Subject ID Issuer State:		**Subject ID Issuer Country:**	
Representative Name:	Brian unknown	**Title:**	unknown

Record # 18 / Consumer Sentinel Network Complaints			
Reference Number:	49922113	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Company sent email offering a "free" starter kit for $.95 shipping & Postage. Product never worked and company is now chargeing me $49.95 for the free starter kit. Also company shipped "refills" after I decliend tthe refill offer and charged me $50.00. I returned the refill but was never given a refund. Also, company refuses to take back the free starter kit and claims that I now must pay $49.95 for the free starter kit. I called them to dispute everything and they refused to cooperate.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	12/5/2013
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Shop-at-Home\Catalog Sales
Amount Requested:	$5.00	Amount Paid:	$100.00
Payment Method:	Credit Card	Agency Contact:	Internet
Complaint Date:	12/5/2013	Transaction Date:	10/21/2013
Initial Contact:	Internet/E-mail	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP) Mail or Telephone Merchandise Order Rule	Law Violation:	Deception/Misrepresentation Prompt Refund Not Received Proper Refund Not Received
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	No	Cross Border Complaint?:	No

Consumer Information

Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Hatboro	State:	Pennsylvania
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	60 - 64
Military Service Branch:		Soldier Status:	
Soldier Station:			

Subject

Subject:	Vapex		
Address:			
City:		State/Prov:	Utah
ZIP:		Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	5545447

Ext:		**Subject ID Type:**	
Subject ID Issuer State:		**Subject ID Issuer Country:**	
Representative Name:	do not know do not know	**Title:**	do not know

Record # 19 / Consumer Sentinel Network Complaints			
Reference Number:	50532048	Originator Reference Number:	11260009828211
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	I purchased a vapor lite sample on a promo for $4.95 shipping cost at no time was there any terms and conditions provided. At end of transaction there was another offer for a starter kit which was $9.95 shipping and handling and was an auto ship program which I opted not to sign up for. I then received numerous emails saying my transaction was incomplete. I figured that the order for the sample promo did not process until I saw the $4.95 come out of my account. It has been 9 days since that charge and sample product still not received. Yesterday I received an email saying my order shipped and this morning there is a charge for $99.95 for the starter kit which I did not order. I called Vaper Lite and spoke to Brenda P. and she stated that they charged me too early. I asked her to cancel the order and credit my account since this was not what I signed up for and she put me on hold to speak to supervisor. Upon return she stated that they could extend the trial period and reduce the monthly auto ship from $99.95 to $49.95. Again I told her that this was not what I signed up for and just wanted my money refunded. She said that she could refund the money if I was going to keep the product and accept the offer extension but since I wanted to cancel the order that she could not. I told her I would refuse delivery and she again tells me that we have to accept delivery but not open the package and send to the return center in Utah that they don't accept returns at the headquarters in AZ and certainly do not offer refunds at that location. She then proceeds to ask why I ordered it in the first place and when I told her my boyfriend wanted to try it so I ordered the sample not the starter kit she continued to use pressure tactics to convince me to not cancel. --- Additional Comments: I did not sign up for this products starter kit or auto ship only the sample which said nothing about a trial period or charges. I did not authorize the charges and my account was $1 short of being overdrawn. I want my money back and auto ship canceled!		
Was the complaint resolved?:	n	Complaint Resolution:	NO RESPONSE. The business failed to respond to the BBB or the complainant.
Data Reference:			
Entered By:	BBBPHAZ-USER	Entry Date:	12/4/2013
Updated By:		Updated Date:	
Complaint Source:	BBB AZ Phoenix	Product Service Code:	Tobacco Products
Amount Requested:		Amount Paid:	$104.90
Payment Method:		Agency Contact:	External Agency
Complaint Date:	12/4/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		Cross Border Complaint?:	No

Consumer Information

Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	NEW HAVEN	State:	Connecticut
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	

Military Service Branch:		**Soldier Status:**	
Soldier Station:			
Subject			
Subject:	Vaper Lite		
Address:	3260 N Hayden Rd Ste 210-325		
City:	Scottsdale	**State/Prov:**	Arizona
ZIP:	85251	**Country:**	United States
Email:	vaperlite.com@domainsbyproxy.com	**URL:**	http://www.vaperlite.com
Area Code:		**Phone Number:**	
Ext:		**Subject ID Type:**	
Subject ID Issuer State:		**Subject ID Issuer Country:**	
Representative Name:	Owner/Manager	**Title:**	Complaint Handler

Record # 20 / Consumer Sentinel Network Complaints			
Reference Number:	50522389	**Originator Reference Number:**	11260009825952
Language:	English	**Contact Type:**	Complaint
Source:	Organization	**DNC?**	N
Comments:	I received an email offering to try an e-cigarette for a 12-day period by paying shipping and handling. No further product would be received or my credit card charged if cancelled. I order the product on 11-7-13. I received an email on 11-13-13 stating the product had been shipped. I received the product on 11-15-13. On 11-19-13, VaperLite charged my credit card (debit card) $99.95. I contacted VaperLite customer service and was told that I did not cancel within the 12 day trial period and they would not refund my money. However, if I agreed, they would credit my account with $50 immediately. I told them that I had not received the product until the 15th and that the 12 days should not start until at least the time they shipped the product or it was received. I was told that I would have to return the trial kit - at my expense - and that if the cancellation was approved, my account would be credited. I filed a dispute with my bank advising that it was not an authorized debit and received a letter from my bank confirming that they had sent a letter regarding my dispute to VaperLite. I returned the product by USPS certified mail on 11-19-13 and it was received by VaperLite on 11-21-13. I also sent a letter requesting a refund and explained that the situation. Two days after returning the product, I received another package in the mail. I did not accept the package and returned it to sender the next day. A few days later I received an email stating that a product had been shipped. I replied to the email stating that I had cancelled my order, returned the product and did not want to receive any further product. On 12-3-13, I received another email stating product was being shipped to me. I called VaperLite and after a 12 minute hold-time, I spoke with 'Lynn'. She confirmed that my account had been cancelled and closed and that they were having problems with emails being sent out stating product was being shipped when that is not the case. She advised that if I receive the product, I should not accept it and 'return it to sender'. I asked her about the status of the refund for the full $99.95 and she said that if the product was returned then I would be entitled to a full refund, but that it could take up to 30 days for it to credit back to my account. I believe that this company has unfair trade practices when they tell you you have 12 days to cancel and then charge your credit card on the 12th day after the product was ordered (not received) and before you have had a chance to try the product. The first customer service representative was quite arrogant and tried to convince me to accept the immediate $50 credit instead of waiting for the full refund. When I did not agree, he finally gave me the information on where to return the product and provided me with an RMA. --- Additional Comments: I would like a full refund of the $99.95 that was charged to my debit/credit card on 11-19-13. I understand that the product was a trial and that if I wanted to cancel within the 12 days, I would not be charged and would not receive further product. I believe that BBB should look into this company's practices so that others do not fall into the same 'trap'. Thank you.		
Was the complaint resolved?:	n	**Complaint Resolution:**	NO RESPONSE. The business failed to respond to the BBB or the complainant.
Data Reference:			
Entered By:	BBBPHAZ-USER	**Entry Date:**	12/3/2013
Updated By:		**Updated Date:**	
Complaint Source:	BBB AZ Phoenix	**Product Service Code:**	Tobacco Products
Amount Requested:		**Amount Paid:**	$99.95
Payment Method:		**Agency Contact:**	External Agency
Complaint Date:	12/3/2013	**Transaction Date:**	
Initial Contact:		**Initial Response:**	
Statute/Rule:		**Law Violation:**	
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:		**Cross Border Complaint?:**	No
Consumer Information			
Consumer			

Complaining Company/Org:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	JOHNSON CITY	**State:**	Tennessee
Zip:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Military Service Branch:		**Soldier Status:**	
Soldier Station:			
Subject			
Subject:	Vaper Lite		
Address:	3260 N Hayden Rd Ste 210-325		
City:	Scottsdale	**State/Prov:**	Arizona
ZIP:	85251	**Country:**	United States
Email:	vaperlite.com@domainsbyproxy.com	**URL:**	http://www.vaperlite.com
Area Code:		**Phone Number:**	
Ext:		**Subject ID Type:**	
Subject ID Issuer State:		**Subject ID Issuer Country:**	
Representative Name:	Owner/Manager	**Title:**	Complaint Handler

Record # 21 / Consumer Sentinel Network Complaints			
Reference Number:	50369198	Originator Reference Number:	11312021526495031
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: I was offered a free sample for $4.95 shipping costs and they ended up billing me for $99.95! When I tried calling the place I ordered it from, they connected me to another number that put me on hold for 15 minutes and no one ever answered.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:	More Information on Data Contributor Complaints?		
Entered By:	IC3-USER	Entry Date:	12/2/2013
Updated By:		Updated Date:	
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	$99.95
Payment Method:	Bank Account Debit	Agency Contact:	External Agency
Complaint Date:	12/2/2013	Transaction Date:	
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		Cross Border Complaint?:	No

Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	OVERLAND PARK	State:	Kansas
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Military Service Branch:		Soldier Status:	
Soldier Station:			

Subject			
Subject:	Vapex E-cig		
Address:			
City:	Phoenix	State/Prov:	Arizona
ZIP:		Country:	United States
Email:		URL:	Vapex e-cig email
Area Code:		Phone Number:	
Ext:			

		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 22 / Consumer Sentinel Network Complaints			
Reference Number:	50494104	Originator Reference Number:	11260009822961
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	on their website vaperlite.com they states that I may order a one month starter kit for a e-cig for the cost of shipping only ($4.95) in very large type on their home page. I placed a order for the started kit on Nov 10. After a few clicks and they get your credit card info and they confirm you order, with a total purchase price of $4.95 in bold print at the top of the page. only when you look about halfway down the page did I read in small print that you will be on auto ship. Nothing else is mentioned about price. Its only after they charge your credit card for $99.95 that I read the terms. They state they will charge you $99.95 twelve days after you PLACE the order (allowing 7-10 days to receive your order per their website but I didn't receive mine for 13 days) , Then another $99.95 eighteen days after that, and a further $99.95 every thirty days after that. I called the customer service number when I noticed the charge on my card, and talked to 'Barry' he said that is company policy and I would just have to deal with it, but he would cancel my contract so I wouldn't be charged anymore, and that is all he could do. I had called customer service and talked to this same 'Barry' on 11-23 which is the same day I received it because the battery would not charge and he stated he would replace it, not mentioning that they were going to charge me $99.95. I then received a email saying they would be refunding $50.00 for the defective equipment which confused me since Barry had said nothing about that and I had only paid $4.95 for it After checking my credit card balance Bottom line is they charged me $99.95 then refunded $50.00 for a faulty e-cig and left a $49.95 charge on my card. At this point I am out $49.95 and still do not have a working e-cig. I offered to send anything they sent me back if they would refund my money since my experience with them was less then satisfactory but it was refused. --- Additional Comments: I would like to forget I ever dealt with this company but since that is not possible I would like a full refund and I will return any equipment they have sent me at their expense. also I would like to warn other people about this company because they are a scam and I am sure I am not the only one they have scamed		
Was the complaint resolved?:	n	Complaint Resolution:	NO RESPONSE. The business failed to respond to the BBB or the complainant.
Data Reference:			
Entered By:	BBBPHAZ-USER	Entry Date:	11/30/2013
Updated By:		Updated Date:	
Complaint Source:	BBB AZ Phoenix	Product Service Code:	Tobacco Products
Amount Requested:		Amount Paid:	$49.95
Payment Method:		Agency Contact:	External Agency
Complaint Date:	11/30/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		Cross Border Complaint?:	No
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	TUCSON	State:	Arizona
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)

Fax Number:		**Ext:**	
Email:	(b)(6)	**Age Range:**	
Military Service Branch:		**Soldier Status:**	
Soldier Station:			
Subject			
Subject:	Vaper Lite		
Address:	3260 N Hayden Rd Ste 210-325		
City:	Scottsdale	**State/Prov:**	Arizona
ZIP:	85251	**Country:**	United States
Email:	vaperlite.com@domainsbyproxy.com	**URL:**	http://www.vaperlite.com
Area Code:		**Phone Number:**	
Ext:		**Subject ID Type:**	
Subject ID Issuer State:		**Subject ID Issuer Country:**	
Representative Name:	Owner/Manager	**Title:**	Complaint Handler

Record # 23 / Consumer Sentinel Network Complaints			
Reference Number:	50712649	**Originator Reference Number:**	799219
Language:	English	**Contact Type:**	Complaint
Source:	Organization	**DNC?**	N
Comments:	NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- Consumer wants a full refund --- Topic Description: Consumer signed up online for a 12 day trial of of a ecigarette vaper product. The website offered a free 12 day trial for $4.95 shipping, and the consumer will automatically get additional shipments at regular pricing after the 12 days unless they cancel.Consumer was billed the $4.95 shipping to her credit card 11/28/2013. Consumer was billed $99.95 12/6.Consumer never even got the starter package until after the $99.95 charge.Consumer contacted the supplier and was offered a $30 refund.Consumer has filed a dispute with her bank over the charges.No atty		
Was the complaint resolved?:		**Complaint Resolution:**	
Data Reference:			
Entered By:	OH01-USER	**Entry Date:**	11/28/2013
Updated By:		**Updated Date:**	
Complaint Source:	Ohio, Attorney General	**Product Service Code:**	Unauthorized Debits or Charges for Unknown Products
Amount Requested:	$99.95	**Amount Paid:**	$104.90
Payment Method:	Bank Account Debit	**Agency Contact:**	External Agency
Complaint Date:	11/28/2013	**Transaction Date:**	
Initial Contact:	Internet Web Site	**Initial Response:**	
Statute/Rule:		**Law Violation:**	
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:		**Cross Border Complaint?:**	No
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	NEWARK	**State:**	Ohio
Zip:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Military Service Branch:		**Soldier Status:**	
Soldier Station:			
Subject			
Subject:	Vaper Lite		
Address:	3260 N HAYDEN RD		
City:	Scottsdale	**State/Prov:**	Arizona
ZIP:	85251	**Country:**	United States
Email:	help@vaperlite.com	**URL:**	

Area Code:	888	Phone Number:	6187963
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 24 / Consumer Sentinel Network Complaints			
Reference Number:	50378605	**Originator Reference Number:**	11260009815533
Language:	English	**Contact Type:**	Complaint
Source:	Organization	**DNC?**	N
Comments:	They told me its $1.99 risk free and then charge me $99. Vaperlite.com website offers some special for a free ecigarette, their website advertised Free starter kit only pay 1.99 shipping and handling.I bought this about 10 days ago. It finally arrived Monday 5 days ago.Today, less than a week after the kit arrived I noticed $99 had just been charged on my card, I called them immediately to cancel this and they said I had agreed to a 12 days free trial and then if I didnt ship it back I would be changed the full price. I thoroughly explained that I had never agreed to it, in fact their website says FREE STARTER KIT! Since they have a logo that says Satisfaction Risk Free Guaranteed I asked to return the free ecigarettere, they told me it would take 60 days to get a refund and there was a $49 restocking fee. They refused to refund the money they had charged me without my authorization. --- Additional Comments: I want a full refund as this is false advertising.		
Was the complaint resolved?:	n	**Complaint Resolution:**	NO RESPONSE. The business failed to respond to the BBB or the complainant.
Data Reference:			
Entered By:	BBBPHAZ-USER	**Entry Date:**	11/25/2013
Updated By:		**Updated Date:**	
Complaint Source:	BBB AZ Phoenix	**Product Service Code:**	Tobacco Products
Amount Requested:		**Amount Paid:**	
Payment Method:		**Agency Contact:**	External Agency
Complaint Date:	11/25/2013	**Transaction Date:**	
Initial Contact:		**Initial Response:**	
Statute/Rule:		**Law Violation:**	
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:		**Cross Border Complaint?:**	No
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	NORTHRIDGE	**State:**	California
Zip:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Military Service Branch:		**Soldier Status:**	
Soldier Station:			
Subject			
Subject:	Vaper Lite		
Address:	3260 N Hayden Rd Ste 210-325		
City:	Scottsdale	**State/Prov:**	Arizona
ZIP:	85251	**Country:**	United States

Email:	vaperlite.com@domainsbyproxy.com	**URL:**	http://www.vaperlite.com
Area Code:		**Phone Number:**	
Ext:		**Subject ID Type:**	
Subject ID Issuer State:		**Subject ID Issuer Country:**	
Representative Name:	Owner/Manager	**Title:**	Complaint Handler

Record # 25 / Consumer Sentinel Network Complaints			
Reference Number:	50378643	Originator Reference Number:	11260009815268
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	I went to this site to order a Free Vaper Lite cigarette for the shipping cost of $4.95 and then got a phone call about receiving gas coupons and a monthly trial subscription that I turned down while on the phone. I never received the vaper lite cigarette and now they have hit my bank account for $100 that I did not authorize. I have shut down my bank card and will now begin the fight for my money back. They broke the contract by not sending me what I ordered within the 2 to 3 business days so that I could evaluate it. I never received it! --- Additional Comments: I want my money refunded and this company and I want them to cut all ties with me. I do not want this to happen to anyone else.		
Was the complaint resolved?:	y	Complaint Resolution:	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.
Data Reference:			
Entered By:	BBBPHAZ-USER	Entry Date:	11/25/2013
Updated By:	BBBPHAZ-USER	Updated Date:	12/18/2013
Complaint Source:	BBB AZ Phoenix	Product Service Code:	Tobacco Products
Amount Requested:		Amount Paid:	$99.95
Payment Method:		Agency Contact:	External Agency
Complaint Date:	11/25/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		Cross Border Complaint?:	No

Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6) redacted	Last Name:	(b)(6) redacted
Address 1:	redacted	Address 2:	redacted
City:	NAGS HEAD	State:	North Carolina
Zip:	(b)(6) redacted	Country:	UNITED STATES
Home Number:	redacted	Work Number:	(b)(6) redacted
Fax Number:	redacted	Ext:	
Email:	redacted	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			

Subject			
Subject:	Vaper Lite		
Address:	3260 N Hayden Rd Ste 210-325		
City:	Scottsdale	State/Prov:	Arizona
ZIP:	85251	Country:	United States
Email:	vaperlite.com@domainsbyproxy.com	URL:	http://www.vaperlite.com
Area Code:		Phone Number:	

Ext:		**Subject ID Type:**	
Subject ID Issuer State:		**Subject ID Issuer Country:**	
Representative Name:	Owner/Manager	**Title:**	Complaint Handler

Record # 26 / Consumer Sentinel Network Complaints			
Reference Number:	49659860	Originator Reference Number:	07340001484146
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	I received an email on October 28, 2013, regarding an offer on their product. The starter kit would only be $4.95 and that was for the shipping and handling. I started filling in the information, then it got to the billing section. I stopped. Then an hour later I received another email offering the shipping and handling for $1.95. I completed the billing information. The product would arrive in 2 to 5 days. Today makes the 5th day and I haven't received the item yet. I called the company and I got a runaround from everyone I spoke to. When I called them this morning, one guy said it wasn't shipped, because it was on back order, I called back and spoke to another person who said that it shipped on the 29th early in the morning. Another person put me on hold and came back and said it was shipped out by DHL, but she had no tracking number or information. After the phone calls I started to dig around on the internet. I found that after the first 12 days, they charge your card $99.95 plus shipping and handling for the extra refills, which they don't tell you about when you're ordering it nor in their solicitation. Then every 30 days after until you cancel. You have 30 days to cancel. If you don't cancel prior to the first billing cycle, you are charged $49.95 and $50.00 for the Auto Ship cancellation. I called the bank, they cancelled the card to prevent further unauthorized debits from my card. This company is not ethical, they tried to deceive me and take my money. --- Additional Comments: I want the company to refrain from trying to withdraw unauthorized funds from my account and do not contact me again.		
Was the complaint resolved?:	n	Complaint Resolution:	TRANSFERRED TO ANOTHER BBB. This complaint is about a business that is located in another BBB's service area.
Data Reference:			
Entered By:	BBBSAMO-USER	Entry Date:	11/5/2013
Updated By:		Updated Date:	
Complaint Source:	BBB MO Saint Louis	Product Service Code:	Shop-at-Home\Catalog Sales
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	11/5/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		Cross Border Complaint?:	No

Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	SAINT ANN	State:	Missouri
Zip:		Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			

Subject			
Subject:	Vapex Ecig		
Address:	197 E 800 N		
City:	Salt Lake City	**State/Prov:**	Utah
ZIP:	84130	**Country:**	United States
Email:		**URL:**	
Area Code:	800	**Phone Number:**	5545447
Ext:		**Subject ID Type:**	
Subject ID Issuer State:		**Subject ID Issuer Country:**	
Representative Name:	jason rhodes	**Title:**	

Record # 27 / Consumer Sentinel Network Complaints			
Reference Number:	49736275	Originator Reference Number:	11311040654344492
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: 11-2-2013 received offer for FREE TRIAL STARTER KIT of there product that is risk free. Charged for this offer. Misleading, false, unsavory business practices that are deliberate to scam funds from misinformed customers. They make an offer to send a FREE TRIAL KIT, yet after VAPEX obtains the credit information they charge customer within days. The charge is 99.00 dollars if not cancelled or 49.00 plus the initial 4.95 when the program describes it being a FREE RISK FREE TRIAL. This type of "scam", business practice leaves much to be desired, they are not honest and upfront, and purposely misleading people to obtain undeserved cash. In order to cancel the item you must call them and they attempt to further avoid cancellation and become argumentative when you point out to them this is not a "risk free offer". The concept of false advertising appears in a variety of federal and state laws. Generally under these laws, "false advertising" refers to a representation or omission that is likely to mislead a consumer who is acting reasonably under the circumstances. These state and federal laws exist to protect consumers from being misled as well as protect competitors from inaccurate statements that would tarnish their brands, goods, or services.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:	More Information on Data Contributor Complaints?		
Entered By:	IC3-USER	Entry Date:	11/4/2013
Updated By:		Updated Date:	
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	$55.00
Payment Method:	Credit Card	Agency Contact:	External Agency
Complaint Date:	11/4/2013	Transaction Date:	
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		Cross Border Complaint?:	No

Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	FITCHBURG	State:	Massachusetts
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	

Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	50 - 59
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Vapex		
Address:	197 East 800 North		
City:	Bountiful	State/Prov:	Utah
ZIP:	84010	Country:	United States
Email:		URL:	https://tryvapex.com/us/eval-a?affid=296444&subid=280&ClickID=11_14746137_a5242f69-a87b-426b-adac-490fbb2a0b01&CID=258654
Area Code:	800	Phone Number:	5545447
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Vapex	Title:	

Record # 28 / Consumer Sentinel Network Complaints

Reference Number:	49277994	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	The company provides bait and switch. I recieved an email indicating product was $4.95 for shipping. I closely looked through offer and there was no mention of any future charges on the ordering link. I have now been charged another 99.95 and they indicated it is in the small print on the website. A completly different website than I orginally visited. All products have been returned.		
Was the complaint resolved?:		**Complaint Resolution:**	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	**Entry Date:**	11/2/2013
Updated By:		**Updated Date:**	
Complaint Source:	FTC Online Complaint Assistant (CIS)	**Product Service Code:**	Shop-at-Home\Catalog Sales
Amount Requested:	$4.00	**Amount Paid:**	$99.00
Payment Method:	Bank Account Debit	**Agency Contact:**	Internet
Complaint Date:	11/2/2013	**Transaction Date:**	10/21/2013
Initial Contact:	Internet Web Site	**Initial Response:**	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:	No	**Cross Border Complaint?:**	No

Consumer Information

Consumer

Complaining Company/Org:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Loveland	**State:**	Colorado
Zip:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	50 - 59
Military Service Branch:		**Soldier Status:**	
Soldier Station:			

Subject

Subject:	Vapex		
Address:	197 East 800 North		
City:	Bountiful	**State/Prov:**	Utah
ZIP:	84010	**Country:**	United States
Email:		**URL:**	www.vapexecig.net
Area Code:	888	**Phone Number:**	9597602
Ext:		**Subject ID Type:**	

Subject ID Issuer State:		**Subject ID Issuer Country:**	
Representative Name:		**Title:**	Customer Service

Provided by the Federal Trade Commission