a busy and treat consumers.

Consumer's Desired Resolution:

I just want my money back . All 3 amounts they took from my account. \$ 65.17 , \$6.95 and \$4.95 totaling \$77.07

| | | |
|-------------------|-------------------|--|
| 12/04/2014 | web BBB | Case Received by BBB |
| 12/08/2014 | cha BBB | Case Reviewed by BBB |
| 12/08/2014 | Otto EMAIL | Send Acknowledgement to Consumer |
| 12/08/2014 | Otto MAIL | Notify Business of Dispute |
| 12/23/2014 | Otto BBB | No response to first notice to business |
| 12/23/2014 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 12/23/2014 | Otto MAIL | Reminder of Dispute to Business |
| 01/05/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/05/2015 | cha BBB | Phone Call or Time Extension |
| 01/09/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/09/2015 | cha BBB | Inform Consumer No Response from Business |
| 01/09/2015 | Otto EMAIL | Inform Consumer - Case Closed UNANSWERED |
| 01/09/2015 | Otto MAIL | Inform Business - Case Closed UNANSWERED |
| 01/09/2015 | Otto BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90145768 BBB of Central Florida

Consumer Info:

Walker-davis, Letitia
9111 Tandom Drive
Fort Washington, MD 20744
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Deductions from my account; no products received after my initial order; false advertisement, misleading terms, refusal of corporate address
I responded to an advertisement on FB for the product Garcinia Wow & Cleanse. When I placed the initial order, 12/20/14 it was advertised as get your free bottles of their product and pay only shipping and handling, which was \$4.95 for each (2). However, since then a total of \$359.89 have been taken from my account as follows: 1/5/15 \$89.57; 1/8/15 & 2/7/15 \$86.90 twice and 2/5/15 \$96.52. However, I have not received any products nor did I authorize any payments to be deducted from my account besides the \$4.95 (2). In addition, there was nothing in the advertisement that stated additional monies will be taken from my account in the amounts deducted. When I checked my account, I noticed the deductions in which take note that there are different amounts at least twice. I called them 2/23/15 at 7:09 pm est and spoke to a rep in which I forgot her name and she went over and beyond to satisfy me as a customer. Meanwhile, when I asked for the "Corporate Address" to submit my complaint she offered me a 35% discount refund off the amount \$86.90. I refused. Then she offered me 50% discount refund off \$86.90. I still refused and was totally insulted by the offer. She could not give me the address of the Corporate Office. Instead, referred me to the supervisor, Taylor. I spoke with Taylor, supervisor, and she asked how can she help me. I told her, "the rep I'm sure informed you of my call and issue in which should be noted; and I do not feel the need to repeat myself at this point; that I just want the Corporate Office address to submit my complaint. While I'm speaking, she abruptly interjected speaking while I was talking. The end of my call, I reiterated that she refuses to give me the address and threatened that she advised me not to pursue this complaint any further. Moreover, my tone at that point changed. I told her that with her refusal and confirmation of that refusal leads me to believe that this company is shady and we have nothing else further to discuss, so I will end the call. Hung up. This call 2/23/15 @ 7:09pm est for approximately 50 minutes. Thank you.

Consumer's Desired Resolution:

Refund of the amount \$359.89; Federal, State, Local Government, Consumer Affairs look into their Company (s) advertisement, illegal practices, consumer guess relations and review any other complaints of other consumers who was swindled.

02/23/2015

web BBB Case Received by BBB

02/24/2015

cha BBB Case Reviewed by BBB

02/24/2015

Otto EMAIL Send Acknowledgement to Consumer

02/24/2015

Otto MAIL Notify Business of Dispute

COMPLAINT ACTIVITY REPORT Case # 90140321 BBB of Central Florida

Consumer Info:

Warmack, Doris
308 N. Washington

2000

Sparta, IL 62286

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

signed up for free trail and was changed a different amount on bank site .Didn't no I had only 14 days. called and said to late. nov3-nov17.that is 14

On Nov 3 I saw a ad for their product which said try for free trail ,all I had to pay was shipping so I order it and paid shipping.Didn't see anything about 14 days. Then I saw on my debit card where they charged me 86.00 and so I called them and they said I didn't cancel in time and I told them I didn't know I had to notify them and they told me it was in the small print. Well, if I ordered on the 3rd I would think I could cancel on the 17th thinking it was 14 days but they say no.

Consumer's Desired Resolution:

My refund on my card because it is truly misleading.They make you believe all you have to do is pay the shipping and the product is free until After the trail and then you will pay full price if you want to continue

11/17/2014 web BBB Case Received by BBB
11/19/2014 ned BBB Case Reviewed by BBB
11/19/2014 Otto EMAIL Send Acknowledgement to Consumer
11/19/2014 Otto MAIL Notify Business of Dispute
12/04/2014 Otto BBB No response to first notice to business
12/04/2014 Otto EMAIL Consumer - Have You Heard From the Company
12/04/2014 Otto MAIL Reminder of Dispute to Business
12/15/2014 Otto BBB No Response received from Business on 2nd Notice
12/19/2014 cha BBB Phone Call or Time Extension
12/23/2014 Otto BBB No Response received from Business on 2nd Notice
12/23/2014 cha BBB Inform Consumer No Response from Business
12/23/2014 Otto EMAIL Inform Consumer - Case Closed UNANSWERED
12/23/2014 Otto MAIL Inform Business - Case Closed UNANSWERED
12/23/2014 Otto BBB Case Closed - UNANSWERED
01/05/2015 cha BBB ReOpen the Complaint
01/05/2015 cha BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90140321

Customer Name: Doris Warmack

To whom it may concern,

I would like to preface by stating that the customer has been issued 3 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 11-17-2014, as of 12-19-2014. The customer has been refunded \$88.49 (Garcinia XS product cost) for the charge on 11-17-2014 and also a refund of \$88.49 (Garcinia XS product cost) for the charge on 11-17-2014, as of 12-19-2014. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-03-2014, three orders were placed; one for our Garcinia Cambogia and two for our Garcinia XS weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We

apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 3 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 11-17-2014, as of 12-19-2014. The customer has been refunded \$88.49 (Garcinia XS product cost) for the charge on 11-17-2014 and also a refund of \$88.49 (Garcinia XS product cost) for the charge on 11-17-2014, as of 12-19-2014. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

01/05/2015 **cha EMAIL** Forward Business response to Consumer
01/07/2015 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
I accept the response and appreciate your help
01/08/2015 **OttO MAIL** Inform Business - Case Closed RESOLVED
01/08/2015 **OttO BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141296 BBB of Central Florida

Consumer Info:

Washington, Carolyn
9348 Signal Station Drive

2000

Manassas, VA 20111
301 221-9661 301 221-9661

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Requesting full refund false advertisement was not allowed the full 14 days to try the product. Given a wrong customers service number 1-877-469-9505
In November I saw a advertisement for two products garcinia Cambodia 14 day trial for 4.95 each. I received the product on Dec the fifth along with a customer service number of 1-877-469-9505 which is a wrong number and one of the products had two different product labels. I called to cancel the product and the number was wrong. Checking my statement there were charges that I was unfamiliar with. I discovered my card had been charged twice 86.90 and 88.49. I found another number on the bottle called the number twice the first time I was on line for over an hour then some how the call was disconnected. Called back again and waited over thirty minutes. Emanuel answered the phone I was told he was the manager and he was the only person I could speak with. I told him I wanted a full refund. That I just got the product the trial was for 14 days. I only had it for three days. I ask that they not charge my card and give me a refund. He tried to say he would give me a one time settlement of 31.00 on one of the products and 34.00 on the other. I again I requested a full refund if I had known one product would cost 86.09 and the other would cost 88.49 I would have never placed the order. I feel there advertising was deceptive I received wrong information and a product with two different labels. There was nothing that said the product would cost that much. Please help me receive a full refund.

Consumer's Desired Resolution:

Full refund 86.90 and 88.49.

12/07/2014 web **BBB** Case Received by BBB
12/08/2014 cha **BBB** Case Reviewed by BBB
12/08/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/08/2014 Otto **MAIL** Notify Business of Dispute
12/24/2014 Otto **BBB** No response to first notice to business
12/24/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/24/2014 Otto **MAIL** Reminder of Dispute to Business
01/05/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/05/2015 cha **BBB** Phone Call or Time Extension
01/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/09/2015 cha **BBB** Inform Consumer No Response from Business
01/09/2015 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
01/09/2015 Otto **MAIL** Inform Business - Case Closed UNANSWERED
01/09/2015 Otto **BBB** Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90141208 BBB of Central Florida

Consumer Info:

Weemhoff, Kathy
3264 Terra Ceia Rd

2000

Pantego, NC 27860
252 945-5315 252 945-5315

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Online offer: GarciniaWOW & GarciniaXS: 30 day supply free. Pay \$4.95 shipping on each. No strings attached. Now additional 86.90 & 88.49 charged?!?!
Garcinia WOW & Garcinia XS were advertised as a 30 day supply of each for only the price of S&H so I did-November 16,'14 Order #703276 & #703282. If I liked it I could sign up for more. When I copied off the confirmation, it said 1 of 2 pg but there was never a 2nd pg... I assume now that was what I read in the fine print.... NOTHING said I was subscribing, and would need to cancel to anything, that I could see! The email I received said I could sign up for more, & I declined. I never received anything from GarciniaXS confirming what I had ordered. Checking our online bank account I noticed I had been charged \$88.49 from "Diet Supply" on 11-30-14. On 12-2-14 "Garcinia" charged my account for 86.90 (I noticed it when I checked our online banking on 12-3-14). I was very concerned since I hadn't ordered anything from either of these places, & they didn't match either of the names of the places the free products I received came from. Garcinia WOW from Healthy new beginning, and Garcinia XS from Wonder Diet. I tried calling the Diet Supply phone number provided and it said it was no longer in service (800-5727311). I called my bank immediately, and before going in to see them today 12-5-14 (I've been out of town, so couldn't on the day I called them on the 3rd), I ran off a copy of our bank statement and notice that I'd been charged \$86.90 from "Garcinia"-- another charge I had no idea what for. Shandra, bank manager for 1st South Bank in Washington, NC, tried to help me get to the bottom of it, calling this latest place at 888-656-8833. She got through after a lengthy hold, and claimed I had subscribed. NO I HAD NOT! Brianna asked to speak with me and very abruptly said she could do nothing for me. I complained. She said she could give me her employee discount of \$31 but no more. I said I wanted to speak to a supervisor, begrudgingly she talked with one & told me her supervisor gave her permission to knock 50% off \$86.90. I said that was unacceptable to me. I wanted the total amount refunded since I had never signed up for it, & still wanted to talk with a supervisor. Janice came on & very coldly & firmly that I had signed up, she knew nothing about being able to decline their offer by email, you had to call w/in 14 days, & since I hadn't, I was responsible to pay. She said had I read the fine print I would have seen what I agreed to... I did read it, & did not agree to any 14 day free trial, & need to call to cancel it before it expired!!! We went back & forth, & she finally gave me an ultimatum: accept a 70% refund & never be able to order from them again, or get no refund. I felt I'd been backed into a corner, so I accepted, still VERY unhappy with the situation. The confirm. # given me was 791104. The transaction id # is 6710449815. After that call, the bank manager tried to figure out how to contact Diet Supply, & it was then that we discovered that all 4 names listed came under the umbrella of Healthy New Beginning! It was then that she found this site for me & we noticed many others had been caught in the same situation I find myself in. I just hope & pray you will be able to help me with this, and that I can get my full amount of monies charged back-- not just 70% of one charge. Thank you!
The bank phone # I bank at is 252-940-5000.

Consumer's Desired Resolution:

I'd like the total amount charged from Garcinia--- When I spoke to the supervisor there today, 12-5-14, Janice rudely said that \$61.00 of the \$86.90 would be refunded to our account within 3-5 days, but I feel I deserve a FULL refund for it. I'd also like the full amount refunded from Diet Supply for 88.49.

12/05/2014 **web BBB** Case Received by BBB
12/08/2014 **cha BBB** Case Reviewed by BBB
12/08/2014 **Otto EMAIL** Send Acknowledgement to Consumer
12/08/2014 **Otto MAIL** Notify Business of Dispute
12/23/2014 **Otto BBB** No response to first notice to business
12/23/2014 **Otto EMAIL** Consumer - Have You Heard From the Company
12/23/2014 **Otto MAIL** Reminder of Dispute to Business
12/24/2014 **cha BBB** MORE INFO RECEIVED FROM THE CONSUMER : From: Dave Weemhoff (mailto:weemhoff0@gmail.com)

Sent: Tuesday, December 23, 2014 1:52 PM

To: Better Business Bureau

Subject: Re: BBB Complaint Case# 90141208 (Ref#111-90198438-

90141208-6-320)

No, I have not heard from them at all :/ Kathy

01/05/2015 **Otto BBB** No Response received from Business on 2nd Notice
01/05/2015 **cha BBB** Phone Call or Time Extension
01/05/2015 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : I've not heard anything from the company via email or otherwise, noted I had received a credit from Diet Supply company for the full amount of one charge on our bank statement, and I'm thankful for that. But I have not heard a response, or refunding for the portion they would not pay me back when I talked with them on the phone (see previous description.... here's what I noted from the bank:

POS CRE 2238

12/30/14 73900019 DIET

SUPPLY 800-5964253 MI

Card # 1857

\$88.49

01/09/2015 **Otto BBB** No Response received from Business on 2nd Notice
01/09/2015 **cha BBB** Inform Consumer No Response from Business
01/09/2015 **Otto EMAIL** Inform Consumer - Case Closed UNANSWERED
01/09/2015 **Otto MAIL** Inform Business - Case Closed UNANSWERED
01/09/2015 **Otto BBB** Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90140901 BBB of Central Florida

Consumer Info:

Weisner, Cristen
2903 45th Street
Meridian, MS 39305
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Merchant advertised a trial offer with deliberately hidden terms.

Garcinia Cambogia trial

Order date(2 products in a single order): 4 October 2014

Trial Order #(includes both product charges): 630208

Garciniawow88886568893 Lake Mary FL \$4.95

Wonderdiet INC 877-4699506 \$4.95

Delivered date: 10 October 2014, 10:31 AM

tracking #: 92748999983355513027412478

Disputed charges:

Discover Card

18 October 2014 Healthynewbeginnings88865 888-6568893 FL

18 October 2014 Wonderdiet INC 877-4699506 MI

After recognizing the additional charges on 26 October, I contacted Tyler (or Kyler) at 877-469-9506 to inquire and was informed that he could not refund the charges and that I had signed up for a monthly subscription program. He also offer to reduce the charges by 50% if I agreed to not dispute the charges or file a complaint against them. NO WHERE on my invoice or included in the product shipment did it state that I needed to contact them within 14 days of placing the order (18 October in my case) to avoid becoming part of a monthly program. When I tried to return to the original website to find the HIDDEN wording, the website was not discoverable. No where could I find that I elected to become part of a monthly subscription. Clearly there was a deliberate attempt to deceive me at the time of the purchase. Tyler would not refund the two charges and claimed that the second charge was a different company and he could not help with that. However, the product was ordered from the same site and shipped in the same package and with the same order number. I called the other number and got the same person and was finally able to cancel both monthly subscriptions. On 27 October 2014, I tried to get a RMA number to return the product; however, they were not able to accept returns because the product was opened and they refused to give me a RMA for the unused portion. I did not receive any other products other than the original trial product on 10 October 2014.

Consumer's Desired Resolution:

I am looking for a full refund of the additional charges on 18 October 2014 in the amount of \$86.90 and \$88.49.

| | | |
|-------------------|-------------------|---|
| 12/02/2014 | web BBB | Case Received by BBB |
| 12/03/2014 | cha BBB | Case Reviewed by BBB |
| 12/03/2014 | Otto EMAIL | Send Acknowledgement to Consumer |
| 12/03/2014 | Otto MAIL | Notify Business of Dispute |
| 12/18/2014 | Otto BBB | No response to first notice to business |

12/18/2014 **Otto EMAIL** Consumer - Have You Heard From the Company
12/18/2014 **Otto MAIL** Reminder of Dispute to Business
12/18/2014 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : 12/3/14 There was an adjustment from Wonderdiet of \$88.49 made to our credit card. There was no accompanying response from the merchant. The requested amount of \$86.90 from Healthy New Beginnings is still outstanding and there has been no response from the merchant.
12/29/2014 **Otto BBB** No Response received from Business on 2nd Notice
12/31/2014 **cha BBB** Inform Consumer No Response from Business
12/31/2014 **Otto EMAIL** Inform Consumer - Case Closed UNANSWERED
12/31/2014 **Otto MAIL** Inform Business - Case Closed UNANSWERED
12/31/2014 **Otto BBB** Case Closed - UNANSWERED
01/05/2015 **cha BBB** ReOpen the Complaint
01/05/2015 **cha BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90140901

Customer Name: Cristen Weisner

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 10-18-2014, as of 12-23-2014. The customer has been refunded \$88.49 (Garcinia XS Cleanse product cost) for the charge on 10-18-2014, as of 12-23-2014. Please allow 2 - 10 business days for the customer to receive these refunds. On 10-04-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS Cleanse weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 10-18-2014, as of 12-23-2014. The customer has been refunded \$88.49 (Garcinia XS Cleanse product cost) for the charge on 10-18-2014, as of 12-23-2014. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015 **cha EMAIL** Forward Business response to Consumer
01/05/2015 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
01/06/2015 **Otto MAIL** Inform Business - Case Closed RESOLVED
01/06/2015 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141372 BBB of Central Florida

Consumer Info:

Weiss, Erika
809 Willow Avenue Apartment 2R

2000

Hoboken, NJ 07030
- 908 510-8120

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Never received, customer service never responded to me, and unauthorized charge two weeks later.

I am extremely frustrated. I ordered the Garcinia Wow trial through this company for the trial offer of paying for just shipping and handling. However I was completely unaware that they would charge me 89.57 two weeks later, completely unauthorized. I called my bank and they said that it is set up as a reoccurring charge, so in order to solve the problem, I would have to call the company and sort it out or they would have to cancel my card. Please keep in mind, two weeks later and I have STILL NOT RECEIVED. Tracking says it delivered, I called my local post office, they assured me it had been delivered, but nothing ever came. So now, I call the customer service number provided and she tells me that she can't access my account and I have to call a "sister company" gave me the number this morning. I have been calling off and on all day and have been on hold. Still have yet to be connected to someone. I have now been on hold for 30 minutes with no response and emailed customer service and have still gotten no response.

Consumer's Desired Resolution:

I would like to be fully refunded as I have not received the product and I have not authorized a charge of 89.57. I would also like to be refunded for the original shipping and handling since I never got the product to begin with. Will someone please answer me? This is getting ridiculous.

| | | |
|-------------------|-------------------|--|
| 12/08/2014 | web BBB | Case Received by BBB |
| 12/10/2014 | cha BBB | Case Reviewed by BBB |
| 12/10/2014 | Otto EMAIL | Send Acknowledgement to Consumer |
| 12/10/2014 | Otto MAIL | Notify Business of Dispute |
| 12/25/2014 | Otto BBB | No response to first notice to business |
| 12/25/2014 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 12/25/2014 | Otto MAIL | Reminder of Dispute to Business |
| 01/05/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/05/2015 | cha BBB | Phone Call or Time Extension |
| 01/09/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/09/2015 | cha BBB | Inform Consumer No Response from Business |
| 01/09/2015 | Otto EMAIL | Inform Consumer - Case Closed UNANSWERED |
| 01/09/2015 | Otto MAIL | Inform Business - Case Closed UNANSWERED |
| 01/09/2015 | Otto BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90118188 **BBB of Central Florida**

Consumer Info:

Widhelm, Todd J
401 S 41st St. Apt 2
2000
Omaha, NE 68106
402 210-8046 402 210-8046

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I found an advertisement for Garcinia Cambogia extract (a supplement that aids in weight loss) and looked at the website. On the site, it was stated that I could get a trial bottle for free and all I had to pay was \$2.95. Six days later, I get a charge on my debit card for almost \$160.00. This was not clearly mentioned on the website. I was lead to believe that all I had to pay was \$2.95 for a free trial and never did I see any mention of an additional charge of \$160.00. Upon discovering this, I called the company to ask for my money back, but they say that they mentioned it clearly, a statement that is not true. They have not refunded me and only said that I can return the bottle and get my refund later. However, that charge made me over draw on my bank account and I will not get that money back for over 10 days if I get it back at all. I feel that this company has done this to many more people, and sure enough, I searched the name buyhlper.com (listed on my bank statement as the company - not Healthy New Beginnings Inc. which was on the website) online and found many complaints about exactly the same as mine on scambook.com.

Product_Or_Service: Garcinia Cambogia extract

Consumer's Desired Resolution:

DesiredSettlementID: RefundI feel that they should refund all the money that they took from my bank account without authorization. Also they should pay me interest for the amount of time that they have a hold of my money and pay for the inconvenience.

10/18/2013

web BBB Case Received by BBB

10/25/2013

cha BBB Case Reviewed by BBB

10/25/2013

Otto EMAIL Send Acknowledgement to Consumer

10/25/2013

Otto MAIL Notify Business of Dispute

10/29/2013

WEB BBB RECEIVE BUSINESS RESPONSE : To whom it may concern,

From reading the complaint I believe the consumer has Healthy New Beginnings confused with another company. We do not offer anything for the price of \$2.95 or \$160.00. I have searched our database using the information "NAME: Todd J Widhelm

DAY PHONE: 402 210-8046

ADDRESS: 401 S 41st St. Apt 2 68106

Omaha, NE

EVE PHONE: 402 210-8046

EMAIL: twidhelm@gmail.com" and found nothing. Also, we are not associated

with the website buyhlper.com. I suggest contacting the phone number on your bank statement that's associated with the \$2.95 charge and the \$160.00 charge to obtain a refund. I apologize and wish that there was more we could do to help.

Regards,

Complaint Department

10/29/2013

cha MAIL Manually Forward Business response to Consumer

10/29/2013

cha BBB BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE

: From: Todd Widhelm (mailto:twidhelm@gmail.com)

Sent: Tuesday, October 29, 2013 2:07 PM

To: Candace Harmon

Subject: Re: Complaint # 90118188

buyhlper.com.
Dear Candace,
I placed the order on the Healthy New Beginnings website but was charged by

Thanks,
Todd Widhelm

10/29/2013
11/07/2013
concern,

cha MAIL Forward Consumer Rebuttal to Business
WEB BBB RECEIVED BUSINESS' REBUTTAL RESPONSE : To whom it may

buyhlper.com.
"Dear Candace,
I placed the order on the Healthy New Beginnings website but was charged by

Thanks,
Todd Widhelm"

Again, I have checked our database for any orders associated with your contact information, name, address, etc. and we have nothing with your information and the amounts you were billed are not amounts we bill out. Please contact buyhlper.com for your refund since they're the one's that billed you.

Regards,
Complaint Department
Healthy New Beginnings Inc
1540 International Parkway Suite 2000
Lake Mary, FL 32746
888.656.8893
support@healthynb.com

11/11/2013
11/11/2013
Widhelm

cha BBB Case Closed as UNABLE TO PROCESS
cha BBB MORE INFO RECEIVED FROM THE CONSUMER : From: Todd

Sent: Monday, November 11, 2013 2:38 PM
To: Candace Harmon
Subject: Re: Complaint # 90118188
Candice,

Thank you for your help. I returned the product to buyhlper.com because they said I would get my money back that way, but when I confirmed that it got there, they told me I sent it back too late. So they have my money and their product back. This company buyhlper.com is ridiculous. They set unrealistic amounts of time so there is now way you can meet their requirements. I was suppose to cancel my order three days after I purchased the product if I decided I didn't want it, but it took nine days for it to arrive. For a refund, you must send the product back within 14 days of ordering. I did get it back on time, but since it was a Saturday they didn't process it so I didn't get refunded. They won't budge on anything.

Thanks
Todd Widhelm
Research Technologist I
Center for Staphylococcal Research
University of Nebraska Medical Center
(402) 210-8046

COMPLAINT ACTIVITY REPORT Case # 90142354 BBB of Central Florida

Consumer Info:

Wilbers, Katie
4621 Kingsbury Row
Jefferson City, MO 65109
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I have charges on my credit card for their product, both for 4.95 as well as 86.90, and did not receive the product.

I have charges on my credit card for 4.95 on 11/29 and 86.90 on 12/12 for a bottle of garcinia that I never received.

Consumer's Desired Resolution:

I want a complete refund as I never received the product I supposedly paid for.

| | | |
|-------------------|-------------------|--|
| 12/30/2014 | web BBB | Case Received by BBB |
| 12/31/2014 | cha BBB | Case Reviewed by BBB |
| 12/31/2014 | Otto EMAIL | Send Acknowledgement to Consumer |
| 12/31/2014 | Otto MAIL | Notify Business of Dispute |
| 01/15/2015 | Otto BBB | No response to first notice to business |
| 01/15/2015 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 01/15/2015 | Otto MAIL | Reminder of Dispute to Business |
| 01/26/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 01/28/2015 | cha BBB | Phone Call or Time Extension |
| 02/02/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 02/05/2015 | cha BBB | Inform Consumer No Response from Business |
| 02/05/2015 | Otto EMAIL | Inform Consumer - Case Closed UNANSWERED |
| 02/05/2015 | Otto MAIL | Inform Business - Case Closed UNANSWERED |
| 02/05/2015 | Otto BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90130021 BBB of Central Florida

Consumer Info:

Wiley, Ike
P.O. Box 318

Leander, TX 78646
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Deceptive Marketing Practices not disclosing full details of their offer, in fact, changing the offer. On April 12th I received an offer for a free product upon completing a short survey on FEDEX. Upon completion, I had a choice of Garcinia Wow from New Beginnings, a skin care product and one other. I chose the Garcinia. There were no terms listed on the webpage I was redirected to or any indication that there was any charge other than the \$4.95 shipping. There was no indication there would be automatic shipping. On April 25th I was billed \$86.90. When I inquired about it, I was told that it was a "Trial" for 14 days and the terms stated cancellation must be made within 14 Days to avoid the charge. As I stated above, on the REDIRECTED page where I ordered the product, there were NO such terms. They are obviously using a separate webpage from their main website for these deceptive practices. To top it off, their product doesn't work.

Consumer's Desired Resolution:

A full refund of the deceptive charge of \$86.90.

05/19/2014 **web BBB** Case Received by BBB
05/19/2014 **cha BBB** Case Reviewed by BBB
05/19/2014 **Otto EMAIL** Send Acknowledgement to Consumer
05/19/2014 **Otto MAIL** Notify Business of Dispute
06/02/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90130021
Customer Name: Ike Wiley

To whom it may concern,

I would like to preface by stating that the customer has been issued two full refunds in the amount of \$86.90 (Garcinia Cambogia product cost) for the charges on 04-26-2014 and 05-26-2014, as of 05-30-2014. Please allow 2 -7 business days for the refund to process and post back to the customer's account. On 04-12-2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$86.90 for the weight loss supplement at the end of the trial and they are also billed \$86.90 every 30 days until cancellation. We apologize for any inconvenience this may have caused the customer. Again, the customer has been issued two full refunds in the amount of \$86.90 (Garcinia Cambogia product cost) for the charges on 04-26-2014 and 05-26-2014, as of 05-30-2014. We have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

06/02/2014 **cha EMAIL** Forward Business response to Consumer
06/13/2014 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
06/13/2014 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
06/13/2014 **Otto BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90142962 **BBB of Central Florida**

Consumer Info:

Williams, Kathryn
6344 Port Gibson Court

2000

Citrus Heights, CA 95621
- 916 928-8624

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Called on December 8, 2014 to cancel the account that was falsely created they still took money out of my account this month

False advertisement. It was advertised on a link on Facebook to buy a 14 day supply for \$4.95 for shipping. Two weeks later, my account was debited \$86.90. They would not refund me. They will not refund me because they said I agreed to the terms and conditions when I originally bought the product. I did not see that I would be charged \$86.90 I would not have bought anything. I opened the seal to the pills, because the seal was broken I was told I would have to pay for them. I want my entire refund! This is false advertisement and bad business practice! When I called on December 8, 2014 I told them to cancel my account they falsely created but when I checked my bank account yesterday January 7, 2015 they took \$86.90 again. Yesterday I had to cancel my debit card to be sure this doesn't happen again and now I have to wait days to receive another one. I want my money back!

Consumer's Desired Resolution:

I want the refund of \$86.90 to be placed back into my bank account.

| | | |
|-------------------|-------------------|--|
| 01/08/2015 | web BBB | Case Received by BBB |
| 01/12/2015 | cha BBB | Case Reviewed by BBB |
| 01/12/2015 | Otto EMAIL | Send Acknowledgement to Consumer |
| 01/12/2015 | Otto MAIL | Notify Business of Dispute |
| 01/27/2015 | Otto BBB | No response to first notice to business |
| 01/27/2015 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 01/27/2015 | Otto MAIL | Reminder of Dispute to Business |
| 02/09/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 02/20/2015 | cha BBB | Phone Call or Time Extension |
| 02/24/2015 | Otto BBB | No Response received from Business on 2nd Notice |

COMPLAINT ACTIVITY REPORT Case # 90118575 BBB of Central Florida

Consumer Info:

Williams, Sally
176 Thousand Oaks Rd

2000

Fort Mill, SC 29707
- 803 548-6846

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Was promised a refund on Sept 20 and did not receive it.

I ordered a free trial of garcinia Cambodia and was required to pay 4.95 postage. I did not see where I was supposed to return the product in 14 days for a refund. It did not work and gave my daughter a stomach ache. When I received my Sept visa bill there was a charge for 86.90 My daughter called and explained the product did not work. They cancelled the order for the future (which we never realized was an ORDER) and claimed we would get our money refunded. I just got my Oct bill and called them and they said there would be no refund, that we checked off terms and conditions which stated we would accept future orders and charges to credit card. I am a 78 year old woman in a wheel chair and live off of social security. I would have NEVER checked off the terms and conditions had I known I would continue to be charged. It is obviously yet another company preying on people like myself. So, the product does not work and they will not refund the money. Another scam sleazy company on the internet.

Consumer's Desired Resolution:

86.90

10/25/2013 **web BBB** Case Received by BBB
10/29/2013 **cha BBB** Case Reviewed by BBB
10/29/2013 **Otto MAIL** Send Acknowledgement to Consumer
10/29/2013 **Otto MAIL** Notify Business of Dispute
11/07/2013 **WEB BBB** RECEIVE BUSINESS RESPONSE : To whom it may concern,
I would like to preface by stating that the customer has been refunded in full for the amounts of \$4.95 (shipping and handling) and \$86.90. Please allow 2-7 business days for the refunds to process and post back to their account. We apologize for any inconvenience this matter may have caused the customer. Should you have any other questions or concerns, please do not hesitate to contact us again.
Regards,
Complaint Department
Healthy New Beginnings Inc
1540 International Parkway Suite 2000
Lake Mary, FL 32746
888.656.8893
support@healthynb.com
11/07/2013 **cha MAIL** Forward Business response to Consumer
11/19/2013 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
11/19/2013 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
11/19/2013 **Otto BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90143452 BBB of Central Florida

Consumer Info:

Williams, Serina
131 Blaine Ave

Nampa, ID 83651
208 695-5696 208 695-5696

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

They company has charged me \$65.23 and \$96 I would like a refund considering I told them the product did not work for me.

I had understood I was to pay postage on 2 items and only authorized a fee of 9.90 to be paid and Nothing else. This fee was taken in Nov 2014. A second not authorized charge was posted \$65.23 on November 26th as a "discount" because they couldn't get the \$96 out. Now on January 12th 2015 they took out \$96 stating it is there sister company. I have no authorized any other charges and have spoke with them several times stating this product does not work and was not taken out of my account with permission

Consumer's Desired Resolution:

I would like a full refund for my \$65 considering I called on December 10th stating the product did not work and wanted to be taken off of there order list and that was after days of waiting for someone to answer for 45 minutes at a time. I have spoke with them on the phone and told them I can send the pills back and they have told me they are yours now.

| | | |
|-------------------|-------------------|--|
| 01/16/2015 | web BBB | Case Received by BBB |
| 01/20/2015 | cha BBB | Case Reviewed by BBB |
| 01/20/2015 | Otto EMAIL | Send Acknowledgement to Consumer |
| 01/20/2015 | Otto MAIL | Notify Business of Dispute |
| 02/04/2015 | Otto BBB | No response to first notice to business |
| 02/04/2015 | Otto EMAIL | Consumer - Have You Heard From the Company |
| 02/04/2015 | Otto MAIL | Reminder of Dispute to Business |
| 02/16/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 02/26/2015 | cha BBB | Phone Call or Time Extension |
| 03/02/2015 | Otto BBB | No Response received from Business on 2nd Notice |
| 03/03/2015 | cha BBB | Inform Consumer No Response from Business |
| 03/03/2015 | Otto BBB | Inform Consumer - Case Closed UNANSWERED |
| 03/03/2015 | Otto BBB | Inform Business - Case Closed UNANSWERED |
| 03/03/2015 | Otto BBB | Case Closed - UNANSWERED |

COMPLAINT ACTIVITY REPORT Case # 90124836 BBB of Central Florida

Consumer Info:

Willis, Shannon
779 Rough Rider Rd
Statesboro, GA 30461
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

The advertisement misrepresented a 14 day trial of the product. Healthy New Beginnings, INC misled me with an advertisement that I could do a trial of their product. The offer was for a bottle of Garcinia Wow 14 day trial for approximately \$5. At the time of order, it asked me if I would also like a bottle of Amazing Cleanse at the same rate with the same 14 day trial. I ordered both products.

The advertisement was misleading because they started the 14 day trial at the time of the order (2/8/14) and not the time I received the product. The advertisement said the product should arrive in 4 days. Due to the recent ice storm, I didn't receive the Amazing Cleanse order until 2/18/14 and the Garcinia Wow order until 2/21/14. On 2/22/14 I noticed that I had been charged \$92.98 by Healthy New Beginnings for the Amazing Cleanse and \$93.46 by Weight Loss Solutions. I called the company and was told that it had been 14 days since the order date; therefore I was being charged the full price. After threatening to call the BBB, the operator offered me a 30% discount. I asked to speak to a supervisor, and the operator offered me a 50% discount. Again, I asked to speak to a supervisor, and after being put on hold for a few minutes, the same operator came back and offered me a 70% discount. Once again, I asked to speak with her supervisor. She said that her supervisor was strictly "terms and conditions", and I repeated my request to speak to a supervisor. Finally, I was transferred to a supervisor who informed me there was nothing he could do, and he would not honor the 70% discount the operator had offered me. He also refused to return my call to the original operator. He said that I had been warned that he was "strictly terms and conditions" therefore I should have known that I was foregoing any chance at getting a discount or refund. I told him that I would be reporting the company to the better business bureau, and he told me that was his right.

Consumer's Desired Resolution:

I would like either a complete refund or at least the 70% refund I was originally offered by the first operator.

02/22/2014 web **BBB** Case Received by BBB
02/25/2014 cha **BBB** Case Reviewed by BBB
02/25/2014 Otto **EMAIL** Send Acknowledgement to Consumer
02/25/2014 Otto **MAIL** Notify Business of Dispute
03/10/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90124836

Customer Name: Shannon Willis

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$92.98 (Garcinia Cambogia product cost) and \$93.46 (Amazing Cleanse product cost) as of 3-10-2014. Please allow 2-7 business days for the refunds to process and post back to their account. On 2-08 -2014 two orders were placed one for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling and the second being for our Amazing Cleanse supplement for a 14-day trial paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or phone to obtain an extension. If we are not contacted by the customer prior to the end of their trial period, they will be billed for the product of which they

received and enrolled in an auto-ship membership until cancelled. All of which is stated on our order page, on our website and within our terms and conditions. Since we were never contacted prior to the end of their trial, they were billed \$92.98 for the Garcinia Cambogia supplement and \$93.46 for the Amazing Cleanse supplement on 2-22-2014. Ms. Willis contacted our support center on 2-22-2014 regarding the two charges to their account and wished to cancel their membership. The customer support representative cancelled their membership out to ensure no other shipments or billings would occur. Again, the customer has been refunded in full for the amounts of \$92.98 and \$93.46 as of 3-10-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/11/2014 **cha EMAIL** Forward Business response to Consumer

03/13/2014 **WEB BBB** DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

All money was refunded to my account.

03/13/2014 **Otto MAIL** Inform Business - Case Closed RESOLVED

03/14/2014 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90141129 BBB of Central Florida

Consumer Info:

Wilson, Paula
2659 Super Red.

Columbus, OH 43224
- 614 532-6366

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

They deducted as much money that I had in bank without permission and said it was a discount,I just did not have it all in they would charge different
I called to have a refund one lady said she would refund some,I asked to talk to boss she said she could do nothing because the bottle was open then would not refund anything said the other girl lied.sorry she said.then would not help cancel order after 14 days of 4.99 trial.so far has cost me lots of bank problems.at the end she offerd me a free bottle! I said how can you afford to give me free just take the other one off my card! She said oh I can't do that I'm very dissatisfied customer!

Consumer's Desired Resolution:

I would just like refund.

12/04/2014 web **BBB** Case Received by BBB
12/08/2014 cha **BBB** Case Reviewed by BBB
12/08/2014 Otto **EMAIL** Send Acknowledgement to Consumer
12/08/2014 Otto **MAIL** Notify Business of Dispute
12/23/2014 Otto **BBB** No response to first notice to business
12/23/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
12/23/2014 Otto **MAIL** Reminder of Dispute to Business
01/05/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/05/2015 cha **BBB** Phone Call or Time Extension
01/09/2015 Otto **BBB** No Response received from Business on 2nd Notice
01/09/2015 cha **BBB** Inform Consumer No Response from Business
01/09/2015 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
01/09/2015 Otto **MAIL** Inform Business - Case Closed UNANSWERED
01/09/2015 Otto **BBB** Case Closed - UNANSWERED

COMPLAINT ACTIVITY REPORT Case # 90140533 BBB of Central Florida

Consumer Info:

Wilson, Roxanne
13022 Woller Path

2000

San Antonio, TX 78249
210 699-1166 210 218-5212

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I had ordered a dietary product for \$4.95 and they charged me \$86.90 and when I tried to cancell like it states within 14 days they stated could not

I ordered dietary supplement for \$4.95 and got charged 86.90 and tried to cancel within 14 days as stated and they said unable to refund unless the bottle was unopened. Very shady practices. I saw there are numerous others who have reported them also. I want a full refund on my account. Thank you Roxanne Wilson 210-218-5212

Consumer's Desired Resolution:

Full refund of money taken out of my account \$86.90 Thank you

11/21/2014 web BBB Case Received by BBB
11/24/2014 cha BBB Case Reviewed by BBB
11/24/2014 Otto EMAIL Send Acknowledgement to Consumer
11/24/2014 Otto MAIL Notify Business of Dispute
12/09/2014 Otto BBB No response to first notice to business
12/09/2014 Otto EMAIL Consumer - Have You Heard From the Company
12/09/2014 Otto MAIL Reminder of Dispute to Business
12/22/2014 Otto BBB No Response received from Business on 2nd Notice
12/23/2014 cha BBB Phone Call or Time Extension
12/29/2014 Otto BBB No Response received from Business on 2nd Notice
12/31/2014 cha BBB Inform Consumer No Response from Business
12/31/2014 Otto EMAIL Inform Consumer - Case Closed UNANSWERED
12/31/2014 Otto MAIL Inform Business - Case Closed UNANSWERED
12/31/2014 Otto BBB Case Closed - UNANSWERED
01/05/2015 cha BBB ReOpen the Complaint
01/05/2015 cha BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90140533

Customer Name: Roxanne Wilson

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 11-20-2014, as of 12-19-2014. The customer has been refunded \$55.49 (remaining Garcinia XS product cost) for the charge on 11-20-2014, as of 12-19-2014. The customer has previously accepted a refund of \$33.00, issued on 11-21-2014, for this order. Please allow 2 - 10 business days for the customer to receive these refunds. On 11-06-2014, two orders were placed; one for our Garcinia Cambogia and one for our Garcinia XS weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. We apologize for any inconvenience that this matter may have caused the customer. Again, the customer has been issued 2 refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge

on 11-20-2014, as of 12-19-2014. The customer has been refunded \$55.49 (remaining Garcinia XS product cost) for the charge on 11-20-2014, as of 12-19-2014. The customer has previously accepted a refund of \$33.00, issued on 11-21-2014, for this order. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

01/05/2015

cha EMAIL Forward Business response to Consumer

01/16/2015

Otto BBB No Consumer Response- Assumed Resolved with Letter

01/16/2015

Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED

01/16/2015

Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90125119 BBB of Central Florida

Consumer Info:

2000

Wimberly, Ashley
6 Poppy Turn
Willingboro, NJ 08046
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered a trail on feb 11, I didn't recieve my product until 2 wks later, i am was charged 68. 00 without notice

I ordered a free trail for 4.95, on feb 11th, I didn't recieve my product until two weeks later During that period I emailed customer service about the delay, I recieved my product on 22nd of february and then on the 25th 68.00 was debited from my account when I spoke with customer device about this problem they told me I had 14 to use the trial to see if I like product but how can I know if I like product when I only revived it 3 days prior, the customer service rep was helpful and very rude! I will not order any produce from this company and I am a radio personality I will tell all my listener to not buy any of their products due to their deceitful lies!

Consumer's Desired Resolution:

I would like the 68. Refunded to my account,

02/27/2014

web BBB Case Received by BBB

02/27/2014

cha BBB Case Reviewed by BBB

02/27/2014

Otto EMAIL Send Acknowledgement to Consumer

02/27/2014

Otto MAIL Notify Business of Dispute

03/10/2014

WEB BBB RECEIVE BUSINESS RESPONSE : Complaint ID: 90125119

Customer Name: Ashley Wimberly

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 3-10-2014. Please allow 2-7 business days for the refund to process and post back to their account. On 2-11-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If a customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or phone to obtain an extension. If we are not contacted by the customer prior to the end of their trial period, they will be billed for the product of which they received and enrolled in an auto-ship membership until cancelled. All of which is stated on our order page, on our website and within our terms and conditions. Since we were never contacted prior to the end of their trial, they were billed \$86.90 for the Garcinia Cambogia supplement on 2-25-2014. Ms. Wimberly contacted our support center on 2-26-2014 regarding the \$86.90 charge to their account and to cancel their membership. The customer support representative cancelled their membership out to ensure no other shipments or billings would occur. Again, the customer has been refunded in full for the amount of \$86.90 as of 3-10-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

03/10/2014

cha EMAIL Forward Business response to Consumer

03/10/2014

WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

I except there response because I was refunded my money, but if they recheck their records I contacted the technical support a week after my purchase to state I did not receive my product , never once did they mention my trail began from the date of order

03/11/2014

Otto MAIL Inform Business - Case Closed RESOLVED

03/11/2014

Otto BBB Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90111445 BBB of Central Florida

Consumer Info:

Wood, Dulcie
607 E 6th Ave
Big Timber, MT 59011
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered a free sample bottle online from this company. I received the sample bottle but a month later they charged my card again!
After receiving a free sample bottle of product from this company, they charged my credit card \$86.90! When I called the phone number to ask about the charge, I only got a recorded message... The website that the free sample came from tells me "server cannot be found". I never agreed to continue paying for the product. The website said nothing about having to pay monthly for a service or having to cancel to avoid getting charged.

Consumer's Desired Resolution:

I would like the \$86.90 credited back to my account and also assurance that they will not use my credit card information again.

06/23/2013 **web BBB** Case Received by BBB
06/24/2013 **cha BBB** Case Reviewed by BBB
06/24/2013 **Otto EMAIL** Send Acknowledgement to Consumer
06/24/2013 **Otto MAIL** Notify Business of Dispute
06/27/2013 **cha BBB** DISPUTE RESOLVED- WITH LETTER : From: Dulcie Wood
(mailto:dulcie.wood86@gmail.com)
Sent: Wednesday, June 26, 2013 11:47 AM
To: Better Business Bureau
Subject: (SPAM) Re: BBB Complaint Case#90111445(Ref#111-90198438-90111445-3-200)

Importance: Low

The issue has been resolved... I was finally able to contact someone. I guess their we site was really just down at the time. I was worried that it had been shut down completely. I apologize!

Dulcie Rae Wood

06/27/2013 **Otto MAIL** Inform Business - Case Closed RESOLVED
06/27/2013 **Otto BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90126451 BBB of Central Florida

Consumer Info:

2000

Woodard, LeAnn
404 Academy Street

Fort Mill, SC 29715
- -

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

An advertisement states to pay 5.95 for shipping and get product. No mention of trial or anything else. Charged 4.95 and 14 days later charged 89.90

Charged without authorization 84.90 to credit card and refuses to return money.

Consumer's Desired Resolution:

1000.00 for All trouble that this has caused with bank accts and my time having to deal with it.

03/20/2014 **web BBB** Case Received by BBB
03/20/2014 **cha BBB** Case Reviewed by BBB
03/20/2014 **Otto EMAIL** Send Acknowledgement to Consumer
03/20/2014 **Otto MAIL** Notify Business of Dispute
04/04/2014 **Otto BBB** No response to first notice to business
04/04/2014 **Otto EMAIL** Consumer - Have You Heard From the Company
04/04/2014 **Otto MAIL** Reminder of Dispute to Business
04/10/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90126451

Customer Name: LeAnn Woodard

To whom it may concern,

I would like to preface by stating that the customer has been refunded in full for the amount of \$86.90 as of 4-07-2014. Please allow 2-7 business days for the refund to process and post back to the customer's account. On 3-03-2014 an order was placed for our Garcinia Cambogia weight loss supplement to try for a 14 day trial period paying only \$4.95 for shipping and handling. Due to no contact prior to the trial expiration the customer was billed \$86.90 on 3-17-2014 for the product of which they received during the trial period. Again, the customer's account has been refunded in full for the amount of \$86.90 as of 4-07-2014 and their membership completely cancelled. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings

04/10/2014 **cha EMAIL** Forward Business response to Consumer
04/21/2014 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
04/21/2014 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
04/21/2014 **Otto BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90138525 **BBB of Central Florida**

Consumer Info:

Wright, James
1025 Ocean Shell St

Henderson, NV 89052
702 263-1806 702 263-1806

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

I ordered a \$4.9 sample of Garcinia Cambodia and because I didn't read their fine print, I did not contact them within 14 days they charged full price.

I ordered a \$4.95 sample of Garcinia Cambodia and because I didn't read their fine print, I did not contact them within 14 days they charged full price of \$86.90. They insisted that all I had to do was click on terms and agreements and I would have seen this clearly spelled out. In my opinion, that is not the proper place for this type of information. I am not able to find the original web site I ordered from and look at these terms and agreement and what I did find was this page-

<http://www.customer-service-hq.com/terms.php>

with the verbage about the "Free" Trial terms buried a couple of pages down.

Here is my order info-

Amount \$86.90
Date 10/13/2014
Time 12:13 AM
Transaction Type Sale
Status Success
Card Type Discover
Card Number xxxxxxxxxxxxxxxx
Auth Code 01335P
TransID 16180281
Customer Name
Reference Number 634792
Purchase Order Number

By the way, as I was looking for the page I found this one-

<http://www.customer-service-hq.com/terms.php>

It stated-

Q: Why was I charged \$86.90?

A: The \$4.95 trial offer that you signed up for includes a monthly subscription plan. This plan is billed on the 14th day (When your trial runs out). On this 14th day, you are also sent another shipment of the product. You actually end up with 2 weeks of free product since all shipments are for a full month! If you still have questions, you can read the terms that you agreed to while placing your order [HERE](#) or give our customer service team a call at 888.656.8893 (M-F 8am-10pm EST)

As you can see, they state-"On this 14th day, you are also sent another shipment of the product. You actually end up with 2 weeks of free product since all shipments are for a full month!"

They said that this was not true, it was from an older product.....

Consumer's Desired Resolution:

I want the entire amount- \$86.90 + \$4.95 refunded. I wish we were allowed punitive damages to teach them a lesson about deceptive business practices.

10/13/2014 **web BBB** Case Received by BBB
10/15/2014 **ned BBB** Case Reviewed by BBB
10/15/2014 **Otto EMAIL** Send Acknowledgement to Consumer
10/15/2014 **Otto MAIL** Notify Business of Dispute
10/24/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90138525

Customer Name: James Wright

To whom it may concern,

I would like to preface by stating that the customer has been issued 2 full refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 10-13-2014, and a refund of \$88.49 (GarciniaXS Cleanse product cost) for the charge on 10-13-2014, as of 10-23-2014. These refunds have been successfully processed electronically. Please allow 2 - 10 business days for the customer to receive these refunds. On 09-29-2014, two orders were placed; one for our Garcinia Cambogia and one for our GarciniaXS Cleanse weight loss supplements to try for a 14-day trial period paying only \$4.95 for shipping and handling, per order. If a customer feels that 14 days is not enough time to try the product(s) they are urged to contact us via email or phone to obtain an extension. If we are not contacted prior to the end of the trial(s), then once their trial expires, they will be billed for the product(s) of which they have received. All of which is covered on our order pages, our website and within our terms and conditions. Since no contact was made prior to the end of the trial periods, the customer was billed for what they have received. Again, the customer has been issued 2 full refunds for the products that they ordered. The customer has been issued a refund of \$86.90 (Garcinia Cambogia product cost) for the charge on 10-13-2014, and a refund of \$88.49 (GarciniaXS Cleanse product cost) for the charge on 10-13-2014, as of 10-23-2014. These refunds have been successfully processed electronically. Please allow 2 - 10 business days for the customer to receive these refunds. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Garcinia Cambogia and GarciniaXS Cleanse Support

10/24/2014 **ned EMAIL** Forward Business response to Consumer
11/04/2014 **Otto BBB** No Consumer Response- Assumed Resolved with Letter
11/04/2014 **Otto MAIL** Inform Business - Case Closed ASSUMED RESOLVED
11/04/2014 **Otto BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90127879 BBB of Central Florida

Consumer Info:

Yates, Christina
204 Sand St

Crooksville, OH 43731
- 740 971-9325

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

charging debit card after cancelation and the phone number listed says its disconnected i ordered the Garcia Cambogia on march 1 and it didn't arrive until the 19 I called on march 13 to tell them it had not yet arrived and they extended the trial until march 27, I called on march 25 to cancel the trial and it was canceled, however on april 7 healthy new beginnings billed my debit account for \$43.45 when I attempted to call the customer service department at 1-888-656-8893 which the the number listed on there website it says that the number is disconnected

Consumer's Desired Resolution:

complete cancelation of products and refund of the \$43.45 that was billed to my debit card account

04/12/2014 web **BBB** Case Received by BBB
04/15/2014 cha **BBB** Case Reviewed by BBB
04/15/2014 Otto **EMAIL** Send Acknowledgement to Consumer
04/15/2014 Otto **MAIL** Notify Business of Dispute
04/22/2014 **WEB BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90127879

Customer Name: Christina Yates

To whom it may concern,

I would like to preface by stating that the customer has been issued a full refund in the amount of \$43.45 (Garcinia Cambogia product cost) as of 04/22/2014. Please allow 2 -7 business days for the refund to process and post back to the customer's account. On 03/01/2014 an order was placed for Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia trial expiration, the customer was billed \$86.90 for the weight loss supplement at the end of the trial. We apologize for any inconvenience this may have caused the customer. Again, we have issued a full refund of \$43.45 for the cost of the product as of 04/22/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,

Healthy New Beginnings Support

04/23/2014 cha **EMAIL** Forward Business response to Consumer
05/05/2014 Otto **BBB** No Consumer Response- Assumed Resolved with Letter
05/05/2014 Otto **MAIL** Inform Business - Case Closed ASSUMED RESOLVED
05/05/2014 Otto **BBB** Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90127018 BBB of Central Florida

Consumer Info: Young, Brandie
16308 ADMEASURE CIRCLE
2000
Woodbridge, VA 22191

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste
Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

This company misrepresented the price of their product and automatically withdrew money from my bank without my permission. On apprx 2/7 I ordered the Garcinia Wow product off facebook for 4.95+ shipping=6.44. The product was shipped to me about a week later. I checked my bank acct and noticed I was charged 86.90 on 2/21. I called customer service and a young lady said I signed up for the autoship program. I explained to her if I had known the product so expensive I would NOT have purchased it. She said I can give you a "discount" and only charge you 57.00 and refund you 34.00. I was frustrated and confused so I agreed for this refund. I feel I was misled by the advertisement of 4.95 with no strings attached.

Consumer's Desired Resolution:

I would like a full refund of the remaining money 86.90-34.00=52.90.

03/29/2014 web **BBB** Case Received by BBB
03/31/2014 cha **BBB** Case Reviewed by BBB
03/31/2014 Otto **MAIL** Send Acknowledgement to Consumer
03/31/2014 Otto **MAIL** Notify Business of Dispute
04/16/2014 Otto **BBB** No response to first notice to business
04/16/2014 Otto **MAIL** Consumer - Have You Heard From the Company
04/16/2014 Otto **MAIL** Reminder of Dispute to Business
04/22/2014 WEB **BBB** RECEIVE BUSINESS RESPONSE : Complaint ID: 90127018

Customer Name: Brandie Young
To whom it may concern,

I would like to preface by stating that the customer has been refunded for three charges. The customer has received refunds of \$6.95 (remaining Garcinia Cambogia product cost for charge on 03/23/2014), \$52.90 (remaining Garcinia Cambogia product cost for charge on 02/21/2014) and also a refund of \$87.35 (Amazing Cleanse product cost for charge on 02/21/2014) as of 04/22/2014. Please allow 2 -7 business days for the refunds to process and post back to the customer's account. On 02/07/2014 two orders were placed; one for our Garcinia Cambogia weight loss supplement to try for a 14-day trial paying only \$4.95 for shipping and handling and one for our Amazing Cleanse supplement to try for a 14-day trial paying \$4.95 for shipping and handling. If the customer feels that 14 days is not enough time to try the product then they are urged to contact us via email or by phone to obtain an extension. If we are not contacted prior to the end of their trial(s), once their trial(s) expire they will be billed for the product(s) of which they have already received. All of which is stated on our website, the order pages and within our terms and conditions. Since no contact was made prior to the Garcinia Cambogia and Amazing Cleanse trial expirations, the customer was billed \$86.90 and \$87.35 for the weight loss supplements and the customer also was billed every 30-days after the end of trial. We apologize for any inconvenience this may have caused the customer. Again, we have issued three refunds; \$6.95 (remaining Garcinia Cambogia product cost for charge on 03/23/2014), \$52.90 (remaining Garcinia Cambogia product cost for charge on 02/21/2014) and also a refund of \$87.35 (Amazing Cleanse product cost for charge on 02/21/2014) as of 04/22/2014 and have also completely cancelled the membership to ensure no future charges or shipments. Should you have any other questions or concerns, please feel free to reply to this response. Thank you.

Regards,
Healthy New Beginnings Support

04/23/2014
05/05/2014
05/05/2014
05/05/2014

cha MAIL Forward Business response to Consumer
Otto BBB No Consumer Response- Assumed Resolved with Letter
Otto MAIL Inform Business - Case Closed ASSUMED RESOLVED
Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90112020 BBB of Central Florida

Consumer Info: Zaman, Michelle
22543 Armstrong Terrace #102
2000
Ashburn, VA 20148
- 703 728-0486

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste
Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

Vendor charged my card an additional \$49.95 without my authorization. One June 29, 2013 I saw a suggested post on facebook about two weight loss products. Combined; these two supplements guarantee weight loss. The first was the green coffee bean extract. I went to the site and purchased my free trial for \$4.95 and received a confirmation email for my order. The second was the garcinia cambogia supplement which I purchased my free trial (on another site) for \$4.99 and was NOT emailed a confirmation of my order. I checked my bank account (I used my debit card to make these purchases) and saw both the \$4.95 and \$4.99 pending charges. Then I noticed a \$49.95 charge from the same merchant I bought the garcinia cambogia. I called the customer service line and asked what the charge was for. I was told it was a mandatory charge for purchasing the product to make sure there was enough money on my account. I didn't even want to ask what that meant since the charge was so small. They told me the charge would 'fall off' my account in a few days. It is now Tuesday and the charge is still pending. I called my bank and they said I cannot dispute the charge until it posts. I am EXTREMELY dissatisfied with the customer service I received on the phone. And I am EXTREMELY angry about my card being charged and additional \$49.95 without my authorization or anything in the fine print (which I read!). I just want my money back.

Consumer's Desired Resolution:

I want to be refunded the \$49.95 to my bank account.

07/02/2013 web **BBB** Case Received by BBB
07/05/2013 cha **BBB** Case Reviewed by BBB
07/05/2013 Otto **EMAIL** Send Acknowledgement to Consumer
07/05/2013 Otto **MAIL** Notify Business of Dispute
07/23/2013 Otto **BBB** No response to first notice to business
07/23/2013 Otto **EMAIL** Consumer - Have You Heard From the Company
07/23/2013 Otto **MAIL** Reminder of Dispute to Business
07/23/2013 cha **BBB** DISPUTE RESOLVED- WITH LETTER : From: Michelle Zaman
(mailto:crash829@gmail.com)
Sent: Tuesday, July 23, 2013 9:17 AM
To: Better Business Bureau
Subject: Re: BBB Complaint Case#90112020(Ref#111-90198438-90112020-6-320)

The company released the hold on the \$49.95 charge to my debit card. I am no longer in need of a refund and appreciate your help with this matter.

Thank you,
Michelle Zaman

07/23/2013 Otto **MAIL** Inform Business - Case Closed RESOLVED
07/23/2013 Otto **BBB** Case Closed RESOLVED

COMPLAINT ACTIVITY REPORT Case # 90126537 BBB of Central Florida

Consumer Info:

Zhyzneuski, Bernadette
189 Fairview Rd

2000

Woodlyn, PA 19094

Business Info: Healthy New Beginnings, Inc.
1540 International Pkwy Ste

Lake Mary, FL 32746-5096
888 656-8893

Location Involved: (Same as above)

Consumer's Original Complaint :

False Advertising, No receipt for provided, Poor Customer Service
Free monthly supplement was advertised, for only the cost of shipping and handling. I paid the shipping and handling. I never received a receipt for my purchase, and when I called the company to request a receipt I was told one had been emailed, which I never received. I called back, was left on hold for 24 minutes and then was hung up on. My credit card was charged a month later for \$86.70, I called, someone answered after 10 minutes, and then was told there was no Free Monthly Supplement, only a "Free" 14 day trial, after which I would have had to notify the company if I wanted to return the product or pay in full. I was conveniently notified of this outside of the required 30 day time limit. When I asked for a supervisor I was hung up on. Also, the product arrived one week after the stated delivery time. Product did not work as promised and I do not wish to keep or pay for this product.

Consumer's Desired Resolution:

I would like a full refund of the amount paid for the product. I am willing to return what is left of the product if they desire.

03/21/2014 web **BBB** Case Received by BBB
03/24/2014 cha **BBB** Case Reviewed by BBB
03/24/2014 Otto **EMAIL** Send Acknowledgement to Consumer
03/24/2014 Otto **MAIL** Notify Business of Dispute
04/08/2014 Otto **BBB** No response to first notice to business
04/08/2014 Otto **EMAIL** Consumer - Have You Heard From the Company
04/08/2014 Otto **MAIL** Reminder of Dispute to Business
04/21/2014 Otto **BBB** No Response received from Business on 2nd Notice
04/24/2014 cha **BBB** Phone Call or Time Extension
04/28/2014 Otto **BBB** No Response received from Business on 2nd Notice
05/06/2014 cha **BBB** Inform Consumer No Response from Business
05/06/2014 Otto **EMAIL** Inform Consumer - Case Closed UNANSWERED
05/06/2014 Otto **MAIL** Inform Business - Case Closed UNANSWERED
05/06/2014 Otto **BBB** Case Closed - UNANSWERED