

## Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 01/17/2014



Name/Firm/Company: It Works! Global World Headquarters  
Subject/Category: Cannot cancel recurring shipping product we do not want  
Street Address: 5325 State Road 64 East  
City: Bradenton, FL 34208 Manatee  
Phone: (952) 540-5699  
Website: www.myitworks.com  
Date of Transaction: 11/13/2013  
Amount Paid: \$ 68.15

Questions/Comments:  
My Account #: 3367667

I have asked 5 times now to cancel this worthless junk. The first email to cancel this was sent @ 8 days, Nov. 21, 2013. I have not received even the courtesy of a single reply. I even asked AT THE TIME of sale that this was NOT a recurring sale and was assured it was not.

I simply wish this account canceled and ALL of my money they have stolen from me without my written permission of each and every \$ 68.15 per month, including one just a couple of days ago. I responded well within the 30 day window.

## Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 06/16/2014



Name/Firm/Company: It Works! Global  
Subject/Category: charged me something after I asked them not to  
Street Address: 908 Riverside Drive  
City: Palmetto, FL 34221 Manatee  
Phone: (952) 540-5699  
Date of Transaction: 06/16/2014  
Amount Paid: 136.83

### Questions/Comments:

I am/was a distributor for It Works! Gist of it is I e-mailed them on 6/2/2014 at 2:13 p.m. to NOT send me my auto-ship for the month. They did it anyway today and took money I didn't have (like I said to them in the e-mail) to pay for their stupid products. On 6/16/2014, they took out \$136.83 that I did not have for It Works! after I sent a secure e-mail on 6/2/2014 on their web site saying do not auto-ship anything in June. 14 days to read the e-mail and NOT SHIP IT. Yes. I have a screen shot of the e-mail I sent as well as a screen shot of confirmation that it was sent and how long I would have to wait to expect it to be seen (1 - 2 business days).

## Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 06/26/2012



Name/Firm/Company: It Works  
Subject/Category: Money will not be refunded to my daughter -  
Street Address: 5325 State Rd 64 East  
City: Brandon , FL 34208  
Website: itworks.com  
Date of Transaction: 06/25/2012  
Amount Paid: 114.00

### Questions/Comments:

Jen Keller - A distributor talked my daughter into becoming a distributor, giving her her debit card, and promising all sorts of income for her. (tax free) After 1 hour, my daughter changed her mind and Jen Keller refused to refund her money.

I spoke to Kolton Osauras at the headquarters (1-800-581-5469) and he stated that my daughter could NOT have a refund and that she was charged \$114, not \$99 as Jen Keller stated.

I asked to speak to a supervisor and the supervisor in the background stated that I could file this complaint with your office, that he was NOT going to speak to me.

All my daughter wants is her money refunded to her debit card.

Kolton took down my daughters website that Jen Keller created, so I cannot screen shot it.

Here is what I do have.

DT # 1170006 the website that Jen created was  
<https://elenahill.myitworks.com/home>.

FYI - Mark Pentaecost owns this company - according to Kolton Osauras.

## Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 04/02/2013

[REDACTED]

Name/Firm/Company: ItWorks! Global  
Subject/Category: Sales Rep Illegally Authorized Credit Card Transaction  
Street Address: 5325 E State Road 64  
City: Bradenton, FL 34208 Manatee  
Phone: (800) 581-5469  
Website: www.myitworks.com/  
Date of Transaction: 04/01/2013  
Amount Paid: 63.90

### Questions/Comments:

Several months ago I had signed up to do an auto-shipment of one of ItWorks' products. To fulfill the commitment, all I had to do was successfully receive and pay for three "auto-shipments" of the product. I have fulfilled that commitment and had been contemplating cancellation for several weeks as I didn't believe that the product does what it says it is supposed to do.

On March 21, 2013, I called ItWorks to cancel my scheduled auto-shipment for March. On April 1, 2013, I received an email from ItWorks thanking me for my order. This is the order that I cancelled. I contacted my local sales rep, Janet Jades, via Facebook email (4/1/13 5:21 am) to ask her why the transaction occurred even though I had cancelled it. She called me at 6:08 am that same day and told me that it was her fault as she authorized the transaction. She then told me that she would call the corporate office to see what can be done. She called me back about 30 minutes later stating that I would just have to return the order once I received it. I indicated to her that because she has illegally authorized a company to charge my credit card, I was now left with \$4 in my checking account and I needed money to go to the doctor that day as I had been very sick with a lung infection.

I contacted the company on 4/1/13 at approximately 2:21 pm. I calmly explained the situation to the customer service representative I received and I was told that nothing can be done. I demanded that the company not only give me back, but they should also pay for the shipping back to their warehouse since I did not request the package and had specifically asked that it be cancelled. The customer service rep then told me that Janet Jades (my sales rep) can authorize that the shipment be sent out and my card be charged. I pointed out to the representative that Janet is not an authorized cardholder on my account and inquired if the federal/state/local governments are aware that they are allowing their sales representatives to place charges on their customers debit and/or credit cards without their knowledge or consent. The representative did not have any more information to provide at that point except that they would waive the 10% restocking fee as a "one-time courtesy". I informed the customer service rep that I would be filing a formal complaint with the attorney general's office in Kansas and Florida, as well as file a complaint with the FTC.

## Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 12/04/2012



Name/Firm/Company: It works Global  
Subject/Category: Frudulant charges to credit cards  
Street Address: 5325 Florida 64  
City: Bradenton, , FL 34208  
Phone: (941) 348-6650  
Date of Transaction: 08/01/2012  
Amount Paid: \$354.86

### Questions/Comments:

This MLM company is known for making it impossible to cancel orders. Please reference my complaint with the Florida BBB

## Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 10/21/2011



Name/Firm/Company: It Works  
Subject/Category: Scam  
Street Address: 5325 State Road 64 East  
City: Bradenton, FL 34208 Manatee  
Phone: (941) 348-6650  
Website: <http://itworks.net/>  
Date of Transaction: 09/20/2011  
Amount Paid: 22.00

### Questions/Comments:

This company took my \$22 and did not deliver the product I ordered. They claim since I paid via PayPal that they are not liable, even though their distributor claimed I had to "gift" the money via PayPal to avoid fees so PayPal will not assist.

## Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 10/08/2013



Name/Firm/Company: It Works, Global  
Subject/Category: illegal business practice  
Street Address: 5325 State Road 64E  
City: Bradenton, FL 34208 Manatee  
Phone: (941) 348-6650  
Website: myitworks.com  
Date of Transaction: 06/01/2013  
Amount Paid: 251.92

### Questions/Comments:

I was approached by a representative of this company who asked me to sign up to try the product. I didn't like it and cancelled my order. They continued to ship me another 3 shipments (total of 4) even though I called and told them to cancel after the first one. I have been fighting to get a refund ever since.

I filed a complaint with the BBB who is investigating this company for illegal business practices. I received a voice mail and a face book message from the 2 women who have been trying to help me with this issue and now IT Works, Global has told them that if they don't get me to revoke the complaint that I filed with the BBB, they will take the cost of the product that I didn't purchase out of their commissions. I don't like being blackmailed or extorted and this whole company is shady.

My customer ID# that they gave me 2767345. Any help you can give me would be greatly appreciated.

Debby Melvin

## Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 09/16/2013



Name/Firm/Company: It Works !  
Subject/Category: Online Seller  
Street Address: 5325 State Road 64 East  
City: Bradenton, FL 34208 Manatee  
Phone: (952) 540-5699  
Website: www.myitworks.com  
Date of Transaction: 09/15/2013  
Amount Paid: 128.42

### Questions/Comments:

This company has a bait and switch methodology with rep's selling you their products, under the guise of loyal customers, stating false pretenses. The company advised you had to purchase something three month's in a row to get loyal customer pricing, however, they don't tell you if you don't purchase it by a certain date they will automatically assign a purchase and charge it to your credit card. They also charge a 10% re-stocking fee if you don't want the item and a \$50 cancellation fee to cancel this membership. I never signed anything and their rep didn't advise me of these terms. It is fraudulent and misleading.



## Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 06/27/2012

[REDACTED]

Name/Firm/Company: It Works! Body Wraps  
Subject/Category: Company not cancelling my order after 2 requests  
Street Address: 5325 State Rd 64 E  
City: Bradenton, FL 34208 Manatee  
Phone: 1-800-537-2395  
Website: www.myitworks.com  
Date of Transaction: 06/06/2012  
Amount Paid: 63.13

### Questions/Comments:

I called It Works! on 6/6/12 and requested that my order #3922410 be canceled. I was told by their rep 'Sally' that my order was already in the warehouse ready to be shipped and it was too late to cancel it. I was not happy, but accepted the situation and ended the call. On 6/27/12, I still had not received my order, so I called the It Works! customer service again, and spoke with 'Scott' who told me that the item that I ordered were backordered 3-4 weeks, and that he could put in a request to cancel my order but he didn't know if it would be canceled before it was shipped out, and if not, I would have to pay all shipping costs and restocking fee. I told him that was not acceptable, and that I had requested that my order be canceled 3 weeks ago. And the reason I was given then that I couldn't cancel my order was that it was ready to be shipped, but in fact, they didn't even have the product I ordered. Therefore, 'Sally' lied about the status of my order. I asked for a manager and he transferred me to 'Nicole Olsen' who told me, once again, that my order was in the warehouse ready to be shipped and that it is too late to cancel it. I told the agent several times that I wanted my order canceled. Nicole continued to tell me that my order was in the warehouse ready to be shipped which is what I was told the first time I called. I do not want this order and I want a total refund of all charges.

Also, It Works! charged my credit card for my order on 6/6/12. For an item they still have not sent to me! Also, It Works did not notify me that my item was on backorder. Again, I want my order canceled. If the order is shipped, I will return the item immediately and I want a full refund of all charges. I have asked two times since 6/6/12 for my order to be canceled. I believe this company is dishonest and lied about the status of my order so they can collect the fees.

Thank you,  
Jennifer Roedel