

**Complaint Info Comments**

I joined It Works and immediately started using the products on myself. I used the wraps and gel as directed without results. I then started asking questions on their facebook page to get insight. I followed suggestions given and still had no success with the product. I continued seeking advice and emailed their 'product coach' as directed by the site. I never got a response. I found that I have been blocked from the facebook site and am no longer to comment or post on their wall. This product does not work and they do not provide support as suggested. They remove all negative feedback on their facebook wall to show only positive reviews and apparently, they block people from having access to their facebook wall if they are posting comments stating the product doesnt work. The customer service is non existant and the product is a scam. I paid \$114.89 on 3/12 to join the program and then \$49.23 on 3/15 on more product. When I wasnt getting results I started questioning and looking for answers. I tried cancelling my membership but couldnt find it anywhere on the site. So I was charged again on 4/12 for \$100.05 and again for \$20. Im not sure what the \$20 was for because I certainly didnt authorize it. I was finally able to get the customer service number and was able to cancel my membership today. My member number was (b)(6). --- Additional Comments: I am seeking a full refund of \$284.17. '

I purchased an It Works! wrap from a distributor (b)(6) who sent me a fake tracking number and stopped replying to my emails. I contacted It Works! for a refund, but they stated that since I paid for my purchase via PayPal that they were not liable and I'd have to work it out with the distributor who is not returning my communication. --- Additional Comments: I want a full refund of my \$22. '

After numerous issues with someone returning calls on product information I had decided Oct 1 st I did not want the It Works program. I had not received my first auto ship yet and tried to call to cancel my order. I left several messages with no return call. On Nov 7th I finally after several calls to the company contacted my distributor (b)(6) and told her whats been happening and did not want the product and she said she would take care of it. I had auto ship taken out for Oct, and now Nov with web services which I had not agreed upon. It is all a scam and gimmick. They promised me and another gal all false information and never did what they said they were going to do. I am unable to cancel and they continue to deduct from my business account. i have called and email several times with no response from the company. I am not sure what to do because they continue to charge me and I can not reach anyone in person to cancel. I finally today Dec 5th at 3:30pm got a hold of an actual person and she hung up on me. Her name is Edie. SAo now what do I do? I feel as though I am at their mercy. --- Additional Comments: I would really like them to just stop billing me, but I am extremely upset they have been charging me 20.00 for web services that I do not and did not know about. Also they said originally it was 99.00 month. I have the bill and it is no way 99.00 mth. Its 140.00 mth. I can not afford this and it has actually caused problems for my new small business account!'

For a very short while I was signed up to be a distributor for It Works Marketing (Global) products. The main product is a body wrap, which for me, didn't work. I resigned my distributorship and severed ties with the company, and am now attempting to recover my costs by selling remaining stock on eBay. It Works has completely barred my efforts, citing former distributorship as the reason why they have had eBay pull my product listings off. They say that their products cannot be sold on eBay. They are attempting to keep me tied to a contract that I am no longer bound to honor. This is illegal. Not only that, but stopping sale of their product on eBay by a non-distributor contravenes Fair Trade Act statutes. --- Additional Comments: I would like It Works Marketing to refund me the purchase price of my remaining stock, which I will return. They have already refused to to this.'

My first order was over \$300 and was setup on autoship. I was told that after the first autoship it would be cancelled. However, it was not. I tried to cancel or adjust my autoship. I called customer service she said it was too late to change the 2nd autoship. That I could return it and be charged a restocking fee, shipping fee, and a \$50 cancel fee. I does not state on their website anything about these fees or charges; except, for the shipping. The girl from customer service was very rude and keep sucking and chewing on candy or something. I asked to speak to her supervisor and after being on hold for several minutes she told me, 'he asked me to put you to his voicemail'. At that point I had already been on the phone with them for 45 minutes. I had to wait 15 minutes before I could even talk to her. The other 30 minutes I was on the phone with her and waiting to talk to her supervisor. I left a message for him to return my call, his vm said he would reutrn calls within 48 hours. That time has passed and I still have not heard from them. I also was not happy with their products and I feel they do not work for me. ---

Additional Comments: I wish to cancel the autoship with no charge and to be able to return the 2nd autoship for a full refund. I feel I was misled on the information concerning the autoship and their return policy.'

I was told by a customer service rep to return the product and they would issue me a refund minus a 10% restocking fee. I sent two boxes of product back with a delivery confirmation and they have received the boxes. I have not heard back from them after 5 emails to the same customer service rep and two phone calls. I received an email that \$51.50 was loaded on a card for me to access. I do not have a card that is loadable from this company and the refund amount should have been \$211.00. I am irritated by the lack of communication after the stuff was shipped back. Until that point I had received correspondence right away, now I get nothing. --- Additional Comments: I would like the full amount of \$211.00 put back on my debit card that was used when the purchases were made. Not on a card that I do not even have. '

Acct # (b)(6) I sent 2 emails to It Works to cancel my autoship for merchandise they have ignored my emails. I have called several times and their automated system does not allow you to leave a message. I waited on hold for 30 minutes 1 time to speak with a rep when it was my turn no one came on the line and I was cut off. I called back several times and could never get a person on the phone. I believe this company is a scam, they refuse to cancel your shipments for their products that don't work and continue to charge people because no one can get them on the phone. They sent me a shipment on Dec 31, 2011, I have not received it yet but I would like to return it unopened and get a refund. I also want my autoshipments cancelled. --- Additional Comments: I am seeking a refund for my Dec 31, 2011 shipment and also want my auto ship cancelled.'

I enrolled as a dist. with this co. in 9/11. I enrolled in auto shipments. I received 2 shipments in error instead of one in 10/11. After about a month, I emailed cust. svc to find out the requirements for returning product and getting a refund. I was told I could return the unopened product and receive a refund minus shipping. I mailed the product back on 11/30/11 and they received in on 12/3/11. I made multiple attempts to contact the company by email and phone regarding my refund. They did not return my messages. Finally on 12/19/11, I spoke to a rep named Nathan who informed me that I could not receive a refund because I did not return it within 30 days. I explained I was not told this when I asked about the return policy and also explained that I received a double shipment. He said he could authorize one refund since it was a double shipment, but he could not authorize the other. I asked why they had not contacted me since they had the product and did not plan to refund my money. He said usually an email is sent. I asked if there was anyone else who could authorize the other refund, he said there was not. I asked if they planned to return my product since they were not going to refund my money, he said he would put in a ticket requesting the refund and return and that both should be processed within around 48 hours...with no promise of when I will see my money or my product. My dist. # is (b)(6). --- Additional Comments: I would like to be refunded for both orders.'

SEE ON-LINE ATTACHMENT FOR CONSUMER COMPLAINT --- Additional Comments: stop sending and bill for unordered products.'

On December 20th, 2011, I spoke with It Works Customer Service and told them I was needing to return my December Auto-ship order. I followed their instructions and sent the unopened package to the address in GA that they gave me. I also paid to have the package tracked. The customer service representative indicated that upon receipt of the package, I would immediately be issued a full credit to my card and that the charges would show in my bank account in 7-10 days. Per the USPS tracking number, It Works received the package on December 22nd. On December 29th, I called It Works to find out why I had not been issued a credit. It took 2 hours to get through on their phone lines and speak to a customer service person. I was told by customer service that they had lost my package because the company had recently closed a shipping location in Michigan and combined shipping locations. I was told that they would call me when they found my package. As of January 3rd, I have not heard from the company and have not been credited for my returned product. --- Additional Comments: I want my refund credited to my card immediately.'

was not informed of a \$50 fee for canceling the supposed contract early. I was not aware that I had signed a contract and they continued to send products auto ship. I called to cancel the auto shipping and was informed I had to pay a \$50 fee to get out of it. --- Additional Comments: REFUND OF THE BOGUS \$50 FEE. No where on their website or paper I signed does it have a cancelation fee. This is a scam. They should not be allowed to 'write contracts' for products like this. I am returning an

unopened case of product and demanded a FULL reimbursemnt for this scam product. How dare you people.'

I was signed up for an auto-ship program for three months, with the ability to change the product whenever needed. I requested to change my product after the first month - the difference in cost of products was approximately \$40 - \$50. The customer service agent did not record my changes and proceeded to ship me the wrong product, charging my bank account \$70 dollars. I spent 45 minutes on the phone trying to explain my issue and get the product I wanted. I was able to ship back the incorrect product and obtain the product necessary. A month later I did not receive my refund, so I spent another 50 minutes on the phone attempting to obtain my refund. They explained it had slipped past them. After spending well over an hour and a half trying to resolve my issues I explained I did not want to recieve another shipment and I was also not going to pay the \$50 cancellation fee. The CSR said I would have to speak to a manager. I left a manager a voicemail on December 23rd which stated I would receive a response in 48 hrs. By the next week I had not received a response, but called two additional times (12/27 and 12/28) and left voicemails on the main customer service line. I did not receive a response, but an email stating the third autoship was complete on 12/29. It Works! sent me product when I specifically stated I did not want anything additional sent and that I was not paying for additional product. This was removed from my bank account without my permission. I have attempted to email and call the organization for the past 2 days with no resolution or even a response. I do not have the account number, because the number printed on my receipt was invalid - they have only been able to look up my account via my phone number (b)(6). --- Additional Comments: I want to return the product they shipped on 12/29, refund to include shipping costs. I also want to cancel the autoship with no \$50 cancellation fee due to the inordinate amount of time I have had to utilize to deal with this organizations inefficiencies. '

I am a distributor with It Works Global. I was set up for an auto ship with the company which is required to for the first month. On 11-28-11 my auto ship for Quick Pick 1: 1 Box Ultimate Applicators(4), 1 Def Gel and 1 Fat Fighter Subtotal= \$105.00, tax = \$6.84, Shipping \$ 8.95 for a total of \$120.79. Then on 11-29-11 a second auto came out for the same purchase. This was during a time when the company was launching a new website and over a holiday. As soon as I saw the error I emailed twice, left two messages and filled out two etickets from my business website. I never received a return call or email. It took them until December 3 to respond when stated that they cancelled the second auto ship. I received the two boxes and mailed one back on Deecmeber 13, 2011. I sent it Priority mail and insured it. I have tried to contact the company via phone and eticket. They stated through eticket that they would see if they received the return and that a full return would be issued upon receipt. After waiting a few more days, I sent another eticket and they just put resolved on it with no information or notes. I got a print out from the post office today stating that IT WORKS received my return package on December 15, 2011. Another auto ship came out after I clearly cancelled it on December 28, 2011. I again notified the company through eticket immediately and asked them not to ship the package and credit the account. They still sent the package. I have tried several times to call all of the numbers they have listed for distributors and loyal customers. Sometime the number has a fast busy signal other time there is an automated system that says some one will be with you in a certain amount of minutes then when you are supposed to be directed to a representative it the line goes dead. --- Additional Comments: I would like a full refund including shipping and tax. I notified the company before both auto ships were shipped to me. '

I am currently a distributor for It Works Global. I have made several unsuccessful attempts to reach customer service about cancelling my autoship with the company. In December of 2011 I followed the companies procedure to submit a ticket to have my autoship stopped approximately two weeks before the date of my auto ship. On December 16, 2011 \$100.06 was taken out of my bank account and the shipment of order # (b)(6) was sent. I called customer service several times, and when I finally reached someone I was told that my ticket had been over looked and that I needed to send the package back un-opened and I would recieve a full refund and that my autoship would be cancelled. I recieved the package on December 19, 2011 and took it back to my post office where the package was scanned and sent o be returned to sender on December 21, 2011. I have called customer service several times since this date and still have not recieved my refund. I have also been told that the company has not recieved my package, although both times I have contacted my post office I was told it has been recieved. I have kept track of my conformation number of (b)(6) from the post office as well as my account on the It Works esuite. On January 6, 2012 I was told by customer service that 'the post office

does not always send the returned packages back and that the company does not always receive them.' I then contacted my local post office, where I was told again that the package had been returned and was given exact dates and times with my confirmation number. I am very upset with the way the company has handled this issue and the amount of time it has taken, yet the issue still has not been resolved. --- Additional Comments: I want to receive a full refund of my \$100.06 from the company and to have all of my information removed from the company. I do not wish to continue business with It Works, and I do not want my account to be charged again without my permission. I have had many issues just trying to contact the company for questions or concerns, and each time I do get through I am on hold for at least 20 minutes before I am sent to a voicemail. I have left voicemails and never received a call back for information regarding my issue.'

I have had NUMEROUS issues with this company. They have neglected all my emails and voicemails to cancel an autoship and continue to bill me every month. I have called them nearly 5-10 times a week for the past 5 months. I either get a busy signal, or directed to voicemail after being placed on hold for several minutes. This is extremely upsetting and unprofessional. These people have NO business dealing with peoples money. It is literally impossible to get in touch with a live person. They have double billed me as well. I would receive TWO autoships from them a month and then they cancelled one in December but not the other. ONLY because they had received a voicemail and even followed up with an email saying my autoship WAS cancelled in November. It wasn't. I am still getting these products and cannot get them to stop! My first attempt to cancel my autoship was in August 2011. Here is a statement with order numbers and dates: Order Number Order Date Tracking Number Grand Total (b)(6) 1/1/2012 1:32:19 AM (b)(6) \$46.60 (b)(6) 12/1/2011 3:51:37 AM (b)(6) \$46.60 (b)(6) 11/1/2011 1:00:00 AM (b)(6) \$46.27 (b)(6) 11/1/2011 1:00:00 AM (b)(6) \$52.78 (b)(6) 10/1/2011 1:00:00 AM (b)(6) \$52.78 (b)(6) 10/1/2011 1:00:00 AM (b)(6) \$121.79 (b)(6) 9/1/2011 1:00:00 AM (b)(6) \$121.79 (b)(6) 9/1/2011 1:00:00 AM (b)(6) \$52.78 (b)(6) 8/1/2011 1:00:00 AM (b)(6) \$48.18 (b)(6) 8/1/2011 1:00:00 AM (b)(6) \$103.35 --- Additional Comments: Order Number Order Date Tracking Number Grand Total (b)(6) 1/1/2012 1:32:19 AM (b)(6) \$46.60 (b)(6) 12/1/2011 3:51:37 AM (b)(6) \$46.60 (b)(6) 11/1/2011 1:00:00 AM (b)(6) \$46.27 (b)(6) 11/1/2011 1:00:00 AM (b)(6) \$52.78 (b)(6) 10/1/2011 1:00:00 AM (b)(6) \$52.78 (b)(6) 10/1/2011 1:00:00 AM (b)(6) \$121.79 (b)(6) 9/1/2011 1:00:00 AM (b)(6) \$121.79 (b)(6) 9/1/2011 1:00:00 AM (b)(6) \$52.78 (b)(6) 8/1/2011 1:00:00 AM (b)(6) \$48.18 (b)(6) 8/1/2011 1:00:00 AM (b)(6) \$103.35 I would like a settlement of \$692.90. The exact amount billed to me since I CAUGHT the double billing and STARTED calling them. I COULD ask for more being that I should have seen the double billing sooner... BUT this is when communication on MY end started. '

I have cancelled this product several times but it is still being billed to me and still coming in the mail. -- - Additional Comments: i want the charges refunded and for them to stop billing me in the future and sending me this product that doesnt work.'

Also contacting BBB. I have all this documented in emails. I signed up for a 3 month membership and canceled it one month short on 121311 via email to customer service (Laura), knowing there would be a \$50 penalty. I canceled because the product does not work. I emailed It Works! Global (Laura) and advised them not to ship Decembers shipment. Several emails exchanged and Laura wrote that she could not cancel it in time because I never gave my credit card to charge \$50, but she never asked me for it. They have it on file because they charge me every month, so why do they need it? Despite my request to cancel, they shipped the product anyway and charged me (\$134.72) and I refused the shipment and had it returned to them. I disputed this with my bank, too. Now, 2 months later, the product was returned and I have not been refunded. Today, Laura wrote to me that refused orders are not tracked and they never received my items so I am not due a refund. Lets not forget that I canceled my order to begin with so it NEVER should have been shipped. As far as them not tracking returned/refused orders, that is not the truth. I called FedEx and the company HAD signed for the refused order on 122711 by G Levenbaum, though Laura claimed they had not received it. All I want is a refund. This company clearly has some deceptive trade practices. I have put many hours into this and keep getting the run around. I am turning to the FTC to investigate their business practices as the consumers are getting ripped off. If you will look at their Better Business Rating their grade is a D-. Will you please help investigate this company? I have all the email strings as back up. In closing I want to add that at one point I emailed the Director of Customer Service and CEO, using the same naming convention as Lauras. Both emails bounced back so its clear they are hiding from the

consumers whom they are ripping off. UPD 2.13.12: Consumer wants to retract her complaint-the issue has been resolved. tiacobucci

The products made me physically ill. I had to go see a doctor to get everything figured out; the 'Regular' pills actually messed up my kidney function. I was in agony. Now I'm trying to get off their 'Loyal Customer' program and get my money back, but no such luck. Avoid them! --- Additional Comments: I expect my money back and I expect to cancel my loyal customer account without getting charged a \$50 cancellation fee. Heck, I expect them to pay for my doctor's visit (\$45 copay) and the day I missed from work because I was in so much pain (\$96). I think it's the LEAST they could do.'

I am a distributor for ItWorks Global which sells several products to help lose inches and stay healthier. Their process is that you have to sign up for three (3) months of autoship in order to obtain Loyal Customer pricing. The issue is that you MUST cancel your auto ship via the phone line, although the phone system is so inadequate that it takes 20 minutes to get through only to then (when you are the next caller in line) that you MUST leave a voicemail because their system is so overwhelmed with calls. YOU leave a vm and then nothing. No phone call, e-mail etc. My client then contacted me for assistance. I tried to contact the company via phone as requested to find the same terrible customer service (no customer service). I placed a 'ticket' for my customer to try to resolve the issue. My ticket was then 'resolved and closed' without any conversation or contact with myself or my customer. My customer still received her auto ship (product). When I contacted the company again with another ticket to be resolved. I was told that they would recognize the original ticket number or vm from my customer as there was NO DOCUMENTATION of the request. That is an untrue statement because they have the original ticket with the date on it (which they closed in error). I think they are tricking people into doing the three month auto ship/then making it impossible to cancel their autoship via their phone system(as per their rules). Unbelievable and I can't believe that they are getting away with this. It has been this chaotic and unprofessional since i started with them in May of last year. Thank you! --- Additional Comments: I would like for the company to refund my client with the autoshipment that she received by mistake. I would like her credit card to be refunded. My loyal customer's name is: (b)(6). My name is (b)(6).'

I saw online at dealfind.com this company advertised \$25 for a 4 pack body contouring applicators. I had some people buy me 5 packages. The deal was to include free shipping. You had to email itworks.loseitnow@yahoo.ca to redeem your purchase. I emailed on December 16, 2011 to redeem my vouchers and no reply was given to me. I then emailed again on January 10, 2012 and got a response. The representative Briann Kallan said I had to pay for shipping. I told him the deal was to include shipping which states on the voucher. He said I should of got an email saying that is not true and only if you live local in Edmonton, Alberta. I said I never got an email but he can ship it to my sister in Edmonton. I then gave him her address and he said he would ship the parcel tomorrow. That was on January 12, 2012. There is no parcel and I have emailed him 3 times asking for a tracking number as it should only take 2 - 3 business days. I have not heard back from him and there is still no parcel. It is now 3 weeks later. I tried emailing the website company directly but I get an automated reply to call. The only numbers they give is if you are a loyal customer or a representative. Their website is not working for contact us as the page keeps on closing. --- Additional Comments: I would like to get the 5 packages that I paid without having to pay for shipping which was suppose to be in their advertisement during the deal on dealfind.'

This is the second time I have had a problem with It Works improperly charging my account. In the process of redeeming a perks point account that I was told by two representatives from the company that the available product credit was 280. I was told that the only charge was going to be a shipping charge for 13 and some change. But now I find out shipping should not apply. I just received a package missing two boxes of wraps from the packing list in the box AND my card was charged 95.22 which made my account go over and I was charged another 30 from the bank. I want my money back and the overage charge my back charged me because I NEVER authorized 95.22 and after trying to call the company the phone number disconnects after waiting on hold and redirects to the website. I am appalled that a company that claims Christian values can treat their customers/distributors like they do. The id number for the perk point account was (b)(6) my distributor id is (b)(6) --- Additional Comments: 95.22 plus the 30 fee from my bank that was incurred because of their actions. I never received two of the boxes of wraps I was charged for so I should not have to pay for those. I see that I should not have been charged for shipping perk points awards anyways so I expect a full refund.'

I received a wrong product from Itworks on December 26th 2011. They promised a new product and to return the wrong one. I followed all directions and called over 10 times to check on this issue. They keep opening new tickets saying they can't help me a Senior Rep has to call me. Never ONCE did I get a phone call, I keep calling every 3 days. They said my package is not back to their warehouse and in Massachusetts. They clearly see it was mailed back December 28th and I am calling every single week. I have no been refunded or contacted back about my open ticket. I emailed them to open a ticket and got a response to call the 800 number that this email inbox will not be checked the whole month! The same number I call that is not helping me is what the email told me to call... Every Rep I talk to tells me something different and that they can not help only a senior rep. I have about 4 open tickets and a guarantee of a phone call within 72 hours. After a month I have not received one call! I got one email asking me for the shipping number after they noted on my chart several times no emails and only phone calls about this issue. Not only did they send the wrong product, fail to resend the new one, and fail to refund my money after almost 30 days! --- Additional Comments: I am seeking my full refund of \$51.89 that I have been promised for weeks now and a phone call from a manager or supervisor with an explanation of where and why my package was not received by them. I will continue to file a complaint every day until they contact me.'

Had bad skin reaction to product. 5 emails, 4 phone calls later told return unopened product. 1+ months later still no refund, have confirm delivery. Purchased product from It Works Global in November. Tried it twice and had an allergic reaction. Called on phone had to leave a message, I also sent an email to It Works asking to cancel my orders. In December I received the order again. I started emailing and calling. I could never reach a customer service agent just told to leave a message. This went on for over 2 weeks. I finally tried putting myself as a distributor not customer and low and behold someone picked up. Her name was Kim, she apologized for the poor communication. some kind of communication break down. She told me I had to fax a Dr's note saying I was allergic and send the Dec. box back unopened. In the meantime she was charging me an extra 50.00 for canceling within 3 months of ordering. Would refund after receiving my Dr's note. I faxed the note and sent the package back on January 13th. No word. no refund/ I called the beginning of february. They said they had not received my package. Luckily I had delivery confirmation so I showed where it had been delivered and what time. Was told it would be forwarded to an investigation dept and should be refunded very soon. A request was put in for an immediate refund of \$50.00 because they did see where I faxed my Doctors note. I called Feb 10th because still no refund. Was told they didn't have record of receiving the package, I again gave the confirmation delivery numbers. They said they would forward it to another dept to review it. I asked when I should expect my money back as I had complied with everything they asked. The answer was unknown. --- Additional Comments: I would like my charges refunded \$50.00 and \$125.14 total of \$175.14 They have card information. '

Joined this company under Loyal Customer program which describes earning "perks points" with each auto ship purchase. Expiration of perks points 30 days after cancelling acct. was never expressed to me verbally or in writing by any representative of the company. No one could direct me to a written policy. Canceled Loyal Customer acct. and informed the agent that I would be signing on as a rep & inquired about losing perks points & was assured that the points would remain. I was told that I had a balance of 183 perks points after being on auto ship for 1 year. Tried for weeks to redeem my points and was told numerous times that company was transitioning to a new system & because of this it could not be done. Called numerous times over a period of 2 months to redeem points and was told the same thing. Contacted It Works about 2 weeks ago & was told that the balance was 82 and when I stated that that could not be correct, was told that perhaps the some of the points had not transferred to the new system and someone would be contacting me by email. Asked how points are calculated & rep did not know. The points balance was never accessible online in my account. Emailed the company on 1/24/12 again & was instructed to call customer service and was told that the system was still down and someone would be contacting me by email. Almost 2 weeks later customer service contacted me stating the perks points expired 30 days after cancellation of Loyal Customer account. -- - Additional Comments: Delivery of the products in question or monetary compensation in equivalent amount.'

Additional Comments: '

On or around Dec 29, 2011 I changed my auto shipment (which is something I have done once before without a problem) to receive another product instead of the normal vitamins. Instead of them changing it I received both products. I contacted the company when I received an email stating they were

sending out my normal order (email was dated 1/02/12). I called that day not knowing if they were closed for the New year holiday but I got a recording & it did not say they were closed but to leave my name & email address & why I was calling & someone would be back with me. I heard nothing so I called again the next day explained the situation but was told the shipment had already went out and there was nothing they could do that I would have to ship back to them. I did exactly as told & mailed it back with a tracking number after receiving it on Jan 13, 2012. I checked to see if they had received it by the tracking number & found out it was rec'd by them on 1/17/12 since then I have called them 4 times to ask why I have not rec'd a refund and have been told different stories the first one being on Jan 27th the woman said she would have to submit a 'ticket' to the warehouse then they would follow up. I gave her all my info including the tracking number. On 2/07/12 I called back asked to speak to a supervisor because I was tired of the run around. I spoke to Kimberly and she informed me on the previous call I made 1/27/12 the tracking number was not included on the 'ticket' & that may be why there was a delay. I informed her I gave ALL the info including the tracking number & I was very upset to why this was happening & why I am having to wait so long to receive 'my money' back. She assured me that she would correct the problem & place 'urgent' on the 'ticket' & I should hear something or receive my refund by that Friday but I have heard nothing again. I called back today 2/13/12 ask to speak to Kimberly again & she acted surprised that it was not handled (oh & I was placed on hold for about 20 minutes & this is not the first time - each time I have called with problem I was put on hold for at least 15 minutes or longer which makes me think it is being done so maybe I would get tired of holding & just hang up). She said she was looking at it on the computer & it said they had not rec'd it yet. I told her I was tired of getting one story after another from them and that I know it was rec'd because I have a confirmation with the tracking number it was rec'd 1/17/12 and that she even told me the last time we spoke on 2/07/12 she saw where it had been rec'd on that date. She stated 'the warehouse' is trying to track it down and they have to do so before issuing my refund. This has been going on since Dec 2011 in which it was their mistake to send me this shipment when I did not authorize 2 shipments. This is very poor customer service & I have never been treated this way with a company. Usually the customer comes first and they do everything they can to help but this company has not once reached out to me to let me know what is going on & they have all my contact information (email, address, & phone number). My ID number is # (b)(6) for this company. I think I have waited LONG enough to get my refund & would like some help with this since I am not getting anywhere with this company. When I joined it I was receiving auto shipments monthly & was told or given the information you can change your auto shipments any time as long as you do it prior to the order going out. This is what I had done the month prior to this happening & did not have a problem but then when I did it this time instead of changing my order they sent me 2 different shipments & took my money (which I could not afford 2 orders & was not prepared for this to happen to my account). Please help me get my money back & get this situation resolved. I have since cancelled my auto shipments with them. I hope this information helps so this does not happen to anyone else. Thank you --

Spoke with a local rep and her superior in Dec. '11 and signed up for loyal customer program which involved an autoship feature for three months. I asked if I had to place the same order all three months. I was told NO. I was assured that I would receive an email notification five days prior to the order that would allow me to change my order to something less expensive. THAT EMAIL NEVER CAME IN JANUARY! When I called to question the charge to the credit card I was provided I talked to one girl in 'customer service' who first could not even find an account for me and then when she did said that I had no pending shipment to support the \$125 that I was being charged for. She referred my situation to a girl by the name of Edith. The only customer service I got from her was to confirm my order had gone out. Still not addressing the fact that I did not want that shipment to begin with. I returned the January shipment along with a letter stating that I wanted a full refund of that shipment since I did not receive THE PROMISED email and I never intended to spend that much on a second order. I also included a portion of my first order to offset any discount. Also in that letter was my statement that I was cancelling my Loyal Customer program and that the company DID NOT HAVE AUTHORIZATION to charge my card again. Well, in February they have charged my card again and once again sent out the same package which has now increased in price my another \$50. So as my letter promised I am now filing my complaint with the BBB and have contacted my attorney about the unauthorized charges to my card. --- Additional Comments: I want a full refund of the \$125.91 charged to my card on 1/17/12 and the \$177.21 charged on 2/14/12. '

Purchased a body wrap. Was promised some form of results in 1 hour. No results were found at all after 2 days. Won't give refund. Purchased a body wrap on 3/4/12 from (b)(6). I paid \$25 for a body wrap and was promised some form of results in 1 hour at the time of purchase. I was informed AFTER the purchase was processed that it could take up to 3 days to see full results. I saw no form of results at anytime. I was not informed until after the purchase that there were other details involved with the product. Drinking half your body weight in water and avoiding fatty foods were the stipulations. If I would've been informed of ALL the details beforehand, I would not have made the purchase. I wasn't offered full details until after the purchase was made. I contacted (b)(6) through a private message and asked if I could be given a refund, as the product did not work. She informed me that they had no return policy and I would not be given a refund. Also, my payment was made through a credit card payment application on her cellular phone, called 'Square' which I was not aware of. I was under the impression that the payment was going to be made through a normal credit card process. I was emailed a 'receipt', but the name on the receipt of the person who took my money was (b)(6). The 'receipt' had no info for this person. It had the amount of \$25 at the top and the name (b)(6). At the bottom of the emailed 'receipt' was a signature area with a single scribble. I did not sign it, nor was I offered a chance to sign. I have not been given any contact information for either party, and cannot find a company phone number either. After attempts to get a refund for a faulty product, I have no phone numbers, addresses, or information for these women other than their names. Nothing but a response from Amanda Charnley stating I will not be refunded. --- Additional Comments: I want a full refund of the purchase price plus any tax made to the debit card used to make the purchase.'

I was sent a product I did not want as their website is so user un-friendly it is impossible to understand how to cancel an order. It was shipped on 12/28/11 & supposedly delivered on 12/31/11. I did not receive the package. When I am not at home, packages normally get left at the condo management office. I went into the office on the 3rd of January and my condo management office told me they did not have a package for me. I then called customer service twice stating I had not received the package, I was told a ticket # would be emailed to a manager & someone would contact me within 48-72 hours, no one called. I then contacted my post office again and my local carrier was finally able to find the package which the condo management office had misplaced. I immediately returned the product, unopened, and a week later called customer service to find out the status of my refund. I was told Again, a ticket would be put in and I would be contacted within 48-72 hours. Another week went by with no call. I made yet another call to customer service asking to speak with a supervisor or manager and was told I could not speak with them it had to be email. I then sent an email to the corporate office with still no response. Five times in the last month I have contacted their customer service department and no one has ever addressed my issues. All the customer service reps do is say they will put in a ticket and someone will call but no one ever does. --- Additional Comments: Full refund of returned product \$41.78'

On 3 December 2011 I signed a contract with an It Works agent, (b)(6) for a required three month order commitment to obtain the product price of \$109.00 plus tax and shipping for the 3 monthly orders. The December and January orders were as expected, \$109.00/ after shipping of 8.95 and taxes at 8.85 were included the total was \$126.80. No problems with this as it was anticipated. In February my shipment was received and my card was billed \$178.45. The product was no longer at the agreed upon \$109.00 price but had increased to \$166.00 with taxes of \$12.45, and no shipping cost. When I contacted their customer service number I was informed the Dec & Jan prices were a holiday special and that February's shipment was not at that special price. I advised the customer service person that the contract stated my 3 month commitment for for a product total of \$109.00. She put me on hold and when she came back on the line she said she was sorry but the February shipment was at normal cost and not part of the holiday price and there was nothing she could do. I advised her that it was not her fault, that I was not upset with her but I would be contacting the Better Business Bureau to register my complaint about the price switch. Product\_Or\_Service: Here comes skinny claus Order\_Number: (b)(6) Account\_Number: ID # (b)(6) --- Additional Comments: Desired Settlement ID: Refund A credit for \$51.65 on my credit card. The difference of what I should have paid.'

I became a loyal customer with it works and my products that I ordered was credited to a different distributor that I do not know and I want my distributor to get credit for my purchases and she is unable to add me to her account. I want this issue resolved and nobody will help and everybody keeps pointing fingers at the other person when my distributor (whome was new) had another distributor set her account information up but provider her a wrong distributir number so 1/2 of her customer's credits



went to another distributor. Nobody would talk to me on the phone and they are not helping out a new distributor that should of been trained well and she wasn't. I want my issue resolved and my credits to go to the distributor where I attended the party. Thank you My loyal customer ID# (b)(6) My distributor should be (b)(6), MI The email below is what I received from my distributor and I tried calling but they would not help me on the phone. 'Will u call cs 1/616-281-1900 and tell them u ordered under the wrong (b)(6). My DT # is (b)(6). If u don't do this will u let me know? My stuff got messed up there are a total of 2 dt's in Michigan named (b)(6) and guess who got ur order...not me...it's fixed now but they won't let me add u to my account because DT's have been stealing other peoples customers. My website is [http://\(b\)\(6\).myitworks.com/](http://(b)(6).myitworks.com/).' Thank you for your prompt attention to this matter!!! --- Additional Comments: I want my distributor to get credit for my purchases and I want her to be able to add me to her account so I can order future products or I want to cancel my loyal membership and want a full refund if issue cannot be resolved. My loyal customer ID# (b)(6)

On 12/8/11 (approximately 8p.m.) I was at a private shopping spree and placed an order with this Co. I immediately realized I didn't want the product and emailed the rep (b)(6) at approx. 6:30a.m. 12/9/11 to cancel the order. She responded she had already submitted and I'd have to contact the Co. directly to cancel. On 12/9/11 I called and left a message (said with high volume of holiday sales everyone was busy). Sent a fax and an email with order# and required info to cancel. customer # (b)(6) and the order # was (b)(6). It wasn't long after this that I received a shipment (never opened it and returned it), On 1/18/12 I called and actually got a person (Chris) explained what had happened and he gave me cancellation ticket # of 38768, I believe this was the same day I received a second shipment (returned unopened). I have since received an email that another shipment is coming. I called today 2/10/12 and explained again entire problem to Arnim? and asked to speak to a member of management. After all of my explanation he asked me what I needed to talk to management about? I then got his name and told him it wasn't necessary. I have been billed for all shipments on my VISA. I want an entire refund of all orders and to never be bothered by this Company again. Thank You --- Additional Comments: Full refund of all charges, all shipments stopped and never be bothered by this Company again!!!!'

I was put on auto ship for goods I did not order and billed for those same goods. I was told that my order was cancelled and that a refund would be sent when goods are received back. These are goods I never ordered or authorized and that money was coming out of my account and there was no way to speed up the refund I am told. --- Additional Comments: I would like my refund immediately and also reimbursement for my time and missing money.'

Articles were returned as prescribed by company, and were confirmed received 3/5/2012. It Works Global company policy states that a refund will be issued within 14 business days. My husband has contacted the company numerous times, as first we were told 7 days, then 7-10 days, and finally 10-14 days. As of now, 16 working days have passed with no refund. The call center supervisor has supposedly sent two urgent emails to the corporate office requesting the funds be released. Today, we were informed by the local distributor that our inability to get the refund was most likely due to the fact that I had not personally contacted the company (I had asked my husband to care for matters on my behalf). This had never been indicated in any discussion my husband had with company representatives. In addition, the local distributor is claiming that I was placed under the 'loyal customer' program as she had taken my order of the goods as a verbal acceptance of the contract. I was never informed that the 'loyal customer' program had any contractual agreements attached, and would never have agreed to such. When I was notified (after the fact) that I would be required to order three months worth of product, we contacted the company and asked to cancel the order. The order had not shipped, but we were informed that it could not be stopped and that we would have to return the items. Now we find that it may be subject to a 10% restocking fee for returned goods. My husband has requested that this fee be waived as we contacted the company to cancel prior to actual shipment of the articles. So, basically, the company now has their salable goods back AND is still holding my funds. My account number is (b)(6). The supervisor that informed my husband that the refund would be processed was Daniel. Refund request confirmation number is (b)(6) The customer service representative that cancelled the auto ship was Jamie. Auto ship cancellation confirmation number is (b)(6). The payment amount was \$153.04, and was charged to a VISA debit card. --- Additional Comments: I would like the payment amount refunded as the goods were returned per It Works Global company requirements. I would request a full refund with no restocking fee as we requested that the goods not be shipped.'

I became a loyal customer with it works and my products that I ordered was credited to a different distributor that I do not know and I want my distributor to get credit for my purchases and she is unable to add me to her account because of this. I want this issue resolved and nobody will help and everybody keeps pointing fingers at the other person when my distributor (whom was new and her first detox party) had another distributor set her account information up but provider her a wrong distributor number so 1/2 of her customer's credits went to another distributor. There are 2 distributors with the same name in the same state. Nobody would talk to me or assist me on the phone and they are not helping out a new distributor that should of been trained well and she wasn't. I want my issue resolved and my credits to go to the distributor where I attended the party. Thank you... My loyal customer ID# (b)(6)... My distributor should be (b)(6) in Niles, MI The email below is what I received from my distributor and I tried calling but this company would not help me on the phone. 'Will u call cs 1/616-281-1900 and tell them u ordered under the wrong (b)(6) My DT # is (b)(6). If u don't do this will u let me know? My stuff got messed up there are a total of 2 dt's in Michigan named (b)(6) and guess who got ur order...not me...it's fixed now but they won't let me add u to my account because DT's have been stealing other peoples customers. My website is http://(b)(6).myitworks.com/..' Thank you for your prompt attention to this matter!!! --- Additional Comments: I want this issue resolved because this distribtr was eager to be on your team and now she is not going to be doing this because of this and the poor training and miscommunication she has received from her supposed Mentor. Please contact my distributor regarding this matter and if this cannot be resolved I want a refund of what I purchased and my membership cancelled.Thank you

I've called multiple times & issued tickets to find out how to receive free products and discounted products I was promised per company policy for meeting new distributor incentives, which I still don't have....NO ONE ever returned my phone calls, they make it difficult to get your earned products, they have actually mailed me other customer's orders and have not provided a return label to return other persons order and post office wants postage...just completely get run around for everything...the customers I signed up under me also had problems with mistakes, etc....horrible customer service would not recommend them to anyone... --- Additional Comments: I want my earned product, I want the correct order and want postage label for the wrong order that needs to be returned....I feel like I should be compensated for all the calls and emails that I've had to waste my time doing over and over....how they are in business still is beyond me'

Compliments: I have used their product an LOVED!! It Works really works!its amazing! I would recommend them to anyone! Submitted By: (b)(6)Submitters Email: (b)(6) --- Additional Comments: '

I was signed up for a customer loyalty program as a favor for my friend and by my friend. It was NOT made aware of any policies or procedres. I did accept one shipment of supplements from It works. The supplements did not work and were also interfering with my medications I currently take. I have made several calls to stop any and all attempts to stop this program. I thought it had been successfully done in Sepetember however I received yet another notification that I would be getting more pills. I AGAIN called and told them I wanted out of this program and was told that I either paid them \$50 or provided a note from my dr. My Dr will not sign such note as these products are NOT fda approved and his time is much more valuable then something silly of this nature. I want out of this program ASAP. The last call resulted in them disconnecting me and not accepting ANY calls from me. I am a total loss right now due to there lack of professionalism and business knowledge. --- Additional Comments: I want all my money back and no longer contacted from these people'

2 separate orders placed. Never Received. I've called and emailed the company with no answer. They took the money from my account. Your order number is: (b)(6), Date of Purchase: 11/21/2011Your order number is: (b)(6) Date of Purchase: 11/22/2011I want my money refunded and to be cancelled out of every ordering again. They keep taking my money. I'm not receiving my product and they have zero customer service --- Additional Comments: Money refunded for orders. Membership cancelled. '

I just ordered product from this company and I tried ordering only 1 and it made me order two of the same product, not happy about that but as I tried to proceed to only order 1 the company website would NOT let me only order 1. I had called the company to let them know what happen and they said they cant remove one of them because I was already committed to the order and that I had to order from them for the next 3 consecutive months. When I talked to the company on the phone the man said that Im locked in for 3 months!! which includes auto ship which i dont want to be on at all. All I was asking for when I called was for them to remove one of my bottles of product simple as that. and he

said he could not do that because the order has already shipped. then he proceeds to say well if you dont want the other bottle of product then just ship it back and we will refund your money, I then said well why cant you just do it now to save both of us the hassle later and he said he cant and wont because its against company policy. then he goes on to tell me that if I withdraw from the company before the 3 months is up they will charge me an EXTRA \$50 for NOT staying with them. Which I find this unethical because no customer should have to be forced to stay with a company for 3 months. I like their products but NOT their business ethics or customer service procedures. I have never had such problems with a company in my life ever. I paid \$232 to this company and is just not happy that there website made me order two of the same product I tried more than once to change the quantity to one and it would NOT let me at all. All I was looking for was to stop an inconvenience for me and them and they simply could not do it or would not do it. so I told them that if they couldnt do that for me then I was going to STOP PAYMENT which I did. because of one simple thing that they could not do. And Im jsut tired of getting a run around from this company about a simple matter thats all. --- Additional Comments: All I was seeking was for them to just take one of the products off of my order. and credit my account for the \$79. but now if I want my money back then I physically have to ship the product back at my cost not there's. '

After researching the ingredients of this product, it indicates that this is nothing more than over the counter hemorrhoid cream packaged in wraps, secured with home saran wrap, and promoted to show skin tightening. 'buyer beware' does mean something here, and that as far as weight loss, there is nothing that excuses hard work and sensible eating. The website toots its own horn as far as incredible weight loss, which is misleading and could be financially devastating to someone who is desperate to lose weight. My purpose was to support a family member who is distributing this product. I did indeed get sucked in, and cancelled my order just today after having to pay a \$50 cancellation fee because I did not want to continue with the auto-ship program. I believe that this is also an unfair business practice as I was told that if I cancelled, I would just be charged the original price vs a cancellation fee.Regardless, this is nothing more than a gimmick that has little or no lasting effect. I would hate for others, who really do not have disposable cash, get sucked into this product and lose valuable money that could actually be spent on buying fruits and vegetables.Purchase: 5/15/11Order #: (b)(6)Id #: (b)(6)Payment \$58.89 plus \$50 cancellationDebit card/credit charged --- Additional Comments: I would like to return unused product and get back my \$50 cancellation fee along with a 75% refund of my \$58.89 purchase price due to the fact that I did use one wrap before I fully researched this bogus product.'

I entered into a 3 month agreement with ItWorks global for their 'body slimming' products. My first shipment included their gel, wraps, Fat Burner supplements, and Greens (a vegetable based supplement). Upon using their products, I saw no slimming effects, and nothing can beat physical workouts when it comes to slimming down anyway. I also had an allergic reaction to their product as well and broke out into a rash. Their Greens gave me such bad heartburn that I could barely stand it. The Fat Burner supplement was left on my varnished dresser for approximately 3 weeks without any movement. At the end of three weeks, something had leached through the bottle and damaged the surface of my dresser. The three month agreement stated that I had to be chained to this contract and purchase products under it. When I attempted to call to state that the products were not worthy and that I did not feel comfortable using them and wished to be out of my contract, I was told I was obligated to stay in. Any allergic reaction information had to be proven to them by a doctors note, they chose not to listen to me about concerns I had on the FatBurner chemical reaction, and forced me to buy a product to complete my three month contract.A contract with a company should only be valid if the supplier is providing a worthwhile and cost worthy product. I feel ItWorks global marketing is bullying their customers to participate in this program and they choose not to provide customer service or provide a product guarantee. --- Additional Comments: \$200 of items were purchased, and not a single one worthwhile. I'm not going to put something into my body that leaches out and attacks the varnish of my dresser.'

My wife purchased this product and now the company is sending us monthly shipments and charging our card which we do not want. They also are trying to charge a \$50 cancellation fee to stop the shipments. We were not aware of any of these conditions when purchasing the product. The product is also subpar and does not work as advertised. It claims to be a weight loss product and it does not work. --- Additional Comments: 1. Cancel any subscriptions and do not charge us a cancellation fee.2.

Refund my credit card for the second shipment that was returned.3. Refund my credit card for the 1st shipment of product purchased as it does not work as advertised.'

The sales rep was misinformed about how the product works. Told the attendees at the home itworks party that the wrap would eliminate the 'fat' and dispel via normal bodily function. The product is nothing more than hemeriod cream. I checked the active ingredients against a box of hemeriod cream. I feel that the itworks company misrepresents the product - saying it is a weightloss product. It does NOT do this. It only temporarily tightens the skin. We were told that it is PERMANENT loss - simply NOT true! The company should not be able to make these claims. They are deceiving and the whole customer Loyaty program discount is a scam too!! We get the discount price but if we are not satisfied we can not return the product for a full refund. It is NOT a weight or fat reduction program and it is misrepresented.I purchased this on 5/16/11.Product name is Ulitmate body applicatorI paid \$58.89 for the productI was charged a \$50 cancellation fee on 5/27/11.I paid via credit card for the product and the fee. --- Additional Comments: I want my cancellation fee returned to my credit card.'

I made the mistake of becoming involved with this company as a distributor in December 2010 - I completed all of my obligations including purchasing business kits, stock, attending training at my expense etc. When it became apparent that the company could not deliver their end of the bargain - ie a working website, deliveries of correct products to correct addresses etc I ceased my involvement.I advised that I was returning \$890 worth of product via a COD return to the Australian address and did so. ONLY when it was recieved by It Works - did they bother telling me that COD was not acceptable to them - despite the fact that I advised them of this PRIOR to sending it. They advised that they would reject the shipment and have not done so. Australia Post advises that the shipment has not been rejected nor accepted and is still sitting in the Post Office awaiting their instructions - that were promised Over a month ago.I acted entirely in good faith and to an enormous level of personal expense. I want my \$890 returned for the stock that was returned - and have accepted that all other expenses are simply lost in this gross error of judgement on my part.I have also reported this fraudulent practice on their part to the Dept of Fair Trading in Australia - but of course ItWorks have so far refused to respond to them. --- Additional Comments: \$890 AUD Minimum.'

A distributor came over my house to do a body wrap for this company It work global she filed out the paper work just explaining what she was ordering for me but failed to explain the cancellation fees plus I didn't get s recite because was going to have her main distributor file the order. When I called to cancel do to personal matter I was to that I was going to be charged 50.00 just for cancelling plus shipping and with out touching the product. that is high robbery. This company needs to be investigated. thank youProduct\_Or\_Service: it works body wrapOrder\_Number: (b)(6)Account\_Number: didnt get one --- Additional Comments: DesiredSettlementID: Refundfull refund of my money.'

Today, I received notice that \$121.30 was being debited from my checking account for a shipment from It Works Global. Previously, I was a 'loyal customer' and received special pricing for allowing autoshipments. My autoshipments were for \$67.08 each month on or about the 17th. On September 20, 2011 \$67.08 was debited from my Wells Fargo checking account correctly. On September 29, 2011 \$121.30 was debited from that same account for another shipment. I receive emails on all transactions affecting my account at Wells Fargo so you can imagine my shock when a second debit had ocured. I immediately called their customer service and explained the situation. The young man simply said 'there is nothing we can do until you return the shipment back to us'. I reminded him that I had not received an extra shipment nor had I requested an extra shipment. He said that there was an error on my account and that I had been set up with two autoshipment accounts in error. I then asked when would my money be put back into my account andhe said not until I return the shipment. I told him that I did not have one...again! He stated that it had already shipped from It Works and that it should reach me by October 5, 2011. After which I would need to return it and once It Works received it back, only then would they reimburse me for THEIR mistake. I told him this was unacceptable because I did not authorize a second shipment, so I should not be penalized when the company does something wrong. He said 'again (b)(6), there is nothing I can do until you return the product'. I then asked to speak with his supervisor and he sked me to hold. When he came back, he said 'I spoke with my supervisor and he said the same thing'. At that point I am upset because I asked to speak with him myself. When I asked again, he put me on hold again, this time for over 5 minutes. When he came back he said 'my supervisor is still on another line, but I can transfer you to his voicemail'. Still? I don't remember him ever saying he was on another line before. I told the young man to transfer me and he

send me to a voicemail...HIS!!!! I left a message and told him that I knew that it was his voicemail and that someone needed to contact me immediately. I have yet to hear from anyone. I am so disappointed in the lack of customer care and the outright unprofessional way in which this situation was handled. My money has been taken from me illegally and I want it back...IMMEDIATELY!.Debbie Stephens --- Additional Comments: I want my \$121.30 returned to me. Due to the fact that I pay other bills automatically from this account, if any other bank charges should arise due to lack of fund because of this transaction, I want to be reimbursed. '

Acct Number: (b)(6) Order Number: (b)(6)I order a series of items from a registered distributor totalling 346.43. At this time the Distributor, who ID number I do not know, informed me that I could receive a discount if I signed up for the company's Autoship Service/ CLP Program. I was given the following information at the time of sign up; Through this program I was required to purchase one item, of any price for 3 consecutive months. If I did not go online and change my autoship function, I would automatically be charged 'A FLAT AUTOSHIP FEE.' I received my products in the mail and had no issues. There was no fine print to read, as I only received a confirmation email verifying my order. During the next month (August) I went online and selected a new item to buy. I thought that I had changed my autoship function. However, a few days later I received not only the product that I ordered myself, but a duplicate shipment of ALL the products that I ordered the first time I signed up for the program. Apparently, according to the invoice, I was required to CALL It Works directly in order to change my AutoShip function. Also, the 'one item' rule or 'flat Autoship fee' was completely incorrect, or I severely misinterpreted the statements of my distributor. In response, I attempted to call the It Works Customer Service line to explain my mistake, and ask if there was any way that I could return the items. (Confirmation Number; (b)(6)) Because I DID order an item during the month in good faith and also because I felt misled by my distributor who is a direct representative for It Works, I requested that I return the items and be reimbursed in full for the products. The gentleman then informed me that I would only be refunded for the base cost of the products, excluding shipping and tax. (Essentially I would be charged for tax on goods that I was not keeping.) He also told me that I would have to pay a 10% restocking fee on top of this. I was extremely dissatisfied with this, and the company's complete lack of customer-oriented policies. I then asked how I would go about canceling the CLP Program on my account all together, returning all items unopened and un-used and he informed me that I could pay a \$50 cancellation fee right then- but I would not be refunded for any products until they received the items. I was irate and I told him that I would return the items and he could make note of that on my account... After getting off the phone, I decided that his statements about not being refunded for tax and also not having to pay the re-stocking fee, was unsettling and I wanted a confirmation from someone else at It Works. I therefore called that same day, leaving a message on the general customer service line. On the next business day I received a call from a representative named Teresa, but was unable to take it. I returned the call a few minutes later and spoke with another woman. I began the call by explaining my frustration to the representative. I also explained that I had been given a few pieces of information that were unsettling, hence my call back. SHE informed me that the first gentleman was incorrect concerning the refund on multiple fronts. This was initially of some comfort, but then the woman went on to tell me that I WOULD be refunded the tax for the order, but that I would have to pay the re-stocking fee regardless of whether I cancelled. She suggested to me, as did the first gentleman, that I actually keep and item. 'That way, it can count towards (your) second monthly requirement in the CLP Program.' This suggestion is just offensive and I informed her that I would be filing a complaint. It Works failed to take responsibility for its Distributor's actions. It Works offered me no solution without charging me in MULTIPLE areas for what was clearly a misunderstanding. The representatives were not empathetic and it seems that their policies and fees are not widely understood by their own employees.Thank you. --- Additional

After purchasing I e-mailed an asked Irene to cancel order because I couldn't really afford it. She said she couldn't for me to just send it back when I received it. That's what I did. I called this morning to see what was going on with my refund and was informed that I had agreed to purchase 2 more shipments. I told her I did not agree to do that and that I didn't want them. She was going to check and call me back. Well I called Erin back at 4:30 because they close at 5 and she told me they had sent out a second shipment and took the money from my bank account. WELL what a way to do business. I need \$197.08 refund plus the \$7.00 it's going to cost me to get a new debit card. Thanks (b)(6) --- Additional Comments: \$204.08'

I purchased their product and was scammed by the sales rep Stacy Holweger that the product has a money back guarantee. I have returned the product and have not received my money back. They also say they are charging me a \$50 restock fee and continue to send me product and charge my credit card when I have notified them to cancel and have continued to return their product. I was misled on what they were having me agree to and told I need to send a dr statement. I sent DR proof of their critical care I am receiving and now they demand a hand written note from my DR. This is the biggest scam I have ever experienced. I have 3 other friends that are experiencing the same thing. --- Additional Comments: I want a full refund of every penny they have charged me.'

I went to an It Works party and decided to try a product. The distributor talked me into trying it for 3 months at \$20.00. She said it would be cheaper that way. However, I asked her that I wasn't sure I could take that for similar products like that made me sick.. She said, I could return the product. I tried the first month and the supplement made me sick. I called the company and asked that they not to send me any more. They said since I was a loyalty customer I couldn't do that. I had also given my bank account information for automatic deduction for the product. They sent me another month's supply and once again deducted \$31.00 from my account. I have ended up paying \$95.00 for a product that I can't take. I also was misinformed about the shipping and handling of \$10.00. It is not right for a customer to have to keep a product that has not been opened and makes me sick.\*SEE ON-LINE ATTACHMENT FOR ADDITIONAL INFORMATION --- Additional Comments: I would like to ship back the last 2 orders that are still in the box they were shipped in for an entire refund.'

Last month 10/31 I called IT Works to cancel my auto ship. The phone operator I talked to told me that it had been cancelled and if I wanted to order again, log into the website and they welcome my business. Until this morning 11/29/11 at 12:34am I received an email stating my auto ship had been sent and I would be charged \$66.73. I then emailed the email listed in the email and received an auto reply saying I can not cancel on the internet, and must talk to a customer service representative and receive a confirmation cancellation email in order to not be charged again. The sales rep I talked to did not inform me that I should get a confirmation email, which I didn't. I have been trying to call many times this morning and the phone numbers listed have either been busy each time, or I go straight to hold and then sent to a voicemail. I have not been able to talk to an actual representative at all. I have sent 2 emails, stating to cancel my order, do not ship it, and that it is not authorized. I have also left 2 voicemails stating the same. The order number is (b)(6) and the amount being charged is \$66.73 to my debit account. In the past, I would receive an email stating I had an auto ship coming up, and if I wanted to change what was shipped to change that within a certain number of days. However, this time I received no such email notifying me. --- Additional Comments: I do not want to have an auto ship. I want everything to be cancelled. I want to be refunded the \$66.73. '

My sister and niece and I attended a home presentation of the Ultimate Body Applicator on or about 9/18/11. The sales representative failed to disclose the fact that we would be obligated to purchase the product for three consecutive months. To our knowledge we only purchased and agreed to purchase the one order. This contention further confirmed by the IT Works representative offering to purchase one of the orders back, but only for one of us. My purchase order number is (b)(6), rep. (b)(6), amount of each shipment is \$67.82 paid by my niece (b)(6) debit card. --- Additional Comments: Due to the company's false representation of their policy and requirements as far as forcing unknowing consumers into commitments that they failed to disclose during sales presentations, I would like a full refund of the three month consecutive charges of \$ 67.82 and that this company no longer send me any other products. Also I would like to see to it that this company disclose during their sales pitch the fact that consumers are locked into purchasing products for three months if that is the policy they chose to continue with. I feel that we the consumers were subjected to misrepresentation by this company.'

I purchased the 'Ultimate Body Wrap' from It Works which is described as: Expect 'ultimate' results with this amazing 45-minute body Applicator! The Ultimate Body Applicator is a non-woven cloth wrap that has been infused with a powerful, botanically-based formula to deliver maximum tightening, toning, and firming results when applied to the skin. It continuously hydrates for firmer, smoother, more youthful-looking skin and reduces the appearance of cellulite and skin slackening. See results in 45 minutes. The video also shows that the customer can expect to lose inches by using this product. I enrolled in the loyal customer program which required me to purchase three monthly packets at \$59 each (plus shipping). After using the first month, I saw absolutely NOTHING! It did nothing but make my stomach tingle and I realized I was fooled. I didn't expect miracles or magical weight loss, but the ONLY thing I saw was a change in my bank account when they took the money out. I called the company to let

them know how dissatisfied I was and said I would like to discontinue the remaining shipments. I did NOT ask for my money back for the product I received (I considered it a lesson learned). However, I was told I would be charged an additional \$50 for not completing my full three months of loyalty. I argued that under the circumstances that fee should be waived considering they falsely advertised the product and I was already out \$66 dollars and was not asking for a refund. I was then told to avoid the \$50 penalty, I could switch to another product to complete the remaining two months I owed them. I asked what is the cheapest product they offer; it is a \$25 fat fighter supplement. I have NO faith in this company or any product they offer, but they bullied me into paying them an additional \$50 either way, so I had to switch to the \$25 fat fighter until I can cancel the membership on October 20th. They told me their products are not guaranteed and I signed an agreement saying I was committed to complete the program or be subject to a \$50 fee. This sounds a lot like entrapment. They have a fancy website with great endorsements and products that pray on peoples hopes and dreams. The only area they are reducing is the WALLET! It's really not fair that they can continue to operate this way and I hope the BBB can do something to prevent other innocent people from getting scammed. --- Additional Comments: At this point I would like a full refund. They completely scammed me and even had the nerve to say 'we don't guarantee our product' which was like rubbing it in my face. This company should not be allowed to sell their snake oil.'

On 9/18/11 I attending a house party were a It Works rep (b)(6) demonstated and conducted a presnetation on a product called the Ultimate Body Applicator (4 Pack). During the presentation and the final purchasing of the items the represnetative never disclosed the fact that we would be obligated to purchahse more products for 3 months. After the initial charge of \$136.69 I was subsequently changed two more times for \$67.82 each time. --- Additional Comments: I would like a total refund and that the company cease from misinforming other consumers. '

Sales rep did not explain that this company continues to send product after the purchase. I received a package and was charged for more product on 3/17. I returned the product on 4/8 and still have not received a credit. I called to cancel any further shipments on 4/8 and the company wants \$50 to cancel. Also, I purchased a weight loss product and it does not work. I did not lose any weight. Note: I have tried a couple of additional calls to the company to resolve and nobody is answering their supposed customer service line. --- Additional Comments: I would like the following settlement:1. Refund for my initial purchase as the product does not work.2. Refund for the second shipment which I returned.3. Cancel any further shipments and do not charge me to cancel.'

On April 9, 2011 I attended Natural Health Show at Greensboro Coliseum. While at the event I was introduced to a company called It Works. I purchased a product called Greens and was told to become a loyal customer I would just need to make 3 purchases within 3 months and I would receive the discount rate. On April 10, 2011 I received an email for the company welcoming me as a loyal customer. On April 11, 2011 I received an email my product has been shipped. On May 10, 2011 my credit card was charged \$44.51 for another order of Greens. If I had an agreement in hand or online I would have known the cancellation policy as well as the automatic charges. However when I left the Health Show all I had was a brochure of products. When I called customer service I was told there is an automatic shipment each month as a loyal customer. In order to cancel my account I would have to pay \$50. Therefore the customer service rep suggested I make a smaller purchase for June then cancel account. Now I stuck with 2 orders of Greens as well as order in June and I want nothing to do with company but left with their products. The customer service calls are not recorded, the company does not send any information or follow ups, I have only heard from them 2 times. I would not recommend this company to anyone. --- Additional Comments: I wish to be refunded \$44.51 and cancelled membership without having to pay a cancellation fee or purchase another product.'

I ordered it works product 'the greens' one time through one of there sales reps over the phone. I was never informed that you had to buy the product for three months or pay a \$50 dollar cancellation fee. I also never signed a contract stating these above agreements. It works are making unauthorized deductions from my credit card. There michigan sales rep who i purchased this from is (b)(6). I have spoke with her and she has admitted that I did not sign no contract and gave no consent to do this. --- Additional Comments: I want may \$31.99 refunded and no other unauthorized payments deducted from my card.

I signed up to have the company's body wraps sent to me. The company was supposed to charge me \$79 Canadian on January 30th, yet they charged me one bill of \$79 and another of \$127.72. On February 29th, they charged me \$78.38, and they charged me \$78.12 on March 1st. On the 29th of

march, they charged me two bills of \$78.44. I have contacted the company and they promised to have the issue fixed and all my money refunded ( the ticket number for the call I placed is (b)(6), and my account number with the company is (b)(6)). The company refused to fix out issue with the initial charge of \$127.72, and they refused to straighten out the issue of them billing me double. --- Additional Comments: I would like to be refunded the bogus charge of \$127.72, and I also wish to no longer receive their product. They completely ignored my request to have this monetary issue sorted out, and they also ignored my request to stop shipment.

After trying a body wrap from this company at an inhome party I purchase a package of them on their loyal customer program. This program is where you purchase their product on an autoship for at least 3 months and you get a reduced rate for the product. I tried the body wrap at home on 3/31/12 and applied it exactly as I had at the inhome party and removed it after 3hrs. When I woke up 4/1/12 my stomach(the area I applied the wrap to) was covering in red bumps and was itchy. As I have had an allergic reaction before I knew this was an allergic reaction. I immediately applied benedryl ointment and took a picture and contact the sales rep that I had signed up with. She told me they would not take back the unused portion of the product and would charge me the \$50 cancellation fee for not purchasing the 3months worth of product. On 4/2/12 I called their headquarters in Florida and spoke with their customer service dept. I was told the same thing except this time I was told that if I provided a doctors note they would not charge me the \$50 fee. I asked to speak with a supervisor and was told the same thing. I explained that it would cost me way more than \$50 to go to the doctor to get this note and offered to send him the picture that I had taken. He said he would only accept the doctors note implying that I was lying to get out of the contract. I do not need to spend 2hrs (\$50 lost pay) at the doctors office (\$15 copay) to have tests done (\$\$\$\$not sure but probably a lot) to tell me I am allergic and to take some benedryl which I am already doing. I would like the company to stand behind their product which means that if someone has proof(a picture) that this product is not safe for them to use, they will not only take back the product and refund the \$ spent on it but will also not charge them for not placing anymore orders. --- Additional Comments: Refund for product not used and returned to them as well as no cancellation fee from the loyal customer program

I made an order on-line with It works! for approx. \$439.00. It stated that the credit card was declined-I had the incorrect billing address. So I made a new order with the same credit card and the correct billing address. The order went through without any issues. Days after I received my order I received the original order which stated the credit card was declined and was charged for both orders. I contacted the company and was told to ship the order back. I stated I was not going to pay for the shipping when the issue was their error. I was told someone would contact me to resolve this issue & this would be flagged as a priority issue. A week after no one contacted me I called again. I was told posted labels would be sent to me to cover the cost of the shipping for the return order. That never happened and no one contacted me. I called again (another week has passed) and was told the same stuff yet nothing has been resolved. I have spent minimum 10 hours on this trying to get the money credited back to my credit card with no success! I have asked for the corporate contact information to file a complaint and was told NO. At this point I just want to caution others against their unethical business practices. I also believe it to be fraudulent to charge a credit card without authorization or correct billing address. --- Additional Comments: FULL REFUND

I ordered the business builder kit from the company on the 29th of February order number (b)(6). I did not receive my items until the 12th of March. which i thought was beyond enough time to get the items. On the 7th of March I was put on full time bed rest due to severe complications in my pregnancy. I was told to return my items when i received them and i would receive a refund after that. I sent the items back on the 12th of March via USPS standard mail, i tried to go cheapest for me because with not working I don't have a lot of extra money. I contacted the company on the 12th telling them that i sent the package back. They informed me it would be 14 days to receive my refund. On the 30th of March I had still not received my refund so i called back, they then informed me that it would be 14 days to receive the item, another 14 to issue the refund. I was upset at the time because it takes forever to even get a customer service representative on the phone, but i agreed to wait the 48 hrs to have someone contact me back. I waited checking all emails and never received an email back about my issue. Today i finally called again, the first representative hung up on me because i was frustrated and wanted to talk to his manager to see what was going on... all he would tell me is that they needed my tracking information, which no one informed me i needed until today. After reviewing the Return Policy it states that no product can be returned without a return authorization number, which i was never



given. Another representative told me today that it could be 30 days before they process the refund. At this point i feel they are telling me anything to get me to shut up and stop calling them. --- Additional Comments: Refund of 113.68

I ordered from them in March and signed a statement saying i would order from them for 3 consecutive months to get the 'Loyal customer price' they sent me an email in April stating that if i wanted to change my auto shihp it was time. so i went into their site and changed it. their system didnt recognize the change and billed me for what my new order was plus my order from last month. when speaking with their very rude customer service they refused to transfer me to someone higher up and refused to credit my money until i received and returned the product that i did not order. This is putting my checking account in the negative for their mistake. Also, their products DO NOT work but I was trying to follow thru with the obligation that committed to in March by ordering something else, not something else and what i ordered the month before!! they also wont cancel my membership without a \$50 fee even though they have not held up to their end by double billing me this month and i dont want to go thru this with them again next month!! --- Additional Comments: I want the \$85.46 refunded immediately and the 'loyal customer' membership cancelled with no penalty immediately!

I called & cancelled ALL programs with this company, as the product did not work. I was told I wouldnt receive any more charges & I did.I ordered this product & was going to be a distributor for it. The product did not work so I cancelled ALL programs as a customer & distributor & I was told I would not get any more charges. I just got a debit on my bank account & I called. They will not credit it back! --- Additional Comments: I want the debit removed & my bank account credited back & I want no more to do with this company as I thought was already taken care of by my canceling.'

I purchased \$110 worth of It works producte on march 20,2012, I mailed it right back and still have received no refund. Ive called every week for seven weeks and get nothing but the run around, I'm very frustrated I don't know where to turn. --- Additional Comments: I am just looking for my refund of \$110 , I have returned their products and just want what is owed to me.

I have an order with them and been tracking it for weeks now since there's no change thru fed ex website. They just submitted a label but not tendered for delivery. Called customer service a lot of times and promised me they would expedite it for me, now that it's 2 days left before the 14th day they are saying they can't do anything. I wanted to cancel the shipment the shipping and need refund and they said they can't even process it. Their shipping dept.can't even give them a ETA. --- Additional Comments: I need the refund of the shipment for \$104.75 and a cancellation fee waived for the account because of their negligence.

On March 19th the following e-mail was send to It works: Cancellation - ID # 773545â?? - Please cancel Auto Ship for my account after the 3rd (aprox March 15th) shipment. (b)(6)Bluffdale Ut. (b)(6) If additional information is needed to cancel the next order, please let me know asap. Additionally I placed a phone call making the same request. On April 16th an additional charge was submitted from It Works that at this point is unauthorized. I then placed a call to the call center. I was informed they have no record of call or emial from 3/19. The agent actually laughed at me when I was able to produce the e-mail and stated he was not interested and did not have the ability to have the e-mail sent to him. when I asked to speak to a supervisor, the agent (Jeff) Hung up on me. I called back and spoke to a second agent who said it would be my responsibility to wait for product delivery and then follow the standard return policy regardless of their mistake it would take 7-14 days after the product was returned to credit my Discover Card. I do not have the credit to allow me to have this outstanding charge for the next few weeks. I spoke with a manager Robert O'day who also refused to use the e-mail to resolve the issue and states that there have been no phone calls on the account since Jan. Robert stated that he was standing with Jeff when the call was placed and denied that the agent used scarcasum or laughed at the situation. He did agree to listen to the phone call but I am not sure why that would be necessary if he was listening to the agent. --- Additional Comments: I want an immedaite refund of the charges placed on my account. I can supply the e-mail that was sent but do not have the ability to provide proof regarding the phone call.

Attempted to cx auto shipments via company's website 3/12 & 4/12. Removed all credit card information so no charges can be charged against card 4/12 but company still processed the payment resulting from an unauthorized payment on 5/1/2012. Called company to cx shipment on 5/1/2012 but was not able to. Process of refund options puts extra effort on customer's part and takes too long between waiting 7-10 days for the product then additional time mailing back and having account credited...up to a month for something that should not have happened to begin with. Spoke with Rick

on 5/1 at ItWorks. He put a stop to future autoships but the current shipment he could not stop even though it has not left for delivery yet. Very poor customer service here. It Works should have a way for customers to stop autoships when needed via their website without putting customers through such a hassle. --- Additional Comments: Although you have totally lost me as a customer, future customers should be given the option on the web page to change and/or modify products (INCLUDING THE AUTO SHIP START AND CANCELLATION) to fit their needs. Best to reread the bold face words again as that is the main problem here.

I placed an order on April 12th for the It works body wraps. I have yet to receive my order. I have contacted the company at least 4 times in the past two weeks and was told they were experiencing a large demand for the product. They had refunded my shipping charge but could not guarantee when the product would be shipped. Yet on May 12th the second month of the autoship program will be charged and sent out, and I haven't even received the first order. The money that was taken from my bank account has already been processed, but no product has been received. My member ID for IT works is (b)(6) --- Additional Comments: I request that my loyalty membership be cancelled because of the terrible service. I paid for 3-7 day shipping, and 15 days later I have not received anything.

COConsumer reports that It Works Global made statements that there productions over rule many other productions because they are debt free company. Consumer reports that there statement are deceptive and misrepresents what there products do.

I returned a product that was unused and never opened. The product was returned on April 5,2012 and received by It Works on 4/6/2012. I was told that a refund would be issued in 7-14 business days. As of today 5/7/2012, I have yet to receive my refund of \$81.21. I have made over 10 phone calls and continue to get the run around. The company immediately charged my card the \$50 for not continuing in their 'customer loyalty' program but is taking longer than what is necessary to refund my credit card. This is poor service as NO ONE has been able to resolve this issue. --- Additional Comments: I would like my card refunded the full \$81.21 amount. And since it is taking so long for my card to be refunded, I would like the \$50 cancellation charge for the 'loyalty' program to be refunded as well.

In Dec. 2011 I order some items from this company and was set up for auto shipment, however i tried out the product which never worked. i called the company sometime in Jan to cancel the auto ship in a timely manner but was told that a order was already coming. i was given instructions on how to return and i was told that i didnt have to worry about the \$50.00 cancellation fee because i order 3 items at once. Well i returned the order and waited for the refund, a month went by and i was charge again for another order and for more money than the order i had just returned. i was highly upset because not only had i cancelled my auto ship but i also returned a order back. I called the company along with my credit card company to request a refund and low and behold i started getting the run around each and every time i spoke with someone at It works! i had been promised my refund several times, was told it was being credited to my card, and was told it was being mailed out as a paper check. After weeks of not receiving the refund i called again and was told they needed me to fax them info showing that my credit card company never got the refund, which i did and i got this email reply: HI (b)(6) Thank you for contacting us regarding your refused/returned orders. I have received your fax with information regarding the orders. Our Accounting Management Department has reviewed your account/case and has denied any refunds. I apologize for any confusion. Also, there were no paper refund checks sent so I apologize for that miscommunication. Thank you and have a wonderful day, Kim ASenior Representative, Customer ServiceLOYAL CUSTOMERS:1-(800) 537-2395DISTRIBUTORS:1-(800) 581-5469 This was the 1st order number (b)(6), Date of Purchase: 1/16/2012 for \$126.21 and the 2nd order number is: (b)(6), Date of Purchase: 2/16/2012 for \$177.62 my acct. number is (b)(6) and i have several ticket numbers where i have spoke with someone that assured me i was getting my refund back and also was waiving the the cancellation fees. Ticket # (b)(6) and # (b)(6) are the 2 latest complaint i made with the company in the past few days. I also have a tracking number with the USPS dated March 5th showing that the company has received the orders back this is the # (b)(6). --- Additional Comments: all i would like to happen is for them to refund the full total of \$303.83 back to my card and also for them to call or contact me giving a conformation of this being done.

I went to an It Works Party in Feb. I ordered a can of their Greens. Due to being pregnant I told the consultant that I would order a can of the Greens but then wanted to take it with me to my OB to make sure it was indeed save to take during pregnancy. My appointment was not until the following months so when I received the Greens in the mail I set them on the shelf until my appointment. In the meantime I got another can of Greens in the mail. So I contacted the Consultant (b)(6). I left 2

messages and she did not return my phone calls. So I then contacted the corporate phone number. They told me that because I signed up to be a loyal customer then I either had to continue to get products for 3 months or cancel and they would charge me \$50.00. I asked what he meant by loyal customer. He stated that I signed up online to be a loyal customer. Under further investigation, (b)(6) signed me up online with her email address, her phone number, my mailing address and my banking information. So not only was I not aware of this but I would not get any confirmation that anything was being deducted from my account or the fact that I was getting another shipment. They told me that due to the issue, they would submit a ticket and (b)(6) had 14 days to resolve the issue. (b)(6) contacted me by text a week later. Every time I tried to call her she never answered. She would only contact me by text. So I talked to her about why she signed me up. She said when I signed the order form for the greens (which says nothing about signing to be a loyal customer), I agreed to be a loyal customer. I said I was not aware nor did I sign myself up online. She said it was not her fault that I can't fill out my order form with all of my info. So she filled in her info instead and signed me up online. I told (b)(6) I was not interested and that she needed to take me off the loyal customer list and cancel my shipments. She stated that I would have to pay a \$50.00 fee. I told her that I was not going to pay for something I did not sign up for nor was I aware. She told me she no longer wanted to have contact with me in any way and if I needed anything, I needed to call her corporate office. So again I called the corporate office. They again submitted another ticket and said that (b)(6) had 14 days to contact me back. She did not contact me. So again I called the corporate # to ask them what was going on. They again told me they would submit a ticket and she had 14 days to respond. I told them that it had already been 14 days and she had not contacted me. I asked him why they were giving her another 14 days. He said that all of the tickets were not submitted correctly. I also shipped the last can of Greens that was shipped to me in March back to them @ the beginning of April thru regular mail. They are telling me that they still have not been shipped to their warehouse so they cannot reimburse me for the money because they have not received the shipment back to their warehouse. It has been a month. They again told me that there was nothing they can do and I would have to wait another month to see what (b)(6) does. I told them that this was not acceptable and I had already done everything on my end to get this stopped and get the \$31.95 for the March can of Greens. They told me that if I try to cancel it, they will charge me \$50.00 to cancel! How can they charge me when I did not sign up for this? I have a copy of the form I filled out and can email or attach any time you might need it. This IT WORKS is the biggest scam I have ever encountered in my life. I am just wondering what I need to do to get some help on getting this taken care of? Thank you, (b)(6) --- Additional Comments: I would like to get back the \$31.95 for the can of Greens that I shipped back to them. Also would like to be canceled off the 'Loyal Customer' program without paying a \$50.00 cancellation fee for something I did not sign up for

On April 22, 2012 I attended an in home party for It Works. I took an out of town guest (b)(6) and ordered for another friend who couldn't attend (b)(6). Because of my out of town guest we asked about the shipping, so we knew where to have her product delivered. (b)(6) (the distributor for It Works) told us she would order the stuff on Sunday and we would have the product by Thursday. I ordered the 'Wrap Pack' for \$69 plus tax and shipping for a total of \$81.27 charged to my credit card. Order number (b)(6). Account number (b)(6). Purchase date 4/22/11 11:18PM. The week came and went with no product. However, we did notice our accounts were messed up with wrong names on our accounts. We tried to contact (b)(6) and her response was always 'I'm not at home' or 'Log into your account and check' and finally 'cheap shipping is 7-14 days.' 7-14 days? Where did this come from when I was told 4? I logged into my account which remained in the 'printed' status. I found an email for contact information. I emailed the company (April 30) to get a response the same day of 'This inbox is not monitored please call'. I called (May 4th), spoke to a representative, told him my story, to which he had no solution. He said there was still time for the product to arrive, but this was unacceptable. I then spoke to a supervisor (Jarrod) who sent an inquiry to another department to cancel my order and my account and to wave the \$50 cancellation fee. I didn't WANT to do this but felt like I HAD to because of the excuses and runaround I received from the start. I spent 45 minutes on the phone to reach a solution. However, that did not go through in the 2 business days as he said. He also stated the shipping is really 7-14 BUSINESS days. So I still had another few business days until the 14th day. Instead my order shipped on May 8. As of today May 11, the tracking through Fed Ex states the order was last tracked leaving the shipping location in Northborough, MA on May 9 at 11:54PM. May 10th marked the 14th business day on shipping. No product has arrived at my house. I called It Works again

at 800-537-2395. There was a small hold time in which it said to email the company. Email? That doesn't work. Finally a representative came on. The representative told me the shipping details says it is estimated to arrive by May 15th and that he GUARANTEED I would have it today or tomorrow. I told him that was not acceptable and asked to speak to a supervisor. A guarantee? I was already given one earlier that failed. He told me the supervisor said to wait until the 15th and call back if I did not have it. This was unacceptable. Brandon(supervisor)got on the phone and I had to explain the issue again. His only solution is to write an urgent note to corporate for them to cancel the account. He said they have been having shipping issues and in the past would refund the \$6.95 shipping fee. WOW \$6.95 that's it! I spent \$81 and you want to give me \$7 back? This is not acceptable. I spent an hour on the phone with him trying to reach a solution for which he had none. I have been lied to from the beginning and have been given the runaround since contacting this company. They didn't waste any time charging my account and taking my money. However, they have wasted weeks, 2 hours of my phone minutes, and my money and I have yet to receive a solution. They do not try to fix the issue because 'they cannot do anything on their level'. Someone can do something in the company. Never once have I been compensated with product or a refund to try to reach a solution. Today is business day 15 after my order and I still have nothing. My guest experienced the same problem as did the friend I ordered for. Courtney does not have her product. Denise received hers just before leaving town. How do we order the same stuff, the same day and time, and one gets product but the others do not? This company is terrible and I would not recommend them to anyone. --- Additional Comments

I received an email for a \$1200 receipt worth of products which I did not order. I have tried for 2 days to contact customer service I received an 3 emails from this company. Two of which included receipts for \$1300 worth of products which I did not order. I have never heard of this company. I have tried for 2 days to contact customer service and have waited on hold and no one answers. At this point I believe this is a fraudulent company unless I hear otherwise and will warn others as well. I would like someone to please explain these emails and what card was charged. --- Additional Comments: A call to resolve the incorrect receipt

i want my money back.or free product for putting money in a business and wanting to make it back but cant!i ordered a starter kit on may 13th with extra product.the product was on backorder ,but they still charged my card .i know a girl that ordered the same product after i did and they have mailed everything to her.i call them everyday and they push the date back everytime.i tried to get my money back and they told me 'NO'.this company is letting everyone pay for product and not mailing the items out.i would not of started this business and put money in it if i couldnt back it back!they will be chargeing my card again on june 13 for the website but i've not make .1\$ off the product. --- Additional Comments: i want a refund or they need to make it right ,with the people tring to make the company money make give them free product!no one should have to pay and wait this ling

Was sent wrong product Many tries via phone to fix told right product would be sent 5-17 via 2 day ship No product, no help! fist started as LC in 03-12, they put me down as retail rather than LC. Got that resolved in 04-12 but never did apply first shipment to LC requirements (requires 4 monthly shipments). Got that resolved via phone. In April got wrong product (Distributor Kit) via auto-ship. Called and was told I would have correct product shipped via 2-day ship and would be sent return post paid labels for incorrect product. Called a week later (early May)to see where product (body wraps ) were and was told they were on back order but would be shipped 2-day ship on 5-17-12. Finally did get the financial taken care of, as they did refund money to my account for incorrect product (weeks later). I have been charged for the correct product but have yet to rec'v. I have made numerous attempts through phone and email to correct this issue. I have the email thread if you need it forwarded to you. I want the product I have paid for, or to be reimbursed. I have gotten the run around since day one and am tired of being lied to about my orders. --- Additional Comments: I would like my product sent, along with return post paid labels for the product they sent that was incorrect. If that is not possible I am willing to throw the incorrect product in the trash (as it should have a cost to them of far less that it would cost to send back. It was a folder and a few pieces of paper that they charged me \$40 for initially, but that has been refunded). I am willing to go without their correct product if they would refund my money. I would also like them to let me out of my LC commitment of 4 auto shipments since they have not lived up to their end of the agreement to ship monthly.

Products not shipped or received, but has paid in full.I went to a 'It Works Party', I decided to order some products and become a loyal customer as it is called which means I'm debted to them for 3 months to order something at a lower price. I have received two products out of the three and it seems

they cannot tell me when my other product, the wraps, will be shipping however the full amount went onto my credit card overnight for ALL the items. My order number is (b)(6), ordered on 05/11/12. --- Additional Comments: Credit the charge from the wraps back to my credit card. Ideally I would like to get away from this company completely and not get charged the \$50 fee to cancel the loyal customer program however I will be on the phone to the company just as soon as I can to cancel the loyal customer set up when the 3 months is up because I just really think this company could quite possibly go under with other complaints I'm seeing and hearing.

The BBB received the following email: Contact Person at business: Mark Pentecost Compliments: I placed an order from this business through one of their representatives and my product was delivered within the time frame as promised. The Ultimate Body Applicator delivers results as described on the packaging and I am very happy with the transaction and the items I purchased. Submitted By: (b)(6) Submitters Email: (b)(6) Phone: not provided Reason For Visiting: Just checking on the business's BBB rating.

IT Works! Did not pay me the correct amount as company guidelines!!! signed up with IT WORKS! on March 28, 2012. For the month of April I had one distributor and was paid on volume. 10% of my distributors BV and 10% of my personal BV plus my en-roller bonus. I worked very hard to advance in this company & for the month of May I reached executive status. IT WORKS has a payment chart of all levels & how much they are expected to make. Although IT WORKS does advertise that those pay amounts are not a guarantee they still tell you what you need to do to qualify for that. For me I needed 2 distributors direct to me with a BV of \$400 dollars. Now keep in mind that yes IT WORKS covers there butt by stating those pay levels are not a guarantee but when a distributor like me does everything I need to do to become executive and had more volume than the first month how do I get paid exactly almost the same amount for both months....As I already mentioned what I was paid for April here is what I was paid for May...10% on my first distributor's BV, 10% on my second distributor's BV & 5% en-roller bonus...Now seems like something is missing....If I received 2 levels at 10% for the month of April and only had 1 distributor direct to me, then why for May I still only received 2 levels at 10% but yet I now have 2 distributors direct to me that both had \$400 BV. I completely understand the IT WORKS concept of the average ranking not being a guarantee but on our steps to success sheets that we are told to print out and fill in the boxes we are told that those qualified legs only need a volume of \$400. So with that being said I had 2 qualified legs with a BV of \$400....What was I missing? What more did I need to receive my full executive pay as advertised? If those average rankings are based on what the company tells us as distributors to do then I fulfilled all those requirements for MAY....please explain to me what more did I need to have that pay? I'm completely distraught and confused because I busted my butt to get where I was and actually have the foundation for Ruby which is the next ranking, but afraid to continue because I probably won't receive the full Ruby pay after filling my boxes to \$400 BV. It seems as though I am still owed for one level at 10% right? I didn't have 2 DT's for April and got 2 levels at 10% so now that I have 2 DT's I still only get 2 levels at 10% Where did the other level come from last month then? Was that my BV & if so then why is it not there for May? --- Additional Comments: I would love to stay with this company with a better understanding of what I needed to reach those actual advertised rankings. I did what I was told and still didn't see the results that I expected. I would possibly like them to compensate me for the difference that I didn't receive. If they have no explanation as to what I need to do to get that actual pay then I want them to cancel my membership with no penalty to me...but would need to know where my down line will be placed. They can't possibly tell me that I needed more volume in my boxes because everyone is taught and trained to get box volume to \$400....maybe I should just wait to see how they feel about this situation and can explain. I am a true believer in the products as they are amazing and I have lots of people that would love to go under me, but I have yet to become a believer in the pay.

The company It Works Global is selling a dangerous product. They also use an unscrupulous marketing strategy to keep sending you the product. Product was purchased in a crowded setting and details regarding the product continuing to be sent month after month were not explained. Product was used one time and I broke out in a rash that lasted about 3 weeks. I contacted the office after an email that I was to receive another shipment. Contact was made by phone and email. Then, product was again shipped a week after canceling. The product was refused at the USPS. In over 56 years my post office has never NOT returned a refused package. My father-in-law is the postmaster. This company keeps saying the product was not returned. Does it make any sense that I would keep

something that just about sent me to the hospital? Someone really should start to regulate this company. --- Additional Comments: \$176.45

In april I ordered online some products, gel and applicators. I was in hotel working at the time and gave that as my shipping address, i got partial order and never recieved the other half. I told them i was on my way home, gave home address,,Several times, they confirmed it. They contintued to send product to the same hotel in michigan. I called again after I found out, after I called to change address, it still went to hotel in michigan. I requested then a refund for april since it was already may now. I was on auto debit for three months of products. Come may I finally got refund for april products and then they took 119.73 for mays products, on may 28th. Again,,They shipped to address in Michigan AGAIN, after updating and confirming my new address in California. Then they shipped another order to CT, I have no idea why. I have called and demaned that they stop my autoship which they say they have. I have spoke to several supervisors, Robert O'day and Paula O'neil asking for full refund of the 119.73. This has been going on now for since the end of May. Each time I call, I am told ticket was submitted and there is no information on it. I am asking for the full refund once again, for a product to this day I have NEVER gotten. I have been patient but nothing is getting done,I am told to call back each week, with the same info of Nothing. both Robert and Paula are supervisors and still nothing is being done on my account. My account is (b)(6) and to this day, 2 months later, I have gotten no product and have gotten a refund for april but no refund for May as of now. I call each week and get the same info, Ticket submitted and we have to wait.I have been patient but this is way too long for something that they take right out of my banking account and now I have to wait for over a month to get my money back for a product that wasnt even shipped to me. I have cancelled my auto debit hopefully,,they said I did but not sure if they will even try to take out again june 28th.Product\_Or\_Service: gel and applicators for skinOrder\_Number: (b)(6) is my account --- Additional Comments: DesiredSettlementID: Refundfull refund, ASAP I have waited a month for this refund now and since original date of purchase april 20th, I have Never even recieved the whole purchase that I ordered online. full refund needed is my 119.73 and no more money for any item being taken out of my bank account.

The It Works company takes your money then does not send you any products. On May 13 th I signed up to sell It products. Then I sold some to some people and three weeks past and they never got it when it was supposed to be in seven business days max, but they sure charged them over four hundred dollars and never let any one know that they where back order for well they don't even know. The clients where fixing to be charged for the next month supply with out ever getting last months so I helped them get there money back it only took two full days they have no one in that company that can do that they said. So in my opinion it is a scam. --- Additional Comments: No settlement just want others to know

To start off, I purchased the ultimate body applicator pack of four online almost a month ago. While purchasing, my debit card information was entered incorrectly by accident and everytime I clicked submit order the amount of \$72.06 was taken out of my account. How can they do this since I was notified of a card error? I contacted customer service several times trying to get answers and no one could help me. After dealing with customer support for over a week I finally got all my money back for the four transactions taken from my debit card. All but the one transaction I was really trying to make. After about a month, there is no tracking number on my purchase. Customer service claims the product is on back order. I paid extra for expedited shipping to receive my Product within 3-7 business days. They refuse to refund my money or refund the money I paid for expedited shipping. They only say they can submit a request but can't promise it will be canceled. They also refuse to let me speak to a supervisor or connect me to billing or someone of higher statue. Today while I was speaking to customer service, The man refused to take me seriously. I could here him telling other employees that he was going to hang up on me.Product\_Or\_Service: Ultimate body applicatorOrder\_Number: (b)(6) -- - Additional Comments: DesiredSettlementID: RefundI need answers! I would like to talk to someone else besides customer service. I would like to cancel my purchase and get my money refunded as soon as possible.

I ordered the 'wrap pack' from IT WORKS GLOBAL on 5-9-12 and have yet to recieve it today is 6-11-12.I ordered the 'wrap pack' from IT WORKS GLOBAL on 5-9-12 and have yet to recieve it today is 6-11-12. I have yet to recieve a tracking number from where it has been shipped. I have called numerous times regarding this issue and all they offer is to waive the shipping on the 'loyal' customer offer. How do you expect me to become a loyal customer when all you do is take my money but refuse to give me the product or tell me when it is going to be shipped to me?! I am very dissatisfied. --- Additional

Comments: i am seeking resolution in waiving the shipping and taking care of this order due to the wait i have gone through and the uncertainty of if im actually going to get the product.

They cannot send my product but have me on a plan where they will continue to bill my credit card monthly for future non-shipments. I bought the Body Applicator Wraps and agreed to have them ship additional wraps monthly for the next 3 months, charged to my card. They are on back order and can't tell me when my first shipment will come or when future shipments will come even though my card will be charged. I asked to have everything cancelled and I was told I would be charged \$50 for breaking my agreement with them, although it is really them breaking their agreement to send their product in the timely manner they promised. I feel I will be cheated by them whether I take the \$50 penalty or whether I allow them to continue charging my credit card for a product that they can give no timeframe for when I might actually receive the product. --- Additional Comments: I want the initial credit card charge refunded and I do NOT want to be charged \$50 for breaking the agreement since they broke the agreement first. I want to be done with this company!

I was set up in an auto ship format by the co for a product, where i am charged automatically and product shipped. their shipping time frame is 14 days. I call after 14 days because I didn't receive the product, was offered by the co a refund on the shipping, was told I would have it back after 3 days. I called the co back because it had been 7 days and I had not received the refund. Several CSR's were very rude, abrupt and told me that I was not getting the refund because the co stopped giving them out. When I told them to cancel the auto ship, they stated I would be charged \$50.00 which I was not told about by the Co nor the rep who works for their co. I refused to pay for the cancellation fee and stated that they should honor the refund since it was offered by their co and I didn't call in asking for the refund. I spoke w/a supervisor who tried offering me a \$25 credit toward products that I couldn't use for another 3 months. When I refused this offer he became rude and told me that it was my fault because I am expecting refund that I know is not going to be given. I told him that this is the fault of the co for offering a refund that they don't want to honor and then charge me \$50 to cancel auto ship, when I am paying in excess of \$100 a month for their products that I don't have to have. The fault lies with the training of your employee's and not giving out correct information to it's customers. I was not going to cancel the autoship, but after the very bad treatment of CSR's I don't want this co's products nor anything else to do with them. --- Additional Comments: The cancellation of my autoship, the \$7.00 shipping refund that was told would be returned to me and the \$50 cancellation fee the co is trying to charge me to be taken off and my acct to be closed for good.

I received an email for \$20 product credit. Company will not uphold their offer. On 6/14/12 I received an email stating: Dear Valued Customer, Our life-changing products are gaining popularity all over the globe as more and more people experience incredible, body-transforming results through It Works! This exciting time of growing demand for our products has caused a temporary back order on some of our most popular items. We are sorry for the inconvenience this has caused you, and we are working to ensure your order is fulfilled as quickly as possible. Our customers are always our first priority, and we truly value your patience during this time. Here's a special offer as a thank you for your patience and loyalty to It Works! Global. \$20 product credit for you! To redeem your product credit, simply log into your account at [www.myitworks.com](http://www.myitworks.com) your credit is waiting for you there! You have until July 31 to redeem your product credit. We I went to order the product that I wanted on-line it limited me to only \$10. I called customer service and they told me that it was not good for my auto-shipment AND that there was a limit, I could only use \$10 of the credit for the product. The manager also said the same. There are NO limitations or disclosures on these e-mails stating such. This is a very dishonest and fraudulent e-mail if you cannot use all of the \$20 product credit and if you cannot use it on auto-shipments. If they didn't intend for you to be able to use it as such they should have put a disclaimer on the e-mail. I can forward you the e-mail for evidence. --- Additional Comments: I want them to uphold their email offer on all products, all credits and on all auto-shipments

I tried three of their products with NO results. I asked for a refund and they were not willing to refund my money. I purchased three products from this company...2 months supply of wraps, fat burning pills and a firming gel. These products yielded NO results. I called the company and requested a full refund of \$250.00 and they denied my request. This is obviously a scam because they do not stand behind their product. --- Additional Comments: I am seeking the amount I put into the product which is approximately \$250.00

My order placed on 5-16-2012 has never shipped and they keep saying its on backorder. Customer service will not tell me when it will ship, or if...I have purchased 6 boxes of their Ultimate Body

applicators in two separate orders. They have not shipped them from 5-16. Everytime I call they just tell me they are on backorder and will not give an approximate date as to when or if they will ship. My order numbers are (b)(6) and (b)(6) My id number with the company is (b)(6). --- Additional Comments: I would like someone to answer my questions rather than give me the 'run around' as to when my order will actually ship. I have friends that have ordered after me and recieved theirs and dont understand why I have not. I would like my products that I paid for to actually be sent to me.

I am a distributor for this company and called to inquire about my order status. It all turned sour. I call the Distributor's 800 number to find out what was going on with my order. The money was taken from my account 1 month ago, and said 7-14 business days for delievery. I have yet to recieve anything. I inquired about canceling my oreder and refunding me my money. I was told they are unable to cancel my order, if I cancel my esuite I would no longer be able to track my order or get my refund. Today, 6-11-2012 they took \$20.00 out for my esuite website, I was told I could put that on hold due to not being able to sell anything and make any money at this. She told me I was lied to and I would not be getting my money back for that. I asked to speak to a manager, her response was, No, you can't and they will tell you the same thing anyway, so you'd waste your time. I told her that did not bother me I have nothing but time when I have almost \$160.00 missing out of my account and nothing to show for it. She refused to let me speak to one and continued to change the subject. I then said excuse me, I am not even talking about any of that and we need to focus on the problem here, and that is this company taking my money and not sending me the products or willing to refund me. She told me she couldn't help me and I just needed to wait for the product. I told her I did not want to be apart of this company any more and want a full refund for the products and the charge for me esuite. She was not accepting that as an answer. I then told her I would call my upline, the BBB, my bank and whoever else I needed to, to ensure I would get my money back and stop any and all payments on my card. She then had the nerve to say, it is my job to make you smile today and meet all of your needs, did I do that for you? Really?!?! I hung up and started my phone calls. --- Additional Comments: I want my \$126.68 refunded for my order. I also want my \$20.00 refunded for my esuite. I want all charges STOPPED on my account and them to not charge me again for anything. I will no longer work for this company.

we are located in australia and ordered quite a few hundred dollars worth of product that wasnt delivered and company refuses to resend or refund  
Lost Packages, Order # (b)(6) and Order # (b)(6)  
Tara Eitman 4:11 AM (3 hours ago) to me, compliance  
Re: Notice of Termination Distributor position (b)(6)  
Dear (b)(6): It Works! Global has received and investigated reports of your unprofessional behavior and distributor conduct online. Speaking negatively towards the company in public is unacceptable and serves no purpose other than to sour the enthusiasm on others. We take conduct very seriously and any distributors found being unprofessional or speaking negatively of the company or its other distributors will be subject to disciplinary action. Your posts on Facebook and messages to our CEO are unacceptable behavior and a direct violation of our conduct policy number 3.2.1. These activities violate the following Sections of the Policies and Procedures: we have tried contacting the resolution management team and on first day got told no worries it has been sent then two days later we got told that it was on back order every time we contacted them it was a different story so my husband tried messaging the ceo and got no reply tried msging other high end departments and got chewed out for it but they all refused to send the product or refund the money as our customers have already waited 2 months for it and 90% of them have asked for a refund so we have done so out of our own pocket  
Dear , Thank you for your recent order. The following is a receipt of your order.  
Billing Information  
Company Name (b)(6) Attention (b)(6) Address 5325 E State Road 64 City Bradenton State FL Zip 30043 Phone (800) 581-5469 Country United States  
Shipping Information  
Company Name (b)(6) Address (b)(6) City Gympie State QLD Zip (b)(6) Phone (b)(6) Email (b)(6) Country Australia  
Order Summary  
Reference # (b)(6) Order Date 5/29/2012 Shipping Carrier Access Tech - Australia Intl Parcel  
Comments  
Lost Packages, Order # (b)(6) and Order # (b)(6)  
Warehouse ParcelPort - Arizona  
Order Details  
ProductID DESCRIPTION QTY UOM UNIT COST  
Item Cost  
IW-AU452 Skinny Pack 1 (1) EA \$0.00 \$0.00  
IW-AU214 Defining Gel 1 (1) EA \$0.00 \$0.00  
IW-AU402 Ultimate Appl.Spa/Bulk Package(10 Boxes) 1 (1) EA \$0.00 \$0.00  
Total Estimated Cost \$0.00  
--- Additional Comments: We are seeking a refund of our money and the ordered product as we have already refunded 90% of our customers back but we still have 3 people left waiting for some of the product to arrive so a full refund and entire ordered delivered

I was charged on my credit card \$20 for a service I had originally canceled four months prior. I am being denied my refund. My account number is (b)(6). On Dec. 2011 I cancelled the Esuite service on



my account. I was never charged in Jan, Feb, or March. May 14, 2012 I reviewed my Capital One statement and saw a charge of \$20 made on April 17, 2012. I called customer service at It Works Global. She explained: There was a mass reset of all accounts and everyone was charged for the Esuite. She submitted a request for a refund, cancelled the Esuite and explained it may take up to two weeks to see the credit on my account. June 13, 2012 No refund seen on my account. Called customer service and spoke with Anthony Oakley. He explained: It's too late to receive a refund because I and my loyal customers had use of the Esuite. This is UNTRUE!!! I HAVE NO LOYAL CUSTOMERS AND I WOULDN'T GO ONTO A SITE I HAD ORIGINALLY CANCELLED!! Anthony said there is nothing he can do to help me. I demanded to speak to a supervisor. I was connected to Cindy O'Dell. She agreed that I am entitled to a refund and submitted a supervisor's request #(b)(6) to receive a refund of the \$20 charge. June 25, 2012 I logged on to the Distributor website for It Works to check for a response on refund request. None found. Called customer service to check on the status of the refund request. Spoke to Victoria and she read the response to me: Numerous emails have been sent in March and April alerting of the potential charge of \$20 for the Esuite. No response was made to cancel the Esuite and refund is denied. I never received any emails and this statement is UNTRUE! I am very upset with this company. EVERY customer service representative agrees I am entitled to a refund, but 'someone' higher up in the company is denying me based on false statements!!!! called Capital One to submit a dispute for this charge made by It Works Global for \$20. The customer service rep at Capital One filled out the dispute form and are currently investigating this case. --- Additional Comments: I am seeking a refund in the amount of \$20 and a former apology from the CEO to be sent to all account holders in the It Works Global database explaining ways that situations like this will never happen again because of changes made with handling customer service requests.

I was in auto ship. The money was taken out of my account but I did not received my product twice. They will not refund both purchases. I had enrolled in this program to receive weight loss wraps. It was at least a 3 month program which I did hold up my end of the deal by having the money in my account on the date that it was to be debited. I received my first order on 3-30 I paid \$120.00 to receive the first order. Everything was fine with that order and it was delivered directly to my mailbox. The second order was debited on my account on 4-24 for the amount of \$67.36. By 5-2 I still had not received the order. I got onto my account and saw that it had shipped, so I waited. Again by 5-6 I had not received the order. I looked online and saw that the order had been returned to the shipper. Since there were no notes to why it was returned I assumed the company would send it right back out to me. I never received it. On 5-24 my account was debited again for the next order of the product. I received an email from the company saying that it is possible that my order could be back ordered and that they will let me know if it was. I had forgotten about it until I reviewed my bank account today 6-13. I saw that I have been charged twice and still not received my product. I contacted the company and talked to Amanda O. who said that unfortunately they would not be able to refund me for the items I had not received. I was completely blown away by this response. I advised her that I had kept my part of the deal I had the money in the account when it was supposed to be and 2 months later I still have no product. I did not want the product at this point since they obviously are unable to keep to a time schedule. I advised her since the order has been returned to them and the second order has not even shipped that I want my money back. She was not able to process the refund. I escalated the call to a supervisor named Robert. Robert again explained to me that it was the USPS's fault and not their company. I advised him that I do not care who's fault it is at this point i have paid \$134.72 and still have nothing to show for it 2 months later. Robert said that he cannot refund the 4-24 purchase even though they have the product because it has been more than 30 days. I do not have the product! I do not want the product. They said they will 'try' to refund me for the order debited on 5-24. But their 'lawyers' would not let them refund me for the 4-24 purchase. Even though I never got to exercise my '30 money back guarantee' because I never had the product in my hands to view. He advised the most he can do is resend that order and 'try' to refund me for the 5-24 order. I advised him this is ridiculous and I would contact the BBB. I asked him what he was doing for my time wasted or compensating me at all he refused to do anything saying that 'i am already shipping the order back out to you for free' 1. It is not for free. I have already paid for this order and the shipping. 2. I do not even want the product! --- Additional Comments: I want the full refund on both purchases. I do not see why this is a problem since I do not want or have the product. I would like the \$134.72 back on my card that I paid with.

Highly questionable sales practices. Bait and switch tactics This is one of the slickest scams I've seen in a long time. I was with two young brides to be at a bridal fair where this company had two young

girls wearing and selling this weight loss product. Neither sales rep took the time to explain the fine print of the 'loyalty program' to anyone. I used this product one time and had such an allergic reaction I thought I would need to seek medical help. A young bride to be (coworker) that was at the booths with me came into my office in tears 1 month later upset that she was getting another shipment and bill. I got busy and looked online, called and cancelled my order. I had not used anymore of the over\$160 product due to the allergic reaction. Despite 2 calls and an email. My second shipment was dispatched. I refused it at my local post office and disputed the charge on my credit card. The company filed forms showing all kinds of clauses to prevent people from canceling, refusing the product, etc. And my credit card was charged a second fee of \$176. They claimed I had kept a product that I did refuse. This is a very dangerous product. And, the marketing scheme is very unscrupulous. They prey on very young naive girls and overweight elders. I have documented calls and emails, but they have even more fail safes in place in a contract with tiny print and a check box neither I nor my little coworker checked! Someone should really shut this down. I know that if they had an office in Texas it would not be tolerated. It's very unfortunate for Florida to have such a dishonest group. Feel free to contact me by phone. (b)(6). I can give you many more details. It has just upset me and a young bride at a time that should be so happy in our lives. The only thing I know to do is to report them to bbb and possibly watch for this scam booth in the future. --- Additional Comments: The second \$176.45 for the product I refused from the post office!

This company sent me 2 separate packages that I did not order. They were sent back 'return to sender' by the post office. They will not issue refund. In late summer of 2011, I went to an itworks global 'home party'. I ordered a product that night and was given a discount if I ordered at least one more product in the two subsequent months. I was sent an email each month to remind me to order my product by a certain date. I ordered one product in each of the two subsequent months, filling my obligation. This was September and October. Both months were charged to my Visa. In early December I received a notice from the post office saying that I had a package to pick up. I had not ordered anything and did not pick the package up. It was sent 'return to sender' back to the company. My Visa was charged in the amount of \$35.94 US on November 28/11. I tried several times to contact the company but they were upgrading their systems and emails were not answered, and calls were taking forever to be answered. Again in early January, 2012 I received a notice from the post office saying that I had a package to pick up. Again, I did not order anything. My Visa was charged again for \$35.64 US on December 28/11. I went to the post office and explained that I did not order anything and they sent it back to the company again 'return to sender'. At this point I contacted (b)(6), the sales rep who put on the party. She explained that the company was upgrading their systems and she would contact them for me because she had a different contact number. She also explained that she would remove me from the auto ship program. I told her that I had not received any email to inform me that it was time to order again. She then explained that the last item to be ordered in the first 3 months would then just be sent out again and again every month until you told them to stop. She did not explain that at the party. She was fairly new to the company at the time. I wouldn't have signed up for it otherwise. I waited until January 31/12 and when I did not receive a credit on my Visa, I called the company. I got through this time and was given ticket #(b)(6) and told that my credit would be issued soon. The rep also told me that the restocking fee would be waived since (b)(6) had not explained the process correctly and that I had not signed a certain piece of paper. The rep was very understanding and I was quite happy to be finally getting my refund. He said that it takes some time to process. Again on June 11, I called the company to say that I still had not received my refund. I was given ticket #(b)(6). I asked for email confirmation. I was sent an email saying that they could not confirm that my packages had been received at the warehouse without a tracking number. Canada Post did not issue a tracking number as it was sent back return to sender. I spoke with the post woman today and she told me that she in fact remembers sending both packages back. I have no other way to recover my refund. I am hoping that you can help me. My account number with them is (b)(6). I was at no time in possession of either of the packages and did not order either of them. I find it hard to believe that they cannot confirm that the orders were returned. A company of their size must have an inventory management system. --- Additional Comments: I would like to have \$35.94 US X 2 refunded to my Visa. A total of \$71.88 US. thanks you (b)(6)

I ordered wraps a month ago and still nothing. I call to find out when they are coming they have no answer for me yet my credit card has been charged. I had a wrap party on May 22 and several of us ordered the wraps. We were assured at the party the wraps would be to us within 7 to 10 days. I called

on June 8th to see if they had been shipped and they had not but they also could not tell me when they would be shipped and for me to call back around the 13th or 14th and so I called on the 15th in hopes they would tell me they had been shipped but i was told the same thing to check back the 20th or 21st. I called this morning and they still have not been shipped. My credit card was already charged and I still have no merchandise. How do I know they will not go under and then they have my money with me no product. They want to charge me a \$50.00 cancelation fee to cancel but when I have no product why should I be charged. They are the ones not being able to fulfill there end of the agreement. Also, how do the Salesreps keep getting the wraps to have parties but then they can't provide customers with them. --- Additional Comments: I would like a refund for the product plus the S&H charges and I do not want to be charged \$50.00 to cancel because they are the ones that can't fulfill the demand for the product!!!

Became Loyal Customer, which is 3 auto-ship orders,'flagship' product is on back-order, so when called to cancel, charged fee when not @ fault.I attended a 'It Works Wrap' party on May 26, 2012, in which the main marketing tool was the It Works Ultimate Body Applicator Wrap (ITEM#111). I liked it, and decided to become a member (Customer ID#(b)(6)) of the loyal customer program. This L.C.P. consists of agreeing and paying for 3 auto-ship orders of their products (Payment made by Visa card ending in 8718 for the amount of \$126.16).My first auto-ship order was their Defining Gel (ITEM#214)(which is supposed to be used with the Ultimate Body Applicator Wrap)along with the (UBAW)was placed on May 28, 2012. On June 4th,2012 I received the Defining Gel, on the packaging ticket inside the box (ORDER#(b)(6)), it stated that the (UBAW) was 'back-ordered'. After 3 and 1/2 weeks of waiting for this 'flagship' product to arrive, I was finally fed up so I called to cancel my membership and the auto ship orders, at first a lady told me she would submit a 'support ticket' which more less meant that I had to apply to cancel my membership. I was not happy with that option so I then asked for her to send me to someone who had the authority to cancel my membership. I was sent to a call center in New York, where I spoke to a fellow by the name of Daniel O'Brien a supervisor in that call center (or so he said). He told me he would cancel my membership, but it would cost \$50.00 cancellation fee, then I questioned him about why, when it was not the consumers fault that the 'flagship' products we (the consumers) elected to be our auto-ship orders were not mass-produced before the licensed sales-persons started coming into peoples homes to market these products to self-conscious females who have only a little bit of cellulite on their legs, or are only a couple of inches from getting into that bikini for the up-coming swim-suit season, were we the ones penalized for not receiving that very 'flagship' and 'new' product that we were going out on a limb for to try, when we were all pretty sure the sales person that measured us really just pulled a little tighter on the measuring tape after the 45 minutes were up anyway, but we wanted to believe so bad, that we decided to become a member of the Loyal Customer Program,and order more of the Ultimate Body Applicator Wraps only to receive a partial order that stated that very product that you most want is BACK-ORDERED.....Really?? WHAT A LET DOWN!! Then you wait, and wait, and wait.....finally when you are to the point of frustration and you've received the credit card statement and been charged for the product that you HAVE NOT even received you call and just want to be done with the company that originally had promised you so much and cancel your membership, but alas, you are told that above all of the stress this company has already put you through, it is then going to take \$50.00 more from you when it has been them all along that have made empty promise upon empty promise. PLUS wanting to charge you for re-stocking fees for a product that has not even been made and stocked in the first place (the dadgum product is on back-order for goodness sake)This whole thing is ridiculous, and I just really want to be treated fairly....this company has done wrong by hopelessly promising women everywhere this amazing 'miracle' product, but not being able to DELIVER the product, LITERALLY!!! think the CEO of this company owes people that have cancelled their membership due to this product being back-ordered.This company needs to waive these ridiculous membership fees they charge to cancel something the consumers have never received.....HASSLE FREE PLEASE!! --- Additional Comments: All I would like is for the \$50.00 membership fee that I was charged to cancel the membership to this flighty company be refunded to my Visa card ending in(b)(6) and after they receive my return (tracking#(b)(6))for the part

24 days/16 business days since order and no product. No notification when ordering of backorder.it has been 24 days/16 business days since I placed my \$500 order with \$75 shipping charges with 3-5 day shipping. I have not received my order and was not notified of the backorder status when placing the order. I have submitted support tickets and called several times with no resolution. I have

requested the shipping amount paid refunded and have not received a response. --- Additional Comments: I would like the product and ASAP and the shipping charges refunded

Company did not respond to any emails or trouble tickets nor did they send out an email 5 days before my autoship that it would be sent out! got an email from my credit card company stating ItWorks had charged my card. I didn't get a receipt from ItWorks for this purchase or an email 5 days ahead of time like my distributor said she gets before her autoship is shipped out. I just would have liked the chance to change the autoship. Also would have been nice to get a receipt of the purchase. I won't cancel before the 3 months is up because you have to pay a \$50 cancel fee. I have sent emails to the company asking for assistance with the matter. I had 2 trouble tickets that nobody from the company called me about to respond. When I called back to ask about them they so 'You have to call us we don't call you'. They need better communication from the company to the customers and for the distributors to not tell wrong things like you will get a email before it ships out so you can change the order if needed. I am just unhappy with the customer service side of it & don't feel like a valued customer. Haven't gotten any perks points & all they say is they don't know why, but nobody is checking into it. I will stay on for 1 more month cause thats all I have left cause I don't want to pay the cancel fee. Makes you feel like they try to make you stay with them without helping you by communicating. I wouldn't be unhappy if I had just gotten a email saying it would be shipped soon. I was excited about the company when I tried the greens, but just upset when they didn't email me before the shipment. --- Additional Comments: Just for them to acknowledge my emails, to have given me the chance to change the order before it shipped, communicate with customers better. Have the people in customer service be helpful. Look into why I don't have points instead of just saying they don't know why. I had just paid my credit card \$200 to try to get room on there to get a dresser for my 9 month old. I didn't have \$63.08 to spend right now and just wish I had of had the chance to change it to a cheaper product. That is it. I would like to keep using the company but wish they would be nicer and more helpful. It makes me feel like I don't matter to them. Just want some kind of better communication. I will stay but for only one more month. Just communication!!!!!!

I became a distributor for It Works Global in March & between March & June purchased over \$1000.00 worth of products draining my savings. I found that there are so many distributors in my area & it was difficult to sell the products & I had bills that were stacking up. So I called customer service to return my items, the 1st representative said that I just had to ship my unopened unused items back & I would receive a refund on the debit card that I purchased the items on but would be charged a restocking fee. After a week I called to find out the status of my refund & the 2nd rep told me they would submit a ticket to find out what was going on. After another week & no refund I called to speak to a 3rd rep who informed me that I would not be receiving a refund because it was over their 30 day return policy. I then spoke to an assistant manager who was at least going to try to get me a refund for a \$500.00 order for me & when I called today I found out that they were denying my refund & were shipping me all my products back. I need the money not these items that I won't use. I am a single mom of 2 & the only one with an income in the household & I have bills to pay. I have explained this to them several times. I did attempt to sell off the products to other distributors in the area & to other people for cost to at least get some of my money back with no luck. I would really appreciate my money back.Product\_Or\_Service: Weight Loss Supplements & Wraps Order\_Number:(b)(6),Account\_Number: ID# (b)(6) --- Additional Comments: DesiredSettlementID: RefundI am willing to eat the cost of all the shipping I have paid & I am willing to pay a 10% restocking fee for the following items. 2 boxes of facial applicators \$49.00/per box2 boxes of the Ultimate body wraps \$59.00/per box1 box chin & neck applicators \$45.00/per box1 defining gel \$45.00/per 3 bottles fat fighters \$23.00/per 2 bottles of Regular (supplement) \$27.00/per1 containers of the Greens (supplement) \$28.00/per2 bottles of It's Vital (supplement) \$29.00/per2 bottles of Thermofit (supplement) \$39.00/perThe Grand total for just the products \$593.00 minus the 10% restocking fee makes a grand total of 533.70 that I would like to be refunded to me.'

canceled products, charged a early cancellation fee, was told I had to wait until product was delivered to canceled.now getting charged late feel was not happy with the product, could not use some of the product due to allergy. cancelled products, paid early cancellation fee. was told I had to wait until shipment was shipped to me and I had to pay for return before i could cancel. i recvd product and sent it back as instructed. now they are charging me a restock fee and not refunding all of my product. they have had my shipment back in hand since June 9 signed for by Tom at the loading dock.. still no refund --- Additional Comments: I would like all my items that I returned credited back to my credit card and no

restocking fee. I already paid a 50.00 cancellation fee and now they want to charge me a restocking fee, when I cancelled it prior to shipping. It was back ordered for 2 weeks. I also paid for shipping back to the company, when I wanted to cancelled prior to it even shipping. I paid shipping through UPS ground, insured.

I have tried to discontinue this product's monthly shipment and they are refusing to do so without a \$50 fee. I can not return the product for a refund and they offer no physical address that they can give out. They are going to continue to charge me for this product that does not work and that I do not want. I spoke with a supervisor, Paula Oneal, in upstate New York (which is all she would tell me about her location). She was rude and uncooperative with my request. I will have to take further action with my credit card company to remove this fraudulant product and it's dishonorable practices. I am sad to say that I have been scammed and I hope I can stop people like this from taking advantage of the public trust. I also found another phone number on the website.. 1-800-537-2395They are claiming I signed a contract with them which I have not.Product\_Or\_Service: weight loss wrap 6/12 and 7/12Account\_Number: (b)(6) --- Additional Comments: DesiredSettlementID: Other (requires explanation)I just want the product to stop shipping and charges stopped on my credit card.'

I have tried to discontinue this product's monthly shipment and they are refusing to do so without a \$50 fee. I can not return the product for a refund and they offer no physical address that they can give out. They are going to continue to charge me for this product that does not work and that I do not want. I spoke with a supervisor, Paula Oneal, in upstate New York (which is all she would tell me about her location). She was rude and uncooperative with my request. I will have to take further action with my credit card company to remove this fraudulant product and it's dishonorable practices. I am sad to say that I have been scammed and I hope I can stop people like this from taking advantage of the public trust. I also found another phone number on the website.. 1-800-537-2395They are claiming I signed a contract with them which I have not.Product\_Or\_Service: weight loss wrap 6/12 and 7/12Account\_Number:(b)(6)--- Additional Comments: DesiredSettlementID: Other (requires explanation)I just want the product to stop shipping and charges stopped on my credit card.'

MY CREDIT CARD WAS CHARGED FOR PRODUCT ON 5--23-12 AND RECEIPT SAID WOULD RECEIVE IN 10 TO 14 BUSSINESS DAY FINALLY RECIEVED ON 6-25-12 ON 5-23-12 ORDER PRODUCT FOR IT WORKS SALES REP. (b)(6),SHE SAID HERE WAS NO DELAY ON PRODUCT ORDERS AND SAID NOTHING ABOUT A \$50 CHARGE TO CANCEL MY 3 MONTHS ORDER, WHICH I FOUND OUT ABOUT WHEN I CALLED THE COMPANY TO TO CANCEL MY ORDER AND TO COMPLAIN THAT DANIELLE WOULD NOT RETURN ANY OF MY CALLS AND THAT IT HAD BEEN A MONTH THAT MY CREDIT CARD WAS CHARGED AND SHOULD HAVE RECEIVED THE PRODUCT IN 10 TO 14 BUS. DAYS. I WAS TOLD BY BRAD THAT THEY WOULD KEEP A LIST OF COMPLAINTS ON (b)(6) AND WOULD CHARGE ME \$50 TO CANCEL MY ORDER AND MAKE ME A LIFE TIME MEMBER FOR MY TROUBLE. I DON'T FEEL I SHOULD BE CHARGED FOR THEIR BAD BUSSINESS PACTICES. MY ACCT#(b)(6)ORDER #(b)(6) --- Additional Comments: TO CANCEL WITH NO \$50 CHARGE AND REFUND WHAT HAS BEEN CHARGED TO MY CREDIT CARD THAT I HAVE NOT RECEIVED I THINK THEY CHAGRED FOR ANOTHER SHIPMENT ALREADY

This company does not honor their advertised deals, and they give you the run aroundI am a distributor for this company. I have had numerous problems with the company not fulfilling orders in a timely manner, refusing to refund money for customers, and being rude. Even customer service reps that I have spoken with told me that the company doesn't uphold their emails that they send out. Most recently I had a customer order something on the 4th of June, she never received the product or told it was on back order. On the 5th she received an email stating that she could change her shipment at any time. She called and asked for it to be changed on the 14th and be reimbursed for the product they previously charged her for. They told her they would refund it. Today is the 20th, they told her that they wouldn't change it, she had to wait for the item to be shipped and it was back ordered and didn't know when it would ship. Then I called, they told me that the company in fact does NOT uphold the emails they send out and to tell my customer 'Oooohhh, I am sorry, you just have to wait.' She now wants to cancel the autoship program because she will not be reimbursed for the product that they were supposed to ship to her, but it will cost her \$50 dollars. This company preys on people who are looking for help with weight loss and they don't follow through. They don't help their customers or their distributors, they also don't pay their distributors. I still have not been paid for product that I sold three months ago, and they tell me that I need to contact the person who pays the money out, but the

company told me that they can't help me, it is actually it works global and they pay out what is sent to them. This company is ridiculous and needs to be shut down. --- Additional Comments: My customer needs to be refunded the amount that she ordered plus because the company who can't fulfill their obligations or their emails, needs to be shut down or change their practices. Since she has been given the run around, she should be allowed to cancel her membership with no cost, but of course, this will never happen. I can not sell for a company who has no integrity and won't reimburse them for a product they ordered and never received.

I refused a package on 11/23/11 and 12/20/11. I have contacted Discover about refunds only received refund for 12/20/11 package. I refused a package on 11/23/11 and 12/20/11. I have reviewed my statement with the refund and I have received a credit on for the 12/20/11 package and no credit for 11/23/11. I called It Works and they told me I could get a credit if I contact Discover, so I called Discover and they filed a dispute but it was not resolved, It Works didnt give me my credit again. It Works has 'auto ship' and I cancelled it after the October shipment, the next 2 shipments should not of been processed!! In the meantime I am getting charged interest for this charge and I will never do business with It Works again, they are a very hard company to do business with. The amount that I should see as a credit is \$84.00 on my Discover Card ending in (b)(6). --- Additional Comments: I would just like my refund for the \$84.00, for the first package that I refused. I did not order these products, the 'auto ship' was cancelled and they still sent me this products in error. Thank you!!

My credit card was charged on 6/6/12 for an order that had not been sent as of 6/27/12 due to the item being on backorder. On 6/6/12, I contact customer service and requested that my order be canceled. I was told by rep: Sally that I couldn't cancel since my order was processed & in the warehouse ready to ship. I told her that I would just return the order when I received it. On 6/27/12, I still had not received the order so I contacted customer service again. I was then told my order never shipped because my item was on backorder. I told the rep that I had requested that the order be canceled 3 weeks prior. I again requested that my order be canceled. Rep: Nicole Olsen told me again that I couldn't cancel because my order was in the warehouse ready to ship. I told her that is what the rep had told me that first time and I wanted my order canceled. She would not cancel the order. Not only did I request that my order be canceled on 2 different occasions, my credit card was charged on 6/6/12 for an order that as of 6/27/12 still had not been sent to me. I believe this company tells customers that orders can not be canceled so they can collect restocking fees. My order # is (b)(6). --- Additional Comments: I want the order canceled as originally requested. If in fact the order has shipped since speaking to CS on 6/27/12, I want a prepaid shipping label to return the order to the company.

Ordered body wraps from this company and was required to order 3 times. Switched to cheaper product never got refund and still charging for other Ordered body wraps from this company and was required to order 3 times. Switched to cheaper product and sent body wrap back. Still getting charged for wraps in 4th month and never got refund for ones I sent back. Talked to rep I got this thru and she hasnt done anything to my knowledge. Now she will not return my messages. Had to go thru my bank and stop payments which cost me even more but had to get it to quit coming out of bank every month. -- Additional Comments: Would like the refund of 64.19 for the one I sent back and them to stop taking out of my account

I signed up for a three month autoship program to take advantage of a cheaper rate of the product. My first two payments went through but only got one shipment of product. Still have yet to receive my may shipment. The company refuses to refund the product that i have not received. When i called them the first time, 2 weeks ago, the lady said i would get refunded because the product had not been shipped yet. I called today to find out what was going on with my account and the supervisor that i spoke to was very rude. Telling me that i was not going to get a refund because it was already shipped, after telling them i no longer wanted the product. I know that i am not the only person having these difficulties with it works. It is a scam and i just want my money back and to have nothing to do with them anymore. Thank you! Product\_Or\_Service: body wraps Account\_Number: (b)(6) --- Additional Comments: DesiredSettlementID: Refund I would like my account cancelled with it works and my money back for product that i have not received.

Since I originally ordered from this company I have been lied to constantly. About delivery, reimbursements from supervisors, Lito & Allison Omalley Initial Problem: May 28, 2012 purchase date & paid for expedited shipping, (the company accepted this money knowing that the product was back ordered & did not inform me of the same) order # was (b)(6) & SKU # was 407 June 8- I contacted the customer service department and they informed me they were back ordered and they had no clue

when they would be in. Offered me \$25 toward my next purchase, but in the notes claimed that it was 25 points off my fourth order. Spoke with a supervisor and they offered to cancel my order at no charge to me prior to the date that this actually shipped a long with a void membership agreement. I agreed to wait until the end of June and then at that time if I had not received it still and it was not shipped yet I would cancel. They also pushed out my next reorder date until the end of July due to the fact that I still had not received the first product. In early-mid July CEO sent out a \$20 credit to all customers July 28, 2012 - second issue Contacted the customer service department and made an inquiry as to why neither of the credits had applied to my order. They stated that both of these had to be applied to a separate order other than the automated order. I stated that why would I place an extra order if I don't even get my original order for 4-6 weeks. Also, I was told in the original call that it was a 25\$ credit that I could use whenever, but apparently the notes that the representative had left had stated otherwise. (an inconsistency that is quite consistent with this company) I got extremely upset and requested to speak with a supervisor. At this time, I told them I wanted my membership cancelled and the order that was placed on 7/28 cancelled as well. Due to the fact that it was placed on the same day I did not see a reason why it couldn't be called in to be cancelled. Apparently, that can't be done. I was told by this supervisor, Lito, that he would get this cancelled and would not charge me for this order or the membership costs due to all the issues I had. I had offered to pay for the membership cancellation as long as I didn't get charged for the current ordered. He said that I would be charged for either. I spelled it out with him just to make sure we were on the same page. I was assured that this would be corrected. July 30, 2012 I check my online banking and I was charged for the order, which threw my whole account off balance especially due to the fact that I only was counting on paying \$45 (approx) and not \$66.95 due to the credit that was not applied. I called up customer service again and requested to speak with a supervisor immediately. I was connected to Alison O'Malley. I requested to speak with Lito, she said that that was not possible because he doesn't work every shift or something of the sort. I ask to receive a phone call or email back from him and she said they cannot initiate contact with customers, I have to initiate the call. I explained everything I had just explained to you about what had gone on and she stated that he did not state in the notes that he would reimburse the membership costs and that he would try to reimburse the reshelving costs. This outraged me, due to the fact that first of all Lito documented the file incorrectly as to our verbal agreement and in addition they were going to charge me a reshelving cost for a product that was back ordered. I expressed my outrage with the company and how unfriendly they were and how I couldn't believe how they lie, cheat and basically steal in order to make a profit. This company is completely fraudulent and I do not understand how anything they are doing is legal. I believe that their actions are borderline criminal if not criminal in nature. They mislead their customers about delivery times and reimbursements and do not allow you to spe --- Additional Comments: I am see

I have tried to discontinue this product's monthly shipment and they are refusing to do so without a \$50 fee. I can not return the product for a refund and they offer no physical address that they can give out. They are going to continue to charge me for this product that does not work and that I do not want. I spoke with a supervisor, Paula Oneal, in upstate New York (which is all she would tell me about her location). She was rude and uncooperative with my request. I will have to take further action with my credit card company to remove this fraudulant product and it's dishonorable practices. I am sad to say that I have been scammed and I hope I can stop people like this from taking advantage of the public trust. I also found another phone number on the website.. 1-800-537-2395 They are claiming I signed a contract with them which I have not. Product\_Or\_Service: weight loss wrap 6/12 and 7/12 Account\_Number: (b)(6) --- Additional Comments: Desired Settlement ID: Other (requires explanation) I just want the product to stop shipping and charges stopped on my credit card.

contract signed is not the one they indicate was signed Signed a contract to buy 1 shipment of product. Company now states I must buy 3 shipments or incur a \$50 cancellation fee. --- Additional Comments: cancellation of shipments

I have returned my unopened product to this business over 13 days ago and have not recieved any refund as of yet. On July 28th 2012 I placed an order from an ITworks employee by the name of (b)(6) in Marrero, Loiusiana. My order number is: (b)(6), Date of Purchase: 7/28/2012, Your Ordered Items : 302 Ultimate ThermoFit \$39.00 407 Skinny Pack \$109.00 \$109.00 Subtotal \$148.00 Tax \$12.95 Shipping And Handling \$0.00 Total \$160.95 She told me i will recieve this product in 4 days. On the same day 7/28/2012, I recieved an email say this. You are joining us at a very exciting time! Our products have never been more popular and we're working around the clock to keep up with the demand!

Unfortunately, we have a few products that are currently on back order and shipment will be delayed for 3-4 weeks. If you've ordered our Wraps or Facials and would like to modify that order in the short term, please call our Customer Support Team. Otherwise, these amazing products will be at your door in just a few short weeks. We sincerely appreciate your patience. Loyal Customer Support: 800-537-2395 Distributor Support: 800-581-5469 We are so excited to welcome you into our It Works! family!Mark B. Pentecost CEO So, i immediately wrote back and said please cancel my order because i dont want to wait 3-4 weeks for this product. i got no response. So I call 18005372395 and spoke to a customer service rep, who was absolutely horrible to me. She lied to me 3 times during the recorded phone call, she said my order was being packaged up today to be shipped out, then she said the package already left the building, then lastly she said the package was already on the truck. That all impossible for that to happen on a 20 minute phone call, so I asked to speak with a supervisor. I spoke will a gentleman, i didnt get his name, he said he has taken me off auto shipment,(which i didnt ask for)and he canceled the order, well low and behold i received an box with the order in in about 10 days later. SO he didnt honor my request, so i called back, he told me if i didnt want it to simply reurn and get a full refund .The very next day on the August 8th i paid to have it shipped exactly where it came from which was LAWrenceville, GA. I sent it with a letter saying I was disappointed in the service and the fact that I keep getting lied to and I need a refund ASAP.I have not heard anything from his company. I want my money back ASAP. --- Additional Comments: A complete refund for the product and also refund my express shipping that I paid to expediate the package and delivery confirmation.Thank You'

CREDIT ON RETURNED PRODUCTRETURNED PRODUCT OVER 2 MONTHS AGO, STILL HAVE NOT RECEIVED CREDIT. THERE WEBSITE GIVES NO DIRECTIONS AT ALL FOR RETURNS. DO NOT HAVE TIME TO WAIT ON THE PHONE FOR ONE OF THEIR CUSTOMER SERVICE REPS. IMPOSSIBLE TO CONTACT ANYONE. --- Additional Comments: I WANT REFUNDED THE PRODUCT THAT I RETURNED TO THE BUSINESS.'

A product credit of \$20 was showing online however it would not allow for you to use it. When you call the (800) 537-2395 they tell you it is expired.I had a credit of \$31.40. \$11.40 was Perk Points. \$20 was a Goodwill credit. The Product Credit Ledger showed a balance of \$31.40 however when trying to order online it wouldn't accept the amount. So, I called (800) 537-2395 and they said that it expired on July 31 and a distributor was to have let customers know. That is all fine and good, however, I was not informed and it is still showing online in other It Works accounts. If you are going to take it away, take it away online. It is misleading and bad business. When I informed the supervisor of the fact it was still showing online and I wanted the balance, he told me to 'refresh' my page -so I did and he'd manually gone into my account and removed the \$20!!! So, therefore it made the total go down to \$11.40 while on the phone and making my complaint. If they are expiring the \$20 product credit then fine but they had better make sure that their web sites are coinciding with this expire!!!! It was unreal the way that I was treated. I cancelled my account. They can keep their \$11.40. My account number is (b)(6). --- Additional Comments: I simply want the \$20 credit and the \$11.40 to apply toward a bottle of their defining gel. It is not like I was asking for a refund. I simply wanted to use what my balance showed - until he manually deleted it!!!

7/30/2012 Back on April 2012 I authorized purchase of their wrap applicators for the amount of \$45.00 plus tax and shipping fees total of \$51.15 for the month of April through June they have been consistent of \$51.15. I did not receive any notice of a price change for the month of July for \$61.66. Which I did not authorize the new amount of \$61.66. Due to the change of price it has left me with insufficient funds of \$33.65 ( the breakout balance of \$33.65 is based of \$58.65 and the new transaction of \$61.66 put me in the negative \$3.01 and the bank's fee of \$28.00 total of \$33.65 ) I tried Two attempts for 'It Works!' customer service to assist me on this matter regarding the non-verification of the price change and compensation of the bank fee, both attempts failed. I Never authorized the current amount. --- Additional Comments: DesiredSettlementID: Other (requires explanation) Compensation of the bank fee.

Refusal to discontinue shipping of productI contacted this company to tell them their product does not work for me. They stated that I must accept one more shipment of the product before I can cancel or their will be \$50 cancelation charge. The product only costs \$50. Thus I can either take the product or not. Either way they are going to debit my card at least \$50. I went through three tiers of customer service and got the same answer. Their product does not work and it is a scam. --- Additional Comments: Stop debiting my account.



I received there defining gel that makes some pretty strong claims on the box. 'Immediate and progressive results with continued use.' 'It also makes several other claims and guarantees on the side of the box. I paid \$52 for the product with shipping and am completely unhappy with this product. I feel that it is a scam....seeing that not one of their claims on the side of the box held up to be true. I requested a refund for the product and they said they would not issue me one because the product had been opened. However, how do you know if a product works or if you are happy with it if you don't open it?? So basically I've concluded this company has false advertisements and false claims with zero customer satisfaction guarantees. It's a complete rip off. --- Additional Comments: I am requesting my money back for the defining gel \$52 for the product and shipping and an apology from the company for their extremely poor and basically non existent customer service. I feel that I have been taken advantage of and am at a complete loss with this product.

Customer service representatives repeatedly provide me with incorrect information and then do nothing to correct the problems caused by their errors.I have had nothing but problems with the company since beginning business with them in April 2012.The reason for this complaint occurred today - July 20, 2012.I had an auto-shipment agreement with It Works. They will automatically ship products of my choosing to me every month until and unless I change that. On July 15 I received an email stating that this month's auto-shipment was scheduled to process in 5 days and that any changes I wanted to make needed to be made no less than 2 days prior to the auto-shipment date (July 20). I logged into my account and zeroes all items - as I was instructed to do by It Works CSRs. On July 20 I received an email stating that my auto shipment order had been processed. I called customer service immediately to have this order canceled as it should never have been processed to begin with. I was told to call back in 5 days as the order was in processing and could not be cancelled until 5 days from now.This made NO sense to me and I asked what would happen if the order shipped out within the next 5 days. I was told that if that happened, I would have to wait until I received the order, pay to return it and hope for a refund. I immediately canceled my account.I called my credit card company to see what I could do. This order was processed without permission.The Dispute Department told me they, unfortunately, couldn't do anything to help me unless I (a) did not receive the product or (b) the company refused to process my refund. They also advised me to contact It Works to request either an email or a written letter confirming my account cancellation. Without written confirmation of the account closure any further orders like this one would be difficult to dispute - confirmation numbers and conversations don't hold much water unfortunately.I called It Works again and asked for an RMA# and the address for returns. I then asked for an email or letter confirming my account closure. I was told they are not able to do that.I asked to speak to a supervisor.I asked the supervisor for a letter. He told me they don't do that. I informed him that my credit card company advised me to get a letter and that I didn't trust their word given all the problems I've had in the past. The supervisor told me I could email suggestions@itworks.net and 'Hope for confirmation.'I told him that any time I've emailed ANY of the addressed listed for It Works, I get an auto-response telling me to call customer service. The supervisor said that was my only option.I've emailed and am awaiting a response. --- Additional Comments: I would like ALL charges generated from the wrongly processed order refunded to my credit card (\$57.60 USD).I would like the cost of returning the order reimbursed. (My Visa company has credited me \$30 to pay for the return. I do not expect to be doubly reimbursed. If I am reimbursed for the shipping charges by It Works, I will be more than happy to call my Visa company and have them take the \$30 they generously gave me back.)I would like confirmation IN WRITING that my account has been closed and that NO further orders will be processed.

I never received a product I ordered and the company would not issue a refund or resend the product.An order was automatically placed July 17th for \$53.95. The package shipped out 24 July. After waiting several weeks I contacted the carrier (FedEX) to see where the package was. They notified me that their last record of the package was on 31 July and that I should contact the company to receive a refund or have the package resent. I sent an email to the company and received a generic response not indicating whether they were going to rectify the situation or not. A couple days after the email I decided to call the company directly. When I spoke with customer service they informed me that they refunded my product minus the shipping and restocking fee. The total refunded was \$40. I asked why they did not refund the entire amount. The product had never been delivered. They claimed the product had been refused at delivery. I responded by letting them know that the product had never been delivered and would not have been refused. She placed me on hold and came back to the line ADMITTING THE PRODUCT NEVER REACHED MY HOUSE. She said all she could do was put in a

request to see if the company would refund my money. This is not an acceptable fix to the problem. I asked to speak to her supervisor. The supervisor refused to refund my money. Said he would put in a request and if we were to word the request right we could get lucky and I would be refunded. This is unacceptable. I should have a full refund for a product I never received and never returned or refused. They have the evidence showing my case is legitimate. --- Additional Comments: I want my entire \$53.95 refunded and processed immediately. I also think this company needs better customer satisfaction policies because this is absurd. I should be given further monetary settlement just because this way of doing business is (for lack of better word) DUMB.

Incomplete follow-up regarding various requests Contacted ItWorks on 4/24/12 to advise Applicators were making me sick. Requested RMA to return Product. I shipped newly packaged never open applicators same day per their instructions via UPS tracking #(b)(6). Never heard back anything. Called, Ticket #(b)(6) was issued. Again no response. Called again. Was told Product over 30 days could not be returned and my return would be shipped back to me. Never received my shipment. At the time I requested this return the customer service person confirmed that I wanted to cancel my monthly autoship. I said yes. There was no other information shared by the customer service person at this point. Last month I placed order #(b)(6) using my auto ship points for product. Customer Service person confirmed my order but again I received nothing. When I called today 8/25, I was told the order was cancelled because my points expired 30 days after cancelling my autoship. I was not told this policy when my autoship was cancelled nor did the customer service person taking my order tell me about. NO communication regarding this order until I called again today--waiting over 25 minutes, which is very normal with every call to this company--then I was told why they didn't ship. I asked why I was never informed of the cancellation and the customer service person said that they cannot make outgoing calls. I told her that they have my e:mail account that they used for all other correspondence and could've easily used that to notify me of this. I also advised that my return shipment was never returned to me and again there was NO correspondence regarding this either. The most concerning part is that this product started making me sick and they had no concerns. Poor/False communication and absolutely no follow-up make it even more concerning. Everytime I call and hear the Customer Service Person say 'We are here to make you Smile' makes me even more upset as there is obviously no truth to that. This complaint is a last resort as it is hopeless getting any clear results with this company. Even the distributor that I signed up under has left the company due to very poor customer service support. Sincerely, (b)(6) --- Additional Comments: Get my \$413 back for the Applicator product I returned on 4/28/12 UPS Ticket #(b)(6). And the UPS Shipment Cost of \$19.04 Ship my Point Order (b)(6) for Greens and Ult Profit Products, to me. Thank you

I was told that I could join this program for \$179.00. I was billed for over \$700.00. I was told by the representative of itworks global in O'Fallon, MO, (b)(6) that I could enroll in this program for \$179.00. I gave her my Credit card information and the next thing I knew, I was billed for over \$700.00. (b)(6) refused to reimburse me. --- Additional Comments: I have three unopened boxes sitting here that I would like to return to itworks global and have them refund all of the money they charged my credit card plus return shipping.

Tried to stop autoshipments and autobilling when my contract was fulfilled. I was billed repeatedly and told I was going to be charged return fee. In June of 2012 I logged into the It Works website and logged into my account ClarValentine92 to change my address and billing information and to stop the next months autoshipment because I was moving. I noticed in July that I was billed \$48.74. I called to ask why I was billed when I had cleared my autoshipment only to be told that the website does not stop autoshipments and that I had to call to make changes like that. Otherwise the company will just ship and bill you for whatever it was you had ordered the month before. I asked why the website didn't say that and why I was given the option to have nothing sent when it was going to send me something anyway. I was told that they were working on it. So I asked for a cancellation of autoshipment and a change of address since when confirming who I was she had my old information. She did that and gave me the confirmation number #(b)(6) for my account to stop autoshipments. I was billed \$48.74 again in August and when I saw that I called the company straight away to ask them to why I was billed. They told me they were sorry and that I could send the product back but I would be subject to a restocking fee. I asked them if they could please just stop the order and was told they could not. I asked if the product had been shipped already and they said it was processing but that there was no way to have the shipment stopped unless I could call the warehouse on the day it was due to be shipped and stop it there. I had the rep put in a ticket to cancel the shipping and she did giving me the

confirmation #(b)(6). Meanwhile they still shipped me the product, to the wrong address. I called to cancel my account with them completely because they kept billing me, they were going to charge me to send things back I didn't want AND they were still sending their products to the wrong address. I was given the confirmation number #(b)(6) when I cancelled my account on 08/06/12. I received yet another package last Thursday, 08/23/12 that had been forwarded from my previous address. I am expecting to be billed for it soon. I am putting a stop payment and shipping it back. The Service reps are nice on the phone but they don't do anything to help you unless you're ordering. The company seems to only be good when it's taking money not when the money and payments are stopping. I have no problem with the product but a huge problem with their tactics. I would have stayed a customer with them IF they had cooperated and just stopped the shipments and billing when I needed them to. --- Additional Comments: I want full refunds for the products I'm returning without a restocking fee. That would be 2 bills of \$48.74 plus shipping I need back. I had called and put in a cancellation request, I had kept my information updated and let them know I was relocating as well. I should not be penalized for their mistakes. PERIOD. I also am forced to put in a stop payment in my bank account at a personal charge of \$30.00 because they will NOT stop sending me and charging me for things I have no need for at this time. So I would like a good faith repayment for that fee as well. In total I feel that It Works Global owes me \$127.48 minimum. The products are fine, the business is not. I do not like having to spend my time on the phone, only to have my requests ignored anyway. Nor do I like having my money taken from me for things I do not require or want.

Filling an order that wasn't placed and charge made to my debit card Complaint #1. Back orders received 6 weeks after my debit card was charge. Complaint #2. I removed my auto ship for the month of September. It is always processed on the 4th. I checked my bank account that day and they had charged my debit card 116.36. I called to say that I had removed my auto ship for the month and that I had placed a call on 8/4 to ask them to cxl the order for 8/4 but, they said they could not. Since I did not remove from auto ship I said ok and accepted the shipment but sd do not ship Septembers and I removed all items. They put them back in and charged my account. When I called for a reverse in chg and to cxl the order that I had not placed they simply kept saying I'm sorry but I can't help you. We can not do that, would not tell me why, had no explanation. I asked to speak to someone above Margie O'yupik and she refused stating everyone there would tell me the same thing. I asked for the name of the president and she refused to give me that as well. I did not expect this charge this month and now I am going to have several NSF charges because of this. I demanded a immediate temporary credit and to cxl order that I know was not yet processed because the charge just came in that morning on an order I DID NOT PLACE. They should have a record of me calling on 8/4 and I believe I spoke to Tesha or Tara to ensure I would not have shipment in September and as stated took everything out of my autoshipment order and they put it all back in and processed the order anyway. I told Margie I would be contacting the BBB and she said go ahead, you still will not get a credit, you can send back the items with a 10% restocking fee. Please help me get this company to do good customer service practices and honest ones as well. This company is very shady. There are several girls in my office that are considering contacting BBB as well over various activity such as this. --- Additional Comments: I want a complete refund of 116.36 and any NSF charges I may incur from this charge. I already have incurred 72.00 I have also contacted my bank and they are looking into this as well.

Refuse to fix mistakes they made Comoany had charged me for two separate orders and couldn't tell me why. When I asked them to stop the order that they mistakenly charged me for they said they could not once an item was paid for, I would have to wait for them to ship it then pay to ship it back along wi a 10% restocking fee, then I could call back and request a refund but nothing was guaranteed. (the order shipped 9 days after asking them to stop it) about 2 weeks after speaking to them waiting to get the packages I had a s,all paper in my mailbox from the post office saying they couldn't deliver the package and that I owed postage. When I went to check the order, I saw that they had sent it to the wrong address. I called in to IT WORKS GLOBAL and asked them why this happened and the rep toldme she didn't know. When asked if they would refund the extra amount owed due to the shipping to the wrong address she told me they don't refund shipping costs. I continued to explain that THEY MADE THE MISTAKE not me so they are responsible for the extra amount. She told me she could send a request but again nothing is guaranteed. So even though they make all kinds of mistakes they refuse to take care of them. --- Additional Comments: Pay for the shipping of products back to them since they won't stop it before it ships, refund my money and waive the 10% restocking fee.

I just wanted to try the product and it looks like that I was enrolled in 3 automatic shipments of \$295 each and \$50 membership fee .I just wanted to try the product to see if it works for me .I got the 1st shipment and I gave it a try and within 3 weeks I noticed that the program that they were talking about did not work for me .I called the company and asked to see if I can send the product back .They told me that they could not take back anything that I opened and tried out ,I asked the lady to cancel my future orders ,I was told that my next order was already shipped to me and if I wanted to cancel the order ,that i would lose my \$50 membership fee .I told her that I did not know anything ,about membership fees and why would you charge membership? She told me that in order to get the great price they gave me ,that I would have to enroll.I told the lady that I was filing a complaint with bbb and state attorney general and she told me that there was nothing she could do about it After I got my credit card statement I found out that the lady had lied to me and the second order was never shipped to me ,and I was still charged the \$50 fee.the order date was 06/05/2012 shipping date 06/27/2012 order #(b)(6) payment \$295.74and the address for the company was 33-stiles lane North Haven CT 06473 tel #1-800-537-2395. They had pronounced my name wrong they put down (b)(6). --- Additional Comments: I would like to get The \$50 membership fee would like to get the \$295.74 for the product that I tried and did not work for me and I will ship back what ever product left .

They are refusing to refund me my money after I have returned the defective products and distributor kit

I had rapid dehydration after using the product, taken by ambulance to ER. Company will not refund my money and release me from contract.I went to an It Works spa bodywrap party. I paid the sales rep \$25.00. I decided to purchase the bodywrap product. The sales rep had me fill out one paper. This paper did not specify the terms of their contract for an automatic shipment order.The part where I signed my name only indicated the charges for one package. I had to write down my entire credit card number which is entirely unsafe because I asked the sales rep if this paper would be shredded due to having my credit card number on it. She said she didn't have a locked box to store it in or a shredder. I told her that someone could easily steal my credit card number.I left the bodywrap party and within a couple of weeks I received my first package of bodywraps. After using the body wrap again and following their instructions, I experienced what the ER doctor said was rapid dehydration. I had diarrhea and vomiting at the same time. After this vomiting continued for an hour, I couldn't move my arms or legs and I fell. My husband called 911.After getting out of the hospital, I called It Works to tell them what happened. The customer service rep said that I am under contract and even if I return an unopened package I will have to pay the return shipping, a restocking fee, plus a \$50.00 cancellation fee and if I don't cancel I will continue being charged every month.I asked to speak to a supervisor. I remained on the phone with the customer rep for approximately 45 minutes while waiting to talk to a supervisor. Finally the customer rep transferred me to a phone queue for a supervisor. I was on hold for over an hour and no supervisor came answered the phone.I called back today and talked to Felicia. She attempted to get a supervisor to talk to me and she said no supervisor was available. --- Additional Comments: Before I hire an attorney to sue for medical costs incurred and pain and suffering to myself and my family while I was in the hospital, I'm trying to resolve the issue.I want nothing more to do with It Works Global. I am seeking a refund for all the unused products that I have. I will return the products to them at their expense. I want them to remove my account information from their database which includes my credit card number. I want them to CANCEL my automatic order. I am also seeking reimbursement for my phone bill charges for the long phone calls and wait times on hold.Here is a list of my demands:Refund of unused products- \$135.04Phone Bill usage 120 minutes of my cell phone minutes- \$120.00I will await a response from It Works Global and the BBB before I contact an attorney.

I ordered their product it didnt work,,We had that they kept charging for prod i did not getI bought the stuff in early may received the first package ...it never worked then i noticed that they kept charging me,...never received the prod....phoned them and told them said they would send 2 replacement paks and at the time of phone approx the 20th of July they told me one was at the border...and that they were sending 2 replacement packages,,was told by supervisor penny oaks that I would receive a FULL refund in the amount of 225.00 once I sent all the packages back..I did that once I received the final package approx the end of Aug and I sent all three packages back on Sept 1 now they are trying to tell me that I cant get my full refund --- Additional Comments: I want all my money back

Still waiting on refund from june and july of this year.did not accept packages from june or july of this year. marked them return to sender. call customer service to let them know i canceled my orders in aug. they appologized for the inconvenience and stated it would take approx 60 days for refund. Called

again today and was told they didnt get marked back into the warehouse so there was no way to get my refund. --- Additional Comments: i would like a refund for the last 2 shipments refunded onto my credit card. You should be able to see at least the call i placed trying to cancel these orders as well as they should be in your warehouse somewhere.'

One of the It Works Independent Representatives came to my house for a demonstration I had won at a Charity raffle. The intention and conversation I had with her (Melissa Bigalow) when filling out the contract/order form was to order one order of the body wraps and then later I could always order more, become a loyalty member for a 3 month recurring order, or order different product she demonstrated. Therefore I was extremely unhappy when I began receiving a shipment every 3 months after my initial order. My unhappy turned to anger when disputing charges with my bank I was informed I had 'checked' the box for loyalty customer (3 month supply) which the company provided my bank. This is an outright fabrication on the part of the Independent Representative. I marked no such thing and had a very clear conversation with her while filling it out. I have since returned to sender all 3 boxes, which they say they know nothing about, and have the documentation from the post office for the tracking number to prove their return. Now I have no product and yet no refund from this disaster. This has caused 3 instances of \$68.14 to be taken from my account which is a total of \$204.42. This is unacceptable. Product\_Or\_Service: body wrap --- Additional Comments: DesiredSettlementID: RefundI would like the full refund of \$204.42 which represents the 3 charges of \$68.14 from my account. I have the documentation from the post office to prove the return to sender. I do not have the product in question. This was a gross misrepresentation and I will never purchase anything from this company again and have already passed this information on in social settings. This needs to be rectified immediately.

Waited more than 30 days to receive product, I requested a cancellation & refund. Supervisor indicated to return received email 'too old to refund' After waiting more than 1 month (which was 1 month later than promised delivery of product), I contacted It Works to cancel order. Was told that order could not be canceled because it was in processing and that once I received the order I should (at my own cost) ship the product back, not to refuse the shipment as that would take longer to process. I did as instructed, and 3 weeks later received this email (in its entirety:)  
From: EmilioD <emiliod@itworksglobal.com>  
Date: September 10, 2012 1:36:43 PM (b)(6)  
<pb42499@yahoo.com>  
Subject: Too Old To Refund  
We have received your MONTH order back as refused. Below is our Return Policy. As stated, we cannot refund this order since it is outside of our 30 day return policy. Please advise where you would like this order reshipped to (and please be aware that you are responsible for the shipping costs). If you have any questions, please feel free to contact Customer Service. Our number is listed below.  
6. Product Return Policy  
Since our products produce different results for different people, we do not guarantee specific results or offer a money-back guarantee. Please follow the directions with each product you receive and use our exclusive product coach to answer any of your product usage needs. Please note: the Applicators are a cosmetic product and can not be returned once the plastic wrapper is opened. To receive a refund, all products must be returned within 30 days of purchase in re-saleable, un-opened, 'new' condition. The customer is responsible for all shipping costs. There will be a 10% re-stocking fee applied to all customer returns. Orders that are refused by the customer and sent back as "Refused, Return to Sender" will not qualify for a refund. The customer is responsible for shipping the order back to It Works if they choose to return it and it is recommended that delivery confirmation is added to the shipping. For orders outside the U.S. there will be no refund of taxes paid. Thank you, and keep up the good work!!!  
Emilio D Senior Representative, Customer Service USA and Canada: \* LOYAL CUSTOMERS: 1-(800) 537-2395\* DISTRIBUTORS: 1-(800) 581-5469 Australia: 1-(800) 750-398 /  
auinfo@itworksglobal.com Ireland: 1-(800) 816-026 United Kingdom: 0-(800) 098-8925 / euinfo@itworksglobal.com 5325 State Road 64 East Bradenton, FL 34208  
IMPORTANT NOTICE: This message is intended only for the addressee and may contain confidential, privileged information. If you are not the intended recipient, you may not use, copy or disclose any information contained in the message. If you have received this message in error, please notify the sender by reply e-mail and delete the message. This company is not living up to the details of their own contract, as monthly shipments should occur monthly, not bi-monthly and should have honored my refund as indicated on my phone call with a supervisor at their company. --- Additional Comments: Refund of full purchase price

It Works charged my account 108.91 without prior approval by me. On 8/29/12 It Works charged my account 108.91 for an auto shipment. My husband (whose name the account is in, (b)(6)) and I did become distributors for the company in January 2012. We very quickly decided that it was not for us due to the company's inability to ship products in a timely manner. We emailed our upline and spoke with the company. We have not ordered anything from the company since February. The account we used with this company is an account that we do not use very often. On 8/29/12 I transferred some money into that account to make a business purchase which I then made 15 minutes after transferring the money. Within that 15 minute span, It Works got to my account first and billed me for this auto shipment that they still had me on. I had cancelled, they should not have had me on auto shipment. How could I possibly still be on auto shipping after 6 months of not having any activity and us cancelling our account? Further more there was no warning that they were doing this. Usually companies will send you an email prior to charging your account. I called the company to try to get the shipment stopped and get a refund. I spoke to a Paula O'Neil (after being put on hold for almost an hour). She told me the product had not been shipped but due to security reasons, they had no way to stop the shipment. They told me I will have to wait for the box, (which if it takes as long as normal, will be weeks), I will have to pay to ship the box back to them, and then I will receive my refund. They claim I never cancelled my auto shipment, but had record of me cancelling my esuite account. They claim they have been trying every month since February to charge me for my auto shipment. I did cancel my account. I have never received any emails saying that they were unable to process a charge for an auto shipment. If they had emailed me, then I would have been able to remind them that my account had been cancelled. This is very poor business practice. Sincerely, (b)(6) --- Additional Comments: I would like my \$108.91 refunded and if I have to pay to ship this box back, then I would like that to be refunded to me as well. If I incur any bank charges for the transaction that was not processed I would like them refunded as well.

The company gives product credit and does not honor it when you go to use it. After 6 months as a 'loyal customer' you are to be given \$50 perk points which can be used to order \$50 in product, after 1 year you are given an additional \$150 perk points for another \$150 in product. At both occurrences I was never given my credit. After several phone calls and waiting for a result, I received my product credit. When I logged on to use my \$200 in product credit, the order would not go through and it told me that the credit was not available, even though it showed a product credit balance in the amount I was trying to use. I called in to customer service and she told me that it had expired and was no longer available to use. She spoke with a supervisor and they still denied my product credit balance. --- Additional Comments: I want my product credit balance of \$243.80 to be available and allowed to be used.

I returned a package on 7/12 and as of 10/9/12 I have not received my refund of 06/04/2012 Debit Card Debit 122.32 I was a member of Myitworks and returned a box of body wraps. I called the 800-637-2395 toll free number and inquired how to return the package. I was instructed to return package directly to address on shipping label which I did 7/12/12. I have called this company a number of times and get a completely different answer each time as why I have not received my refund. This is approaching 90 days and this is unheard of in the industry today. --- Additional Comments: I am extremely frustrated beyond belief. The people I talk to get information are extremely rude and when I ask to speak with a floor lead or supervisor I am told they are not sure anyone will talk with me. I want my full refund plus the money I spent to return the package of \$9.96.

Need It Works to cover the overdraft fee they caused me. They were notified in advanced. I called It Works to let them know that I was closing out an account and gave them plenty of time to change it but the girl that I worked with apparently did not do it right and not they cost me an overdraft charge that is continuing each day due to their mistake and they told me there is nothing they can do. This is not excepted due to their employee mistake. I am asking for them to cover the overdraft charge that is adding up very fast. I have a \$35.00 charge and \$7.00 x6 so far for being late. --- Additional Comments: I am seeking the overdraft charges they caused.

Shipped me & billed me 4 product I did not order. Told me to return product at my expense. They agreed they were wrong & promised to refund difference. 9/26 I received email confirmation of my order, which was not what I ordered. They had shipped me SKU 111 Ultimate Body Applicator at \$59.99 plus \$4.13 shipping and handling. I emailed my personal Rep, Teresa Davis and told her what occurred. She replied that she had called them and they told her I could return the Wraps that were sent to me in error at MY expense. I told her that was not right, that I should not have to pay return for their error. I called them, Loyal Customer Toll Free: 800-537-2395 Rep Margie. I told her I had changed my

automatic order on either the 22nd or 23rd, within the guidelines of my agreement, and per their email, and ordered SKU 211, Repairage @ \$39.00 plus \$2.73 S&H. I gave her the order number and the credit card number that was showing on my account. She told me the order #(b)(6) showing on my account did not belong to me, nor did the CreditCard # ending in (b)(6) belong to me,(which I knew) nor did the CC# belong to the order #. I told her I was currently looking at this on my account, and requested an email to send a screenshot of my account to. She told me again that I was to return the wrong shipment at my expense. I disagreed. I Said I would return it, but not at my expense. After several holds and talking, the end result was they would ship the correct order, I was to keep the wrong order, and they would refund the difference of \$21.40. I emailed my personal rep and told her that the customer service department went above and beyond, as I did not want something for free, but did not feel responsible to pay return shipping on something I had not ordered.10/8 I called, Rep Dan. I explained that I had not received my credit. I again asked for an email to send the screenshot to of what was showing on my account. He advised me the first request had been entered incorrectly, he would resubmit it and I would see my credit in 48 hours. He provided me ticket #(b)(6) for future reference.Today, 10/15 I called and spoke with Rep Alex. He advised me that my account says No credit will be issued. I explained the situation again, and he placed me on hold, again. He came back on and asked me if I had both the erroneous order and the correct order in my possession. I said YES. He advised me again, that no credit would be issued. I asked to speak to a supervisor. He put me on hold AGAIN and came back and said that they would send me a call tag so that I could return the erroneous order. I advised him that that is what I had requested 3 weeks ago, they refused to pay for return shipment 3 weeks ago, and since they had gone back on their word after refusing to pay for the return shipment, I would keep the product, they could keep my money, and to cancel my loyal customer status and I would not order again.I have all correspondence via email with my personal rep Teresa Davis. I have screenshots of my account, showing exactly what I ordered, and what I was SUPPOSE TO BE CHARGED. I have copies of the emails they sent to me as well.I told them repeatedly on 9/28 that I would return the product that they sent me that was wrong, but I would not pay for the shipping as it was their mistake, not mine, and they agreed it was NOT MY MISTAKE. THEY offered to replace what they sent with the correct product and refund the difference.I explained again on 10/8 that I would return the product that they sent me that was wrong. They insisted they would refund the difference.The customer service is horrific. They stated they would do one thing, but did not follow through. I was forced to pay for something that I did not order, that THEY agreed I did not order, and offered to make it right. 3 weeks later, they change their minds and verbal contract. --- Additional Comments: I want the difference of \$21.40 refunded to my credit card as they promised.I would be more satisfied with a

They have charged me for \$49.05 in September and October for product I never ordered or received.I joined It Works Global in June 2012. I ordered products online through their autoship program and paid for them. At the end of August, I changed my autoship to send me nothing as I was moving. In September and October they shipped me product (to my old address) and charged me for them. After 1 1/2 hours on the phone, they would only give me credit for September. I was told they would not credit me for October because it was in the process of being shipped out (was not sent yet) to my old address and would not credit me until I returned it to them. I explained that 1. I did not order it and 2. It's shipping to a place I do not live and 3. It has not even left their warehouse yet. They refuse to give me credit for this product that I will not receive. --- Additional Comments: I would like my refund of \$49.05 for October 15, 2012 order. I would like to confirm they are crediting me back for the September order of \$49.05 since I will not receive any.

It Works! used my debit card unauthorized twice to obtain approximately \$160 each time. I was refunded one time, but they refuse a refund this time(b)(6) was the rep who took my one time order for a product. A month later I received another shipment in which I did not order and my debit card was charged \$160. I called and through hassle was able to return the package and then a few weeks later, my card was finally credited. I was told I would be cancelled from the auto ship program and I stated I never signed up for it. Apparently, my signature had been forged by someone. A month later, here comes another package and my card is charged again. I call the company again explain the situation and am told to return it for a refund but I need to pay for return shipping again. I said absolutely not, so they said they would email me a shipping voucher. After three failed attempts to send the voucher, I said forget it, I'll pay for shipping myself. I shipped the package 2 months ago priority mail and have called three times and they say they have never received the package. The company is shady and I

don't believe this. After talking to two acquaintances, this type of situation has happened with them as well. I haven't heard one positive thing about this company. --- Additional Comments: \$175- the value of the product I returned and the amount my debit charged was charged plus the shipping I had to pay twice',

I was not happy with the products I had been receiving. I did not feel they worked for me. I spoke with the company on July 20, 2012 and was advised how to proceed with a return. I was told to return the items with a tracking number, which I did. I was not told of any deadline for returning items, but I did return the items within 30 business days. I called the company again and was told that the first return had been received on August 20, 2012 and the second return was received on September 12, 2012, but that it takes 30 days to post. Giving the company the benefit of the doubt, I waited until I received my November credit card statement (more than enough time for a credit to appear). I called the company again today November 19, 2012, spoke with a supervisor and was told that it was now too late to issue a refund. That the returns were outside of the 30 days. The products I returned cost me \$302.00 without shipping charges. I paid \$21.90 in return postage. I told the company I would accept \$272.00 as a refund because I expected a 10% restocking fee to be charged. I was told there was nothing they would do other than return the products to me and charge me shipping. The company has the product and my money. Product\_Or\_Service: Weight Loss products Account\_Number: Account (b)(6)

I was never told I would be charged monthly for this product, I thought it was a 1 time thing. I went to a 'Body Wrap Party' on October 20, 2012 hosted by a independent distributor (b)(6) I had a wrap done but had to leave early to get to work. I did place an order for a 4-pk of body wraps and fat inhibitor pills. I gave my order form and credit card (master card) info to (b)(6) - I asked that she call me with the total as she had to do the tax & shipping. I never received a call but didn't think much of it as we all get busy. I received my items shortly after with a invoice telling my how much it was (\$94.23) this amount was taken from my account on October 23, 2012. I thought that would be all but no! I checked my bank account like usual yesterday (11/25/12) only to see another charge on my account for \$94.23 from 'It Works Global' on November 23, 2012. I immediately got in contact with Cindy who told me that what I purchased was a monthly commitment. I am upset because I was NEVER told this when I placed my order. When I then asked (b)(6) how to cancel she told me if I want to cancel for this month that I would still be charged \$50 or she could switch me to fat blockers (\$23) for next month and then cancel me. I told her I needed to cancel this month as I was not aware it was a monthly commitment and I had to borrow money as this charge made my account much lower that I anticipated and in risk of over drafting. She then gave me a number for customer service (616-281-1900) in which I called and was told my an automated service I needed to call a new number (800-537-2395), which I then called. I was then told by another automated service that call volume was high and they were unable to take my call at this time, I would need to call back at my earliest convenience. I have also contacted others who were able to stay at the party until the end; 2 told me that (b)(6) never mentioned anything during her presentation about monthly charges, 1 told me that she had a lot of questions so when she talked with (b)(6) for 20 minutes she was then told that it would be monthly but she could cancel anytime. I will still be attempting to contact customer service but the way it is looking I will be unable to speak to someone. --- Additional Comments: I am asking that 'It Works Global' refund me my \$94.23 + \$50 for which I had to borrow so that I did not encounter a bank over draft.

I made my first order from this company on 2/16/12 when attending an 'It Works' party. The distributor explained that if I ordered for three consecutive months on an auto ship program I would get a member savings and could even change the products every month. She also told me that after the three months I did not have to order every month and could cancel the auto ship anytime after. So I fulfilled my commitment for the three months and also ordered an item on the fourth month. This fourth order did not work for me so I deleted it off the autoship so I wouldn't get another shipment. Well, another shipment for the same item came anyway on 5/15/12, so I logged onto my account to check it and it was still on the autoship, so I deleted it again, and actually saw the item delete off the autoship. I contacted 'It Works' by email and waited for a response but did not get one. In the meantime I received yet another shipment on 6/15/12. I checked my account and it was back on my autoship, so now I have two more shipments of this item that I had deleted off my autoship and did not want. I emailed 'It Works' again and got a response telling me that I have to call to cancel this item. So, I called to cancel and said that I was going to send the two shipments back for a refund of \$60.90. I sent them back on 7/9/12 and was refunded \$27.55 in my account on 7/28/12. They still owe me a balance of \$33.55. I



have email them twice since and sent them a letter and have still not heard from them or gotten the remainder of my refund. I also earned 'perk points' and asked how to redeem them, but never got a response for that either. I also told them none of the products worked for me. I guess 'It Works' don't care about their customers and just like keeping their money when they have the product back. Bad Customer Service, if you ask me!Product\_Or\_Service: It's VitalOrder\_Number:(b)(6) on 5/15/12Account\_Number:(b)(6)

It Works Global is a direct sales company that, via innocent independent distributors, sells products they claim assist in weight loss, better health and other life improvements. On October 10, 2012 I bought a 3-month supply of a body wrap product they say causes weight loss. My Master Card was charged \$185.29 for the first shipment. The product caused a severe skin rash, so I discontinued use and contacted the company. I advised them of the reaction and asked that future shipments be stopped. I did NOT initially ask for a credit on the shipment I already received and used, and I DID initially offer to try the product one more time. The two men to whom I spoke told me they would not stop shipment. I said, more directly this time, 'Do not charge anything else to my credit card.' They said they would indeed charge two more shipments, per our binding contract. I repeated that the product caused a skin reaction, I cannot use it, and not to apply any more charges. They never showed any concern about the reaction and said they could allow me to choose different products and pay a \$50 cancellation fee but that's all they could do. And, even to get them to do that, they said I'd have to see a doctor and send a letter proving their product caused an adverse reaction. This company takes unfair advantage of both its independent distributors and its customers, primarily women looking for a panacea that doesn't exist. Like most direct sales companies, it has no corporate contact info online or in telephone directories; the contact info I provided on the BBB form is the best I could do. If there is a problem, they want customers to take it up with their innocent independent distributors, who have no clue who to go to for help. Based on other information I found online, many others have been cheated in this same way. I'm sorry the contact information I provided isn't more specific, but I hope you will be able to overcome that, locate the CEO, whose name is Mark Pentecost, and put a stop to this activity.Product\_Or\_Service: weight loss body wrap --- Additional Comments: DesiredSettlementID: RefundI want the initial charge, posted to my Master Card on October 10, 2012, refunded and I do NOT want It Works Global or any of their partners or subsidiaries to charge anything else to my credit card. I would like the BBB website to contain information that might warn others of this company's poor business practices.

This company is a fraud. I called and cancelled my order the very next day, and then did not receive anything, but was charged anyway. I canceled my order the next day and then did not receive the product, so I assumed that my cancellation went through. They charged me for something I did not get, then a month later, I received the product and was charged again. I called the company and they refused to refund the product I did not receive, told me I would get a refund when I returned the one I received at my expense again and then told me I could pay a 50 dollar membership fee or change my product order for 3 months, then call and cancel. What a SCAM! This company uses fraudulent processes and does not honor or value customers! --- Additional Comments: Refund for product I did not receive, refund for mailing of package I have to return and cancellation of products without buying or being charged any fees and do not want any of the product.

Purchased 3 boxes of the It Works Body Wraps. Sent the 3 boxes back within the allotted time frame of the agreement and was not credited to my CC. Purchased 3 boxes of the It Works Body Wraps. Sent the 3 boxes back within the allotted time frame of the agreement for each box of wraps and was not credited to my Credit card. I have contacted It Works customer service, multiple times with broken promises of the credits back to my credit card. I was told the wraps were received in shipping, but the information was never uploaded to the system for customer service. I also reached out to the rep. Dan Rose that I signed up as a loyal customer and to his up line Traci Tufts, and unable to get this issue resolved. Please contact me via email or phone and I can supply the credit card information along with the model numbers and order numbers. I do not feel comfortable giving this information over the website. I am not showing a secure site. Thank you. This issue has gone on way to long. Months! --- Additional Comments: I am only asking for the refund (minus the shipping and the restock fee) for the 3 boxes of wraps that were returned months ago! I am looking for \$177.00 to be credited back to my bank - debit card. ASAP. Thank you!

The company sent me products and charged my credit card without my permission. I signed up for AutoShip approx 6 months ago. When I did this, I agreed to allow AutoShip for 3 months. I did this. 2.5

months ago, i deleted all items from my AutoShip account. An item shipped 2 weeks later. I also received another item 1 week ago. I called the company to see why and if I can send these back. They were \$59 each plus shipping. They said I am not allowed to send the 1st one back that shipped because it is outside of the 30-day window. They said that AutoShip will replace items in my cart if I delete them. I have to call to delete the service. This is not advertised when I delete items from my cart. I feel that it is wrong for a system to automatically put items in my cart and charge my credit card. I feel that i should be refunded for the 2 unopened items along with shipping and tax. --- Additional Comments: I would like for It Works Global to refund the money for the 2 unopened items shipped(\$59 each) along with the shipping and tax.This totaled \$67.36 each. This is a total of \$134.72 that was charged to my credit card against my will.'

I was not happy with the products I had been receiving. I did not feel they worked for me. I spoke with the company on July 20, 2012 and was advised how to proceed with a return. I was told to return the items with a tracking number, which I did. I was not told of any deadline for returning items, but I did return the items within 30 business days. I called the company again and was told that the first return had been received on August 20, 2012 and the second return was received on September 12, 2012, but that it takes 30 days to post. Giving the company the benefit of the doubt, I waited until I received my November credit card statement (more than enough time for a credit to appear). I called the company again today November 19, 2012, spoke with a supervisor and was told that it was now too late to issue a refund. That the returns were outside of the 30 days. The products I returned cost me \$302.00 without shipping charges.I paid \$21.90 in return postage. I told the company I would accept \$272.00 as a refund because I expected a 10% restocking fee to be charged. I was told there was nothing they would do other than return the products to me and charge me shipping.The company has the product and my money.Product\_Or\_Service: Weight Loss productsAccount\_Number: Account (b)(6) --- Additional Comments: DesiredSettlementID: RefundI want the money charged to my credit card refunded

Every time I place an order with this company I pay for 3-7 business day shipping. Not one single order has arrived on timeEvery order I have placed with this company has been extremely late despite charging me for 3-7 day shipping. The website never works, so when you go to track your shipment, you cannot because it will not even show your order being processed. When I call to complain, nobody seems to know where my order is, how to fix the web issue, or even bothers to make an attempt to rectify the situation. They do however admit that this is an ongoing long standing issue with many customers.Paying customers who expect the company to provide what is paid for within the expected timelines, and have functional systems for providing servicesMy last order was placed TWO WEEKS AGO, and has not arrived, despite my paying for 3-7 day shipping. When I called your customer service, she did not know where the order was. --- Additional Comments: As I have not received my products, I expect a full refund of shipping charges and the products.I will never do business with this company again as they do not appear to be interested in correcting their service issues or having happy clients'

Refusal to refund money. Demanding product to be shipped out, have consumer pay to have it shipped back PLUS 10% restocking fee. Item not shipped yetNovember 19, 2012Money drafted from credit card ending in (b)(6)Account Id #: (b)(6)Order # (b)(6)I, (b)(6), noticed \$80 had been drafted from my bank account. I was never told that I needed to make a purchase before the 18th of the month or else the same item first ordered would be charged to me again. I called ItWorks to try and cancel the order and refund the money, just to be told that there's no way they can stop the processing of the order, and no way to refund my money. I find this incredibly hard to believe, being the order hasn't even been shipped yet. In addition to being told that, I was then told that in order for me to get my refund, I would have to wait til I received said item, which isn't even shipped, and then pay for it to be shipped back to ItWorks, and also I would have to pay a 10% restocking fee. Lastly, when I asked to cancel my membership, I was then told there is a \$50 cancellation fee.I just don't understand how an order that hasn't been shipped can't be cancelled, and my money refunded. The customer service with this company is ridiculous, and have so far been completely unhelpful with the matter. --- Additional Comments: I would like for the business to refund me the \$79.40 that was drafted from my account, and for my Loyal Customer membership to be cancelled with no charge.

I cancelled the order, and they continue to charge my credit card. The first order was received and paid for..I called and cancelled. I cancelled the order, and they continue to charge my credit card. The first order was received and paid for..I called and cancelled. They refused to cancel and shipped me more

product which I returned. I have filed a complaint with the credit card company and am going to file a complaint with the Atty. general in Florida for fraud. This company has made a habit of NOT HONORING it's cancellation policies. Their focus is to MAKE YOU PAY, NOT to make you happy. I called 3 weeks after The first order and told them that I was not happy and they refused to cancel my order..They have tried to charge my credit card 6 times SINCE I CALLED AND CANCELLED. --- Additional Comments: Refund any and all charges to my credit card. And to honor a customers wishes when they WANT TO CANCEL....This company NEEDS to be investigated. I am copying this complaint to the FTC and the national association of state Atty. generals.

It Works company does not tell you the 'fine' print when you initially order. They do not tell you that you 'auto ship' even if you remove from the website. You must remain 3 months to get the lowest price, which I did. I then went to the website and removed the items from the auto-ship and they continue to draft your account. I had to close my credit card account today because the website will not even let you remove your card #. I emailed to cancel the account on November 1st and the auto ship date is the 17th of the month. I received email notification that the order was shipping anyway. When I called customer service, I was told that if your acct is zero then they revert back to your previous shipment and send that out. I do not wish anyone to lose a job over this but the sales rep was rude and would not let me speak with a supervisor. I just want them to remove my name and not send me any more of their merchandise as it DOES NOT WORK.Product\_Or\_Service: It Works Glob GREENSOrder\_Number:(b)(6)Account\_Number: id #(b)(6) --- Additional Comments: DesiredSettlementID: RefundMy credit card # to be removed and credited back to the account that was drafted. AND I have not received the Nov 17th shipment but if it does arrive I want them to take it back.

I made my first order from this company on 2/16/12 when attending an 'It Works' party. The distributor explained that if I ordered for three consecutive months on an auto ship program I would get a member savings and could even change the products every month. She also told me that after the three months I did not have to order every month and could cancel the auto ship anytime after. So I fulfilled my commitment for the three months and also ordered an item on the fourth month. This fourth order did not work for me so I deleted it off the autoship so I wouldn't get another shipment. Well, another shipment for the same item came anyway on 5/15/12, so I logged onto my account to check it and it was still on the autoship, so I deleted it again, and actually saw the item delete off the autoship. I contacted 'It Works' by email and waited for a response but did not get one. In the meantime I received yet another shipment on 6/15/12. I checked my account and it was back on my autoship, so now I have two more shipments of this item that I had deleted off my autoship and did not want. I emailed 'It Works' again and got a response telling me that I have to call to cancel this item. So, I called to cancel and said that I was going to send the two shipments back for a refund of \$60.90. I sent them back on 7/9/12 and was refunded \$27.55 in my account on 7/28/12. They still owe me a balance of \$33.55. I have email them twice since and sent them a letter and have still not heard from them or gotten the remainder of my refund. I also earned 'perk points' and asked how to redeem them, but never got a response for that either. I also told them none of the products worked for me. I guess 'It Works' don't care about their customers and just like keeping their money when they have the product back. Bad Customer Service, if you ask me!Product\_Or\_Service: It's VitalOrder\_Number: (b)(6) on 5/15/12Account\_Number: (b)(6) --- Additional Comments: DesiredSettlementID: RefundWould like my remaining refund of \$33.55 and suggest that they have better customer service if they want to keep their customers, or even get new ones. 'It Works' should also train their distributors to explain the program in more detail. As a matter of fact, I had to ask all the questions, she was not very good at giving any information, unless asked. Word gets around when a company doesn't treat their customers right!! cannot upload my documents on this site, but I do have them.

On 10/26/2012 I was invited to a 'Wrap party' given by an It Works Global distributor. I was wrapped in the ultimate product and cling. The presentation was given by (b)(6). There were approximately 15 people present. At no time did (b)(6) mention a cancellation fee. I purchased the product I wore the wrap home intending to sleep in it as some who had used the product before had suggested. Around 11:00 pm my stomach started to itch and I noticed rashes. I contacted via text(b)(6)who's home was used for this event @ 12:50am (I still have the text)that my stomach had broken out in a rash and that I needed to cancel. She stated that she would email(b)(6). The cancellation did not go through and I was charged. I contacted It Works on 10/31/12 and I was told that I could not cancel because I signed up for 3 months. I hadn't received or used their product so I so no problem with returning the product for a

full refund. I explained that I did not want to product and that I was allergic. He stated that the product was already sent out and to return the product. I received the product on Saturday 11/04/12. I returned the product via certified mail on 11/05/12 which was signed for on 11/07/12. I received my certified confirmation on 11/10/12. I contacted It Works and spoke with Shawn. Shawn stated that per his supervisor I need to get a doctors note stating that I was allergic and that they had to charge me a \$50.00 cancellation fee. I explained that I was not an employee of theirs or a child in school that needs to present a doctors note. I also explained that we were not informed on any cancellation fee and since I tried to cancel within 24 hours of using the test product I didn't understand why I should have to pay \$50.00. I explained that they already had \$125.03 of my money and I had no intentions of giving them another \$50.00. He stated that they would deduct \$50.00 from my refund. Account #(b)(6) order #(b)(6)Product\_Or\_Service: Body ApplicatroOrder\_Number: (b)(6)Account\_Number: (b)(6) --- Additional Comments: DesiredSettlementID: RefundI desire a full refund in the amount of \$125.03

I sent back products twice and have not been credited either time. I do not have copies of Purchase Date, Order #, etc. because it was all online on their website and they have since locked me out of the system. One product was purchased/received in August and sent back immediately, the value was \$82.60. The second product was purchase/received in September and also sent back immediately, the value was \$29.31. They were on auto-send, which I tried to cancel several times, but their customer service is horrible! Needless to say, I didn't want either product, they were sent automatically. The auto-send is part of a 3-month contract, if you break it, you will be charged \$50. They maintain they never received the returns, but I can almost guarantee I will soon be charged the \$50, which now puts me out of a minimum of \$130, for product I neither wanted, nor possess at this time. Both were automatically charged to my Discover card. I filed disputes, but they have been unsuccessful. --- Additional Comments: A refund for the product I sent back which totals to \$111.91, minus the \$50 cancellation policy, which totals to a minimum of \$61.91.

I returned a package on Oct 31st & received confirmation that it was delivered on Nov 2nd. I have not received a credit to my account yet. I returned a package on Oct 31st & received confirmation that it was delivered on Nov 2nd. I have not received a credit to my account yet & was wondering when I could expect it. As it states in the return policy, I returned the product with a tracking / confirmation service. I confirmed they received the package on the 2nd of November. I would be out the restocking fee, but I would receive a partial refund. --- Additional Comments: I want the refund I am due, I believe I am due around \$40 to \$50 dollars.

Products did not work as they said. False advertisement, they make you buy if not they auto ship the order, deduct the amount of money you pay them. These people sell these products to people to lose weight. They convinced me to be a member by buying the products for three months. What they did not tell me was that if I did not buy anything they will start auto shipping the same products or I was going to be penalized by paying the membership money. I am very disappointed at them I tried to get out of this mess but they already deducted the same amount of money I paid at the beginning when I made the first order. I do not think they are being a respectful company and they are taking advantage of people like me. I think that you should monitor these companies so they are not taking advantage of people. --- Additional Comments: This company should not be allowed to advertise false information about their products. They ask you to be a member to pay less for the products and then you get stuck buying products that do not do anything for you. I am very disappointed and disillusioned by them. They took money from my account and when I told them I did not want to keep buying these products I was going to be penalized for not wanting to buy their products. I am stuck buying products that I do not want and if I do not buy them they will deduct money from my bank using my credit card for the first order even though I told them I do not want their products.

Company created an order for me automatically at 1:14am through an auto ship program, I called in at the moment their call center allowed (7:30am EST) phone calls and canceled the order, the order status showed printed, not shipped, I was told that the order could not be canceled, even though Federal law allows me to cancel it before it has shipped out. I demanded the shipment to be canceled over a dozen times and was refused each and every time, I even spoke to and made the request with a manager. They stated that even though the order was marked as printed that they could not call their warehouse and cancel the order, "that is not how our business works" they stated. I have canceled the credit card payment, reported it as fraud, and will be rejecting the shipment when it gets here. Please inform this company of FTC Regulations so they understand that they cannot deny a

cancellation of an order when it has not been picked up by the shipping company yet.. PS9000:  
Refusal to cancel an internet order before shipment Other-Other Update

Promised refund and membership cancellation has not taken place and this has been ongoing since August 2012. I enrolled in It Works! at a home party in July 2012. My membership enrollment was for a 3 month auto-ship. After the 2nd month of the product not working and being very expensive, I called to cancel the membership. I knew I would have to continue paying for the last month of my agreement and that was fine. This would have been \$117.00. However, in October I received another shipment of products which shouldn't because my account was cancelled way back in August. Apparently, they had reopened my account and created yet another one. Now I have another box of product delivered to my front porch that I didn't want/need. I called and they wouldn't take it back because I had opened the box. I said that was fine and just wanted the auto-shipments to stop and accounts to be closed out. I finally got the 2 accounts cancelled, but this took another 2 months of telephone conversations and promises that they were cancelled and then boxes would show up on my door. Finally, in December I talked to Amber who promised me my 2 open accounts would now be closed (confirmation number: (b)(6) and (b)(6)). This happened on December 21, 2012. I took the 3 boxes of product they shipped to me in December straight to the Post Office (after talking to Amber) and put a tracking number on them. I called the company back on December 26, 2012, to tell them the tracking number of the boxes. The lady I spoke to (Amber) told me that as soon as they got the boxes that I would be refunded the \$117.00 plus \$30.00 plus \$30.00 for the 3 boxes. On December 31, 2012, I saw on the Usps website that the boxes had been received at the warehouse and so I called my bank to see if a refund was credited to my bank account and it was not so I called the company to see what to do to get my account credited the refund. It was then that I was told they would not be refunding me any of the money because 'the boxes were tampered with.' I do not believe this at all because I didn't mess with the boxes and they were shipped in care. After having person on this phone conversation be rude and down right mean to me, I discovered that now another account was opened and they had shipped more things to me. Now I have another (making it my third) cancelled account confirmation number: (b)(6). I was told on this conversation by Leon Osaholt ( who was very rude) that not only would he not be refunding me the 3 boxes I sent back on December 21, 2012, but another shipment of boxes was on the way. I now will have to have these boxes tracked and send them back and pray that maybe they will refund me the money of this box. When the conversation with Leon on December 31, 2012, was over he informed me that I would not be refunded the 3 boxes, but would 'do his best' to make sure all the accounts would stay closed and no more auto-shipments would take place. I am discouraged that I did everything I was told to do on December 21, 2012, to get my bank account refunded, then called back on December 26, 2012, to give the tracking number, and then on December 31 2012, to be told that they would not honor their promised/guarantee that I would be refunded. I am very worried that this is going to happen to someone else and would like the for something to be done so that this doesn't happen to another customer. Below is some account information I was able to obtain: Acct Number: (b)(6) was a duplicate account Order number: (b)(6) Acct Number: (b)(6)-cancelled December 31--for the 3rd time Ticket number: (b)(6) Cancellation Number: (b)(6) Other 2 cancellation numbers for the previous accounts (b)(6) Tracking Number for the boxes I was promised to be refunded: (b)(6) Usps.com showed the boxes arrived at Lawrencville, GA on December 24, 2012 at 1:01 p.m. Last person I talked to on the phone (December 31) Leon Osaholt. He was rude, unhelpful, and --- Additional Comments: I am asking to be ref

I have tried to cancel service multiple times, still receive unauthorized charges on my credit card. I have tried to cancel service multiple times, still receive unauthorized charges on my credit card. Company has been called multiple times and issue is not resolved. --- Additional Comments: Refund \$20.00 website charge from 11/2/2012 and recent charge of \$104.89. These charges were not authorized and I request they be refunded immediately. Please cancel service as previously requested and remove my credit card from your files. Please contact me if needed (b)(6) Thank you, (b)(6)

I called this company on Nov. 28th 2011 to Cancel, they gave me a cancellation number but still withdrew \$ for over a year. They will not refund my \$ This company is a complete and total scam. They were taking money out of my bank account after I already canceled with them. When I called to the company to complain and be reimbursed they said I needed a cancellation number. I did not have one because their customer service agent did not provide one. So I canceled AGAIN and got a cancellation #. I just noticed over a year later that they have still been taking money out of my bank account monthly. I called the company again and they will not reimburse me. I am beyond upset with this

'Company' and feel like their whole business is a scam/ripoff. I hope that nobody else has to deal with this. --- Additional Comments: I just want my money back and overdraft fees to be reimbursed that were caused by their unauthorized withdraws.

Was told to return the package to their warehouse for refund within 2 weeks. It's been three weeks and 'they haven't received the package'. I was never e-mailed the fact that I was going to be billed for a FOURTH month. I was told to return the package to their warehouse location to receive a refund within 2 weeks. It has been three weeks and I have been calling them every day for a week about my refund. One day I called, the representative told me that they received my package and that I would receive my refund within 24-48 hours. It has been 72 hours and I just called back and they told me that they never received my package and refuse to refund my money. I called the post office and they confirmed that the package was already delivered as of 12/10/2012. --- Additional Comments: I want the \$147.66 refunded, which is the amount I am owed.

I ORDER HERE COME SKINNY CLAUS HOLIDAY GIFT PACKAGE WHICH FOR LOYAL MEMBER THE PRICE WAS 109.00 AND I GOT CHARGE 166.00 PLUS 11.62 I WAS OVER CHARGE I ORDER HERE COME SKINNY CLAUS HOLIDAY GIFT PACKAGE WHICH FOR LOYAL MEMBER THE PRICE WAS 109.00 AND I GOT CHARGE 166.00 PLUS 11.62 I WAS OVER CHARGE 59.67\$ TODAY I CALL TALK TO ASIA...AND SHE CLAIM THAT THE PROMOTION WAS OVER 12/21 BUT I WAS NEVER NOTIFY OR GIVEN THE OPTION TO CHANGE MY AUTO SHIP PRODUCTS, EVEN WHEN TODAY I STILL SHOW ON MY AUTO SHIP SELECT IT ITEM THE HERE COME SKINNY CLAUS HOLIDAY GIFT PACKAGE FOR 109.00 AND THE SHIPPING 8.95 THEY REFUSE TO HONOR THE SHOW AMOUNT ON MY AUTO-SHIP CART... THEY CLAIM THAT THEY CHARGE ME FULL PRICE FOR EACH ITEM IN THE PACK INSTEAD OF JUST SENDING ANOTHER PACK THAT THEY HAVE FOR THE SAME AMOUNT\$ CALL SKINNY PACK --- Additional Comments: I WANT A REFUND FOR THE OVER CHARGE AMOUNT \$59.67

did not receive credit/refund for purchase that i have mailed back October 19,2012September 11/12 i order from it works, on october 11/12 they auto shipped same order. I stated i would have order protien bars, they shipped both orders same day. I shipped both orders back to address on box, via postal. Tracking #(b)(6) Order #(b)(6) and #(b)(6) for \$333.25 & 38.15 = \$371.40 I call lots, and they state they do not have office in Richmond. That was the adres on the box. now they claim that it is in customs and it is up to me to get the parcel. I have got a hold of that address person, they gave me another number. as they said they send everything to this other place and they take care of returns. I confirmed with another client of it works. This is the adres on her order as well. It has been since october 2012 and i have not gotten any \$ back. I keep getting the run around. --- Additional Comments: Refunded for both orders as I did what i was told. To address shipment, send back and i will be refunded. I canceled my account with It works, and this cost me \$50.00 to. Please refund me total of \$371.63. This is a lot of money, and has put me and my family in hard ship.

Charged \$207.58 without knowledge or authorization on my part. Customer Service was unable to help or stop shipments. Purchased one 'The Skinny Clause' product from the local sales rep in Biloxi, Mississippi on December 1, 2012 without any knowledge or authorization for additional shipments. A shipment was again sent on January 1, 2013 for \$207.58, order number (b)(6). I called Customer Service several times. The Customer Service Rep said she had no way of contacting the warehouse to stop the shipment nor was she able to cancel the order. After the 15th call a Rep said order has now been cancelled and the money posted to my account, however the Customer Service Rep, Danielle, said the bank has a 48 hour hold on it. I called my bank and they notified me that they do not have the authorization to hold the funds. The monies must be posted when they receive the refund from the company. As of this writing the money still has not posted to the account. --- Additional Comments: I am requesting a full refund of \$207.58. I am active duty Air Force and I need that money for bills.

I attempted to cancel the autoship - couldn't do it online. Emailed them - never heard from them - they shipped it out again and charged me. I had an autoship set up with the website. I wanted to cancel the autoship. When I went to do so, it stated that I needed to include at least one item in the autoship. I did not want anything - I looked to see if there was a 'cancel autoship' and there was not. I attempted to cancel the specific shipment prior to it leaving the warehouse as the tracker did not have a tracking # yet - seemed like it did not leave yet. Not an option for me. I called the phone number (not toll-free) and was put on hold. I hung up after a few minutes and decided to email instead. No one responded to the email. I asked for my autoship to be cancelled and if they could not do so via this email, then to provide me with the directions. No response. So - this month - the autoship went out again and I was

charged. I want the autoship stopped. I would love a refund for this last unauthorized shipment, but at the bare minimum, I want it cancelled and never to be shipped again. The shipment of 1/1/2013 was not supposed to have occurred. (shipment #(b)(6)) --- Additional Comments: I want other people to know that this company has a problem with their autoshipment. I want the autoshipment cancelled without delay and do not want to be charged ever again.

I edited an auto-replenish order online to eliminate the order after I had fulfilled my 3 required months. They charged my card anyway. After my 3 months had been completed with auto-replenish I went online and changed my automatic order so that I wasn't ordering anything anymore. The company charged my card and repeated my previous order anyway. I called them on January 4, 2013, at 6:30am central time after I received my email at 5am stated they had placed the order for me. The woman told me that zeroing the order out online doesn't count, and that they can't do anything about cancelling then order because it got sent to distributing. She told me I could return the order, but I would have to pay shipping for both directions and a restocking fee. The order number was(b)(6) and the amount was \$62.89. --- Additional Comments: I want the \$62.89 back, plus the shipping money I will have to pay to send it back. I will not pay a 'restocking' fee.

I purchased their products, on numerous occasions called to cancel my order. Returned my order and am waiting for my refund STILL. I had purchased product from It Works, was not satisfied with the results, called to cancel numerous times. They charged my credit card and shipped products after being told I wasn't satisfied. I returned the products and was told my refund would be with in 3 to 5 business days. We are now going on 6 business days. I have a tracking number and nobody had even submitted a ticket to the warehouse until 1/29/13. They have had the product since 1/23/13. And want me to NOW WAIT ANOTHER 7 days for my refund. I have called every day asking about the refund and gotten NO HELP AT ALL!!! --- Additional Comments: I want my credit card to be credited IMMEDIATELY for the FULL AMOUNT. I also had to pay to ship the product BACK TO THEM..

They sent me a shipment after I cancelled, claim they never got it back and refuse to refund. I called to cancel my order, they said I had to wait until it had been 3 months, I called back and cancelled and they still sent the 4th month any way. I called and told them I had cancelled and I was instructed to return it so I did. After many many many calls between 9/2012 and today including asking them to review the recorded calls they say the still do not have the package and it can take up to a year to process and refused package. I was not instructed to return the package with a label for tracking it, I was not given any shipping information. I have talked to them at least 10 times and they are rude and continue to tell me something different every time. I asked for copies of all the recorded conversations and they told me no. I just want my refund back as I do not have the product. --- Additional Comments: I want the \$127.85 plus the 4 over draft charges of \$35.00 I was charged due to the payment the took.

The customer service reps explained that there would be no problem in returning an different product would be shipped out asap. 3 weeks later- nothing. 12/2/12 and then 1/2/13 for the amount of \$69.79 , plus a 10% restocking fee, plus a \$5.00 transaction fee and a \$50.00 cancellations fee for no longer wanting to do business with this company. Their distributor never explained all the fine print or how terrible this company really is. I feel like this has been a complete rip off! --- Additional Comments: I want all the money back, an all that I have ever put into this company an I want nothing more charged from these company. These has become such a upsetting saga.

Purchased a ticket to conference no refund or product credit was available. They are stealing money from their ind. consultants! I paid a total of \$184.00 in three installments for a conference ticket. I was sick and unable to attend and wrote and requested a product credit or have them mail me the products and info given out at the conference. They would do neither. I requested a refund and they said it was a non-refundable ticket. They are stealing money from their ind. consultants and say they are a 'christian' company. --- Additional Comments: I want a refund of \$184.00 or a product credit.

I joined their Preferred program (reduced product price. When I didnt like the product and tried to cancel, they said "you cant cancel- you have to buy more product so pick something else". I said I wanted out and they said "you cant". I reluctantly picked out their Carb and Fat Inhibitor supplement. When I recd that product the next month (thus reluctantly proceeding in fulfilling my 3-month "obligation" they refused to cancel, I had a bad reaction to the caffeine in the product. I called the company and said I had to return the product. They said "We dont guarantee our products and, if its opened we cant take it back" I said I didnt find out it was defective until I opened and used it. They Customer Service Mgr was combative, yelling at me and said "it states clearly on our website we do not guarantee our products". I said I wanted to cancel the last month of my auto-ship. He said "you

cant" and was nasty and angry. Finally, I told them I was going to report them to the FTC and he then and only then, canceled my last months order.

After cancelling autoship order via online website, company continued to charge me. After cancelling my autoship order through ItWorks Global on 1/15/2013, a month later on 2/15/2013, I was again charged for their product. I contacted the company the day that they charged me for this product. They refused to refund the money, even though the product had not even shipped yet. Nowhere on their webpage or communication did it state that I had to contact them via phone to cancel the autoship. I simply removed the autoship from my cart via the website (as this is mainly an online company). After talking to THREE different people (the first was completely incompetent, the second was just a rude and belligerent bully, and the third was FINALLY a competent young man), the only agreement we were able to come to was they would 'cancel' the order on their end, I petitioned my bank to dispute the payment, our bank has to contact them to investigate the dispute, they would mail the product, and I would have to wait for their return shipment information to send the product back. You would think that a company would have the ability to cancel an order BEFORE IT LEAVES THEM. No. Not with this company. Their customer service is garbage, their website lacks proper communication, and I will NEVER order from them again nor advise anyone to purchase their products as they do not, in fact, 'work.' --- Additional Comments: Your company needs to have communication regarding any service or even CANCELING autoshipment orders. NO WHERE in the communication on your website or via email with your distributors is it stated that your customers must contact your company directly via phone to cancel. Removing the items from the autoshipment cart DOES NOT remove them. I feel that your company is intentionally misleading your customers. Very shady and bad business. You should also have your associates able to CANCEL orders from customers when they are requested. We contacted your company BEFORE THE PRODUCT LEFT YOU, and they were not able to assist us.

Called the company wishing to cancel an order, which was placed less than 8 hrs prior, was told I couldn't. At 1:03am on 02/02/2013 I received an email stating that an automatic order had been placed with this company for a total of \$142.38, which was charged against my VISA debit card. There was a toll free customer service number, so when they opened I called. (this number is 800 537 2395) I first spoke to Justina (?), she told me that she couldn't cancel this order because it had already processed. I explained to her that I received the email in the early morning hours and that it couldn't have possibly already shipped, its SATURDAY! and less than 8 hrs later! She said she was sorry but there was nothing she could do. I ended the call with her and called right bac and spoke to Brenda. I explained the situation to her again. She also said that I couldn't cancel the order, I would have to receive it, pay to have it sent back, wait 7 to 14 business days before I was get my refund minus a 10% restocking fee. I told her that this was unacceptable since I was calling less than 8 hrs. after the order was placed. She then asked if I wished to speak to her supervisor, I said YES. Paul came on the line. He, again, stated that there was no way to cancel this order. He told me again that I would have to receive the order, pay to have it returned, wait 7 to 14 business days for a refund minus a 10% restocking fee. I then asked Paul for the Corporate Office phone number, he gave me the same number I had called for customer service. Paul said that I would be helped by a trained customer service agent. I asked Paul for his supervisors name; he said 'Cody'. I then asked Paul that if I called this same number on Monday could I talk to Cody. Paul said probably not because Cody was very busy. Not at any time did I raise my voice or use inappropriate language with Paul or any other customer service agent. Paul was very rude and constantly interrupted me. When I ended the conversation I asked Paul to please note on my account that I would be filing a complaint with the Better Business Bureau. He told me to go ahead, but that still wouldn't cancel my order. The order number is (b)(6), the amount of the order is \$142.48. --- Additional Comments: All I ask for is a TIMELY and FULL REFUND of \$142.38.

I cancelled my distributors package with it works in October and they are still taking money from me. I informed them to stop taking my money. In October of 2012 I cancelled my distribution with it works global. I found out a month later they were still taking money from my credit card. I then proceeded with warning them that if they didn't stop taking my money, that I would take legal measures to solve the issue. It is February if 2013 now, and they are still taking money from my credit card. Their products are horrible. Their wraps have stretched the skin in my stomach, making my stomach look horrible and worse then what it was before I used the products. I also found that instead of losing weight on the products, I have gained. I spent 400\$ on a starter kit, only to not use them, due to them not working. I am very displeased, and I want my money back. They have been steeling money from me and I condone a company that proclaimed to be legit, when Infact the company is a fraud. Please help. I



have sent them countless complaints and no matter has been resolved. --- Additional Comments: I would like the money I spent on the products back a value if 400\$ as well as 20\$ x5 months or my credit card charges, that were not approved by me. I have the products and willing to return. If it can not be settled that way, I am forced to take legal action and would like to charge the company for stealing from me.

I cancelled my order, they charged my card & sent the order anyway. I refused the package and sent back & they will not refund, they say not priority. I cancelled my order after finding out I am pregnant and not able to use their products any more, but they charged my Visa card ending \*\*\*\* and sent my order (b)(6) for \$330.63 without my permission anyway. So I refused the unopened package on Feb 6th and sent it back. They state that since I did not pay to send it back it is not priority to them and they have no way of knowing that it is in their warehouse or not. I live in a small city and went into my post office and they said it was sent out on Feb 8th and they 2nd checked to make sure it still wasn't in the building which it wasn't. This is an order that never should have been billed or shipped to begin with and now they say they can not guarantee a refund. The people in their customer service know nothing and are very rude and fake and all have a different story so I am really worried that I can not delete my credit card information that they have and they will continue to charge what they feel to my card without my permission along with not getting my refund back for \$330.63. HELP!!!! It would be nice to talk to someone who knows something and figure this out, they say they have no contact with their warehouse and no way of checking to see if it was there and I find that VERY hard to believe!! the original tracking number is (b)(6) from USPS. --- Additional Comments: I want a refund for my order ((b)(6), Date of Purchase: 1/28/2013) for \$330.63 and I want you to NEVER charge my card EVER again and delete all information you have on me!!!

DBI billed & bank cleared both payments refused to fix & cxl order co shipped 2 orders called cst svc 3x co link to req contact returns not monitored I have called customer service three times and have gotten the same response. Being told the first charge was 'declined', the first account was closed, and that the first account did not ship. I was also told that two hours after the second fee cleared, it was too late to cancel the shipment because it was too far in the shipping process even though the account showed only as 'order printed' and that I would have to return the package at my expense, pay restocking fees and a \$50 membership fee to cancel and keep no product. 1. I have confirmed with my bank that both sets of fees have cleared and been paid to it works and have opened a claim to dispute the charges. 2. The order did not ship until 2/20/13 (2 days after my original call) 3. I received several emails from it works on 2/20/13 showing two separate shipment confirmation numbers and a third number appearing on my online account. 4. Since I was getting nowhere after being on hold for 30 minutes during each of my three calls and speaking to three different reps, I sent an email using their 'contact us' link on their website, only to immediately receive a reply email saying that inbox was not monitored and if I wanted a resolution, I needed to call the customer service number again. --- Additional Comments: I want full refund of both fees and complete account cancellation (original account and duplicate account) with no further fees. I agree to refuse any and all shipments from the company

I ordered a product from IT WORKS to try for three months after the three months were up I called the company and cancelled any future orders from this company on November 9, 2012. The product is being sent to me monthly and my checking account is being deducted \$63.13 every month. I have a confirmation number regarding the cancellation of this order on November 9, 2012. The confirmation number associated with the cancellation is (b)(6). My account number with IT WORKS is (b)(6). I want them to immediately stop sending me anymore product and take back any product they have sent to me after the cancellation date. Product\_Or\_Service: Ultimate Body Applicator Account\_Number: (b)(6)

This company will not refund me for the item that I refused the delivery on. To begin with when you order from this company they want you to become a Loyal customer to save money. Well you have to have three orders auto-shipped to you to qualify. I signed into my account and deleted my usual order from my cart so that way it will cancel my auto-ship, I saved the changes of my order. Then a couple of days pass and I receive an email advising 'Thank you for your order! Your order number is: (b)(6), Date of Purchase: 1/23/2013.' I had emptied my cart so this would not happen. I called them immediately to have the order cancelled and I was then advised that since it has already been processed so it cannot cancel the order at that time. You do not receive a message advising that if you just simply empty your cart, it does not cancel your auto-ship. The representative advised me that I can refuse the delivery of the product and to call them back when I do so and provide them with the return tracking information.

So I refused the package on 1/26/13 and I called them to advise that it is being shipped back to them. I was then advised that once the unit is delivered back to them the credit will be processed. The package was delivered on 2/4/13. I followed up with this company to ensure the package arrived, I was advised that the package did arrive at the warehouse and was being processed. I was supposed to receive a credit within 10 business days from the date the package was delivered back to them. Well several phone calls and almost a month after this fiasco started I have still not received my credit and no one has any information of when it should be processed. I do not understand why I haven't received my refund after following the instructions from this company's representatives. This is very untrustworthy, unprofessional and time consuming. --- Additional Comments: I am seeking the refund for the item that I refused the delivery for. I would like the refund credited back to the Mastercard ending in (b)(6).

I canceled auto ship and they still sent it to me. I mailed back the products and they won't refund my money. I canceled auto shipment on line and still got 2 months of products. When I called them they said I had to call to cancel autoship. I told them I am sending back the last 2 shipments and they said they would refund me. Now they say they can't refund me for something past 30 days. I was never told this on the phone. They refunded me for one bottle, but not the other. We should be allowed to cancel on line and not get forced into autoshipments we don't want. --- Additional Comments: I want refunded the first restocking fee of \$2.30 and for the two bottles I mailed back shipping was \$5.33. They also owe me \$23.00 for they second bottle they never refunded me for. They should make it clear that if you want to cancel autoshipment after 3 month agreement, then customer needs to call to cancel. On line cancel looks like it was canceled, but it wasn't. My total refund should be \$30.63

Unable to reach 'It Works' via phone or email to cancel my auto ship order. Website does not allow cancellation - only allows change of product. I tried to reach 'it works' customer service via the email posted on the web page I log into. I received a notice back stating the email address is un-monitored and the only way to reach them is via telephone. The sales rep that sold me the original product also advised I needed to use the customer service 1-800 number to make any changes to my account. I called the 800 number today, twice, and was on hold for over 15 minutes each time and was unable to get anyone on the phone. I also tried to call prior to my last auto ship was processed. Each time I call, I get a 'we are experiencing high call volume message'. --- Additional Comments: I would like my recent order #(b)(6) fully refunded in the amount of \$72.63. I am happy to return the product. I also wish to have my auto-shipment cancelled and my personal credit card information destroyed from their records. I intend to notify my bank that future charges from them are fraudulent.

Don't stand behind their product. Bad customer service. Long delay on waiting for product. Product not what I thought. I started ordering wraps from itworks 5/10/2012 order number (b)(6). With the first set I ordered it took two months for them to send the product to me when it is stated it should ship in one week. When I called to find out what was taking so long I got the run around but a few customer service members. One member gave me a tracking number and it was a fake one because I called right back and the next person that got me told me there wasn't a tracking number available at that time. To me that is uncalled for and I wish I would of cancelled my order then. The second order I got was on 7/9/2012 order number (b)(6). Those came in about two weeks. They were just fine. The third and last order I got 8/4/2012 order number (b)(6) came again about two weeks. I opened the first wrap and it didn't have much gel on it and that's what keeps it on besides saran wrap. I didn't use those wraps until December 16th so when I called the customer service member told me she would send in a ticket for me to get a replacement wrap. The wrap only works if it has lots of gel on it. The lot number to that wrap was 207223. So now I have waiting almost three months for that 'replacement wrap' and I have gotten nothing. I called them back on 3/12/2013 and was on hold for 45mins and no one answered so I hung up. I called again on 3/13/2013 and was on hold for eight mins until a rep answered. This lady told me that the ticket was in my account but they would not be sending me a new one. The reason for that is I only had 30 days to exchange bad product but it doesn't state that anywhere on the product or on the website. I was upset because the other customer service member told me they would replace that wrap and no one did. So they lied to me again. I didn't want a refund all I wanted was to exchange the wrap since I didn't even use it. I asked the lady why they don't stand behind their product and all she said was you have 30 days. So in my case which could be lots of peoples cases who use this product is to wait to use it for awhile then your stuck with defecting stuff. I would not recommend this company to anyone. --- Additional Comments: All I want is a replacement wrap for the one that was defective. I was told I would receive one and now I guess I'm not. So if I didn't call to see where that wrap was I

would of never known they weren't going to replace it. They never tried to tell me that it wasn't going to be replaced and they have my address where they could of sent me something in the mail. Very dissatisfied!

I am receiving emails from It Works! Global which do not belong to me. For several months I have been receiving emails which are primarily order confirmations from a company called It Works! Global. I do not do any business with this company and I never have, I am not a current or former customer of It Works Global. The emails are being directed to my address (b)(6) but are addressed to the name (b)(6). It seems they must have an incorrect email address on file for this customer. I have repeatedly contacted them and asked them to correct this but so far they have failed to do so. Here is some info from the most recent email, received on Feb 27: order number: (b)(6) shipping to: (b)(6) Yorba Linda, CA (b)(6) Billing to: (b)(6) 02/2013 \*\*\*\*\* (b)(6) Desert Hot Springs CA (b)(6) ordered items: EN1000 eSuite and Personal Website \$20.00 I need It Works! Global to contact their customer IMMEDIATELY and verify their email address information and then permanently remove MY email address from all of their systems. --- Additional Comments: I am not seeking a financial settlement. I am requesting that they stop sending me email messages immediately and also written confirmation that they have removed my email address from their systems.

I was charged over a 100 dollars on my credit card when I did not authorize purchases. I signed up as a consultant and was then charged for a webiste I was not told about and was signed up for auto ship for items I did not want or order. I was not told about this and received a box with products I did not order, I called and was told there was nothing I can do. I did not EVER agree to pay 100 plus a month for items I did not want in the first place. the company would not respond to my questions, blew me off and then acted as if it were my fault that I was billed. --- Additional Comments: 140 in website charges, and other charges placed on my moms credit card.

No warning of upcoming charge date and purchase. The day of next purchase automatically charged my account and shipped. I understand the details of 'It Works! Global's Loyal Customer agreement. A purchaser receives a discount when he or she purchases product three months in a row. I was aware my date was coming close & decided what I was going to purchase for the next month. I checked my bank account and noticed an order receipt in the midst of processing. The company re-ordered the same products from the previous month with no warning. They shipped it the same day without a confirmation e-mail, text, or other form of communication. I called the company to stop delivery and change the order. (I am aware of my commitment and will hold up my end.) The customer service representative informed me this will happen each month if I do not contact the company. I find this practice unethical. I asked why they did not send a warning e-mail or text to let me know my order date was approaching. The representative told me they often send these out and to check my spam folder. There was no email. She said it was automated and does not go out to every customer. It is good business to order and ship on the same day - but not with automated orders which have no confirmation. I placed a new order (to comply with fulfillment with my obligation) which automatically charged my account. I must wait for the unauthorized order to arrive before I can return it (in which I must cover shipping charges - as stated in the product returns details). The refund time (as with most companies) will take around a month to return to my account. The hassle and inconvenience of this entire ordeal is, in my opinion, a shifty and unethical way to practice business. My frustration furthers do to the lack of result from the product. I know a product will not work for 100% of customers. It is more than frustrating to receive a dual shipment of a product which has no use to me. I am willing to try other products to give the company another chance. It is improper business practices to charge and process an order without confirmation. Thank you for taking the time to hear my complaint! --- Additional Comments: I would like a refund on the order I did not confirm. I would also like to see the representative and/or the company confirm all orders before charging and shipping.

I only authorized charges for two months, 1 charge for each month. They continue to charge my credit card. I only authorized charges for two months, 1 charge for each month. They continue to charge my credit card. I have not been able to contact them to stop charging my credit card for their product. --- Additional Comments: Refund of charges for unwanted product.

I placed an order on 3/29, and called the next morning company fails to cancel the order. I attended a wrap party and purchased an enrollment of \$673.81 order # (b)(6), account # (b)(6). I tried to find the cancellation policy via the website but none is listed. I re-read the emails to see if there was a cancellation process and found none. I called the company to cancel the order I was told they have no way to cancel the order, that there is a 10% re-stocking fee, and \$5.00 charge to refuse the order, and

that basically they could cancel the auto-ship, and the account but have no way to way reverse the charges or cancel the order. I was told i needed to accept the shipment re-send the items with a tracking number so that i would be assured that they received the product and from their it could take up to 30 days for a portion of my money. I was never advised about a cancellation fee immediately after the order or any of the other clauses associated. It obvious this company works from a script and will not stop your order to collect monies in other ways. I was on the phone for almost 1 hour trying to rectify this situation and I am not confident that I will get a real refund on my monies. --- Additional Comments: I want the charges reversed in the amount \$ 673.81

My account was debited with my authorization. I called the customer service at It Works Global and they told me that I couldn't cancel.I was told I couldn't cancel my membership or I would have to pay \$50 charge, plus 10% restocking fee and \$5 refusal cost. I was not aware of any of this and I'm upset that I can't cancel when I clearly told them I knew nothing of a monthly charge. If I knew about that i would not have signed up. I told them I didn't want anymore packages delivered to me. They said that I don't have a choice and if I return the product they will charge the \$50, plus 10% and \$5. This is unbelievable and I'm very upset about this. I don't want the products and i don't want to be charge all of these fees. --- Additional Comments: I want a refund for the amounts they have charged to my account immediately. I want cancellations from their membership and I want no parts of it.

Cancelled Product back Dec of 2012 but company continued to charged my credit card. Product Ultimate Body ApplicatorCancelled product Dec. 2012 and company continued to apply charges to my credit card. Call customer service March 15 to ensure product orders were canceled and question the recent charges. Was told all futures charges was cancelled. Received another charge on my card March 19th 2013. The Previous charge was on March 8th 2013. --- Additional Comments: Refund of \$118.00

Defective product dried out in sealed packages.I have 3 packets containing 4 applications. A total of 12 applications. Lot numbers 208276,208288,207216. On 3-26-2013 I contact It Works to let them know product I purchased less than 9 months ago had dried out inside the sealed package. It Works stated the product should have a 2 year shelf life. My invoices per their records were clearly less than 12 months. Well under the 2 year shelf life. It Works states they only do a 60 day product return. I am not stating the product does not work. I am stating the the product did not hold up in its package. After speaking to a supervisor It Works was not willing to stand behind their products. Even though the supervisor stated several times the product has a 2 year shelf life. Clearly it does not have a 12 month shelf life. --- Additional Comments: I would like to receive a total of 12 applications. Which would be 3 packets containing 4 applications per packet.

It Works Global misrepresented their automatic ship program, and their website is misleading when removing items from autoship.I signed up with It Works Global fully aware of the three month commitment. I was advised to try different products. I placed my original order and was advised when I received the order go into the system and remove those items so that I could change my shipment for the next month's order. After doing some research, and asking friends that are using the product, I decided on two separate items to order. The problem was I forgot to go into the online system and enter those two items.I was shocked to receive an email this morning advising that It Works charged me \$140 which was for my original order. The email was sent to me at 12:07am CDT. I called their office at 6:30am CDT.to ask if I could switch the order since it couldn't have shipped in that amount of time. I was advised no.I asked how this could have shipped when I went into the system and removed all of the products. Sheila, the Customer Service Representative I spoke with, advised me that once all of the items have been removed. Their system automatically places the removed items back onto the order. Deceiving the customer in thinking they have removed the items from the order. My concern is It Works' business practices and buyers should beware. 1)Their website is misleading. Letting a customer remove items without some sort of notification that items will automatically be placed back on the order is deceitful and lulls the consumer into a false sense of security. 2) On this morning's call I was advised the system for sending email reminders about the auto-shipment was down and customers are not receiving those emails. My distributor should have advised me of that. I find that hard to believe because I receive 2-3 emails from It Works per week promoting their products.3) They refused to cancel this shipment. This company has the ability to cancel this order. I called within 7 hours of the order being shipped overnight. It ships from Arizona. I live in Texas. When I called to cancel the order, their Arizona facility hadn't even opened for the business day, and they refused to allow me to change the order.4) In this day and age they have advised me when I receive the shipment

(That as of this moment, has not shipped)I will need to ship it back and it will take 30 days to process a refund. --- Additional Comments: I would like to cancel the order that has not shipped and a full refund. I want to be removed from their contact lists. I want to further emails from It Works Global. I want to cancel any future shipments affiliated with this organization.

No response to E-mails. Wait time on phone calls 30+ minutes.I removed items from my auto shipment and items were billed and sent anyway. Made to pay for returning the shipment I had NOT ordered. Over a 30 minute wait time for phone call to be answered on more than 3 occasions. Emails are not responded to ever. Poor customer service. --- Additional Comments: Refund of shipping the unwanted \ unordered product back.

I I ordered a product from IT WORKS to try for three mnths after the three months were up I called the company and cancelled any future orders from this company on November 9, 1212. The product is being sent to me monthly and my checking account is being deducted \$63.13 every molnth. I have a conformation number regarding the cancellation of this order on November 9, 1212. The confirmation number associated with the cancellation is(b)(6). My account number with IT WORKS is (b)(6). I want them to immediately stop sending me anymore product and take back any product they have sent to me after the cancellation date.Product\_Or\_Service: Ultimate Body ApplicatorAccount\_Number: (b)(6) -- - Additional Comments: DesiredSettlementID: RefundI want IT WORKS to take back all products sent to me after the cancellation date and reimburse me all money the deducted from my checking account to date.

I had canceled my services in November in the first week. On November 12th I was charged again, I immediatly called my bank to dispute.I had canceled my services in November in the first week. On November 12th I was charged again, I immediatly called my bank to dispute. They said they would handle it and my funds were deposited back into my account. I was then charged for December and January. I emailed your company from the online business portal contact us on the website. I did not receive an answer back. My bank said they would contact them and gave me a credit to my account. I thought everything was fine, until 2 days my account stated the credit for november, december and january were taken out of my account for the dispute failure. This is ridiculous! This has been months. My bank said my issue is not with them, its with the company. so i am contacting you. --- Additional Comments: my refund for november, december and january. You even tried for february too. this is crazy.

I have not been an active distributor for It Works for months, and on 3/7/2013 they charged my CC 112.00 for an autoship that I canceled months prior. Not sure how my account got reactivated again but it did so they where o so nice to cancel it for me once again after charging my bank account 112.00. Once I reviewed my bank statement and seen the charges from It Works I immediatly went to there website and submitted a ticket for a resolution. Not only did they charge my account months and months after canceling my autoship, they also sent the product to an address that I no longer live at. After submitting 5 tickets for a resolution they came back with this as there solution.Posted on: 4/10/2013Posted by: edrinakHello! Thank you for contacting us. The above order has delivery confirmation in INDIANAPOLIS, IN, US on Saturday, March 9, 2013 2:31 PM. Please contact your local postal service to locate your order if you have not received it. Refunds can only be issued under normal returns policy. If yo0u would like a refund for the order we would have to have the order back in our warehouse in order to refund the order. You can request a replacement to be sent out for the order if you cannot locate it but we can only refund orders that we have back. I do apologize for the inconvenience. If you have further questions please do not hesitate to issue a ticket or call Customer Service at 1-800-581-5469. Thank you for your business! So after I received that email I called and spoke with an It Works representative on 4/11/2013 and informed me that indeed the only way I would be able to get a refund is if the product was returned back to there warehouse. I informed him that 1. I canceled my autoship months ago and my bank should have never been charged in the first place, 2. the address they have on file from when I was an active distributor for them is no longer up to date there for they sent the product to someone else. There only resolution sending me replacement product that I DO NOT WANT.Product\_Or\_Service: Body wrapsOrder\_Number:(b)(6) --- Additional Comments: DesiredSettlementID: RefundI would have liked to have gotten a refund.

We ordered a one time purchase of body wraps online at the suggestion of an ItWorks! representative. We were subsequently billed the next month.After contacting ItWorks! over the phone, we were told we had entered a 3 month billing. We asked for a refund and they said we could get one after paying a return postage fee, cancellation fee, and restocking fee. We bought the products on 3/5/13 and were

billed again on 4/5/13. We contacted the business over the phone on 4/8/13. The original order was for 'The skinny pack'. --- Additional Comments: We would like the 4/5/13 payment refunded in full, the cancellation fee waived, and the restocking fee waived.

Tax IssuesFor the tax year 2012, I requested a tax form from this company to show my income. They refused to provide ANY information for income or expenses. Thankfully, I was able to calculate everything over a period of about a week and figured it out on my own. I wasn't aware that refusing tax documents to an employee was legal. I'd prefer people who sign up to sell this product understand that they will not receive any tax documentation, and that when they request such information, their request will be denied. --- Additional Comments: No settlement necessary. Would like to see business punished for refusal of tax documents to an employee.

My orders were returned to IT WORKS. HOw am I to run a business this way? And everytime you ask for a manager, you have to get into an argument.I called last week and spoke with Kathy O'connor who advised that my delivery was in Capitol Heights and she CONFIRMED my address, apartment number included. Today, I look online and my orders have been returned. I speak to Heather and want to know why my order is undeliverable and what address does she have. She advises of my address, apartment number included and advises she will speak with a supervisor. She comes back to advise that the apartment number was not on the package and they never had my apartment number. I asked her then how did you deliver my business builder kit and I asked for a supervisor. Heather became argumentative and wanted to know who advised of my address..I gave her Oconnor and asked to speak with the manager again. Heather stated 'I need the information I asked for in order for you to speak with a manager.' I didn't have it. Heather placed me on hold for 7 minutes and never apologized for my inconvenience. Daniel came on the line, apologized for my inconvenience, and ordered my products at next day delivery. I thanked him. I spent a total of 54 minutes on the phone this monring with IT WORKS. Your business practices have got to get better!!!! --- Additional Comments: Please speak with your front line representatives. They are the first impression that someone will have of your company. The attitudes and the errors are ridiculous!!!!

The refund policy is not being honored. I had to get upset just to get my refund from 03/22/2013. George Odin covered for Oconnor who was rude!!! joined the company 3/22/13. My upline did not boost so she called customer service. My account was deleted and a new one was created. IT WORKS charged \$389.00 in one day to my account. We were told that we had to send the package back and 10% would not be refunded. I spoke with Bradley on 04/07/13 who advised that the package was in the warehouse and it should take 7-14 days for my refund. I called back on 04/15/13 because one of my customers was online and her package was not delivered. I called customer service and spoke to Oconnor. She advised of the shipping number for my customer. She then advised regarding the refund that the package was in the warehouse as of 04/11/13. When I told what Bradley said she immediately became defensive saying she doesn't know how he told me that. I told her that I want my refund and because they keep playing around with difference answers..then I would like to speak with a supervisor. Oconnor preceeded to argue with me about my refund. I told her the conversation was over and to put her superior on the line. She placed me on hold for 2 minutes and 47 seconds just to come back and advise that my refund would be processed in 48-72 hours. Again, I asked to speak with the supervisor. George Odin came on the line, processed the refund, and defended Oconnor by saying they have to go by their protocol. I advised none of this was a mistake of mine so why should the customer have to suffer. If I was never to be given another distributor number, then why did customer service do that? I have never dealt with such rudeness from a company and you are holding my money in era. When I asked Odin how to get rid and away from this company he said I needed to return the builder kit. I used all the wraps and then he says well no refund and no commission. This company sounds like some bullshit. I want to hear from corporate. How do you reassure and put faith back into a distributor who is not comfortable with the way they were treated and the company was WRONG in the first place!!! --- Additional Comments: Show good faith to someone who has joined your company, sold your products, and advertised you!!! Read my story!! I joined this company to help me have financial stability to raise two children. When you sit and hold my money and keep telling me more time for a refund..that is WRONG!!!! And when and what do you do to apologize to someone you have WRONGED. The customer service from IT WORKS, including management, SUCKS!!!!

Did not cancel autoshipment on my account and my wife's accounts when requested. Claims no request was submitted. Will not refund product not receivedWe called in January 2013 and requested both my wife's account and my account be cancelled. We were told to contact our representative. We

contacted her and she sent in both cancel requests via email. 3 months later we find we've paid for products each month (31.03 and 26.75 per month totaling 93.09 and 80.25 for a grand total of 173.34) they sent to our old address and we did not receive and they did not cancel our account. They claim no request or phone calls were made. --- Additional Comments: We would like a refund of the 3 months of product we did not receive, a total of \$173.34 credited back to our credit card.

The company billed my account for an order I tried to place online 5 months ago that did not complete. In November of 2012 I tried to place an online order with a recurring monthly shipment. I never received the order, the order was not completed. I ended up ordering through a distributor, tried the product, it did not work for me and I did not reorder through the distributor. Today, five months later, I receive an email saying 'Thank you for your order'. After being on hold for 15 minutes I was told that when I placed the order 5 months ago my credit card was declined and now the order went through. After 5 months of receiving nothing, I did not expect this shipment and did not want this shipment, they refuse to credit my account until I receive the package, return it, and they take two weeks to process it. I should not have to wait for my money back in my account for an order than I did not expect or even know was being processed. --- Additional Comments: I want them to recall the shipment and credit my bank account \$140 immediately.

I was misled with their 'loyal customer' program and when I attempted to return, they did not refund my full amount. There were many 'hidden' costs. I originally placed an order on 3/8/13 through an in-home consultant, (b)(6) in Wisconsin. I was told to become a 'Loyal customer', I just had to place any size order once per month for 3 months. I initially ordered sku 407 for \$109 on March 8th, so in April, my intentions were to place a smaller order (\$25) for my monthly obligation. On April 8th, I received a confirmation that an exact re-order was being charged and shipping. I called the company and was told that the Loyalty program is an automatic monthly shipment. This was never conveyed to me... my obligation per the in-home associate was to simply place 1 order per month for 3 months. When I called the customer service department, they said it was not their problem that the sales representative misled me to believe the loyal customer program was something different. When I asked to return the product, they said there would be a 10% re-stocking fee and I'd have to pay additional to have a tracking number to ensure my refund. Today (4/23/13), I received a confirmation e-mail that they credited my credit card, BUT kept the tax, shipping and handling, and 10% of the product. In addition, because I chose to get out of the program, I was charged \$50 to get out of my 'loyal customer' obligation early. I was o.k. paying the \$50... that was conveyed to me at the time of my initial order; however, I do feel a full refund of the 2nd order should be met because I was not told about the auto-shipment taking place, including the shipping & handling, tax, and full unit price. It should have never been shipped and charged without my knowing or approval. Although this company employs thousands of in-home consultants/sales reps across the country, it is their responsibility to take accountability for all of them and ensure they are being open and honest about all purchase programs, obligations, and return policies since they are representing the company. At this time, that is not happening, causing many disgruntled customers. --- Additional Comments: I wish to be refunded the \$8.75 for the return which I had to make for the tracking number which they required, the remaining \$10.90 from the product (they kept 10%), the \$6.00 tax, and the \$10.95 shipping and handling because I did not approve this order for a refund of \$36.60. Furthermore, because of the misleading sales tactics, undisclosed details of the loyalty program, and hassle of calling multiple times to return, I wish for the \$50 loyalty fee to be waived, for a total refund of \$86.60.

Unauthorized charges to my card Last month I didn't realize I was on an auto ship with this company. When I got the charge from my bank I refused the shipment and cancelled the auto ship with the company. I am still awaiting a refund of \$136.54 for that shipment. Then they did another auto ship and another deduction of \$136.54 from my card. This company now owes me \$273.08. And I had to cancel my card and have a new one issued. This has overdrawn my bank account and I now have no access to my account with my card since it had to be cancelled --- Additional Comments: I am seeking a refund in the amount of \$273.08

Company refuses to cancel order of products I did not select so that I can purchase the products I wanted to select. I signed up for It Works loyalty program about a month ago. The agree was that I buy products each of the next 2 months or I would receive a \$50 membership fee. The problem was when I looked at my online credit summary and saw a fee \$130.63 was being processed. So I called It Works and explained that I did not select those items and that I wanted other items. I was told that they would not cancel the order and that I would have to wait til it ships, then send it back, and pay a restocking

fee or refusal fee. Since the order is still being processed and not been shipped yet, I requested that they just cancel the order and allow me to order different products. Customer service still refused and remained adamant in their decision. So I called my bank account to get them to do a stop order. They said that only It Works can do that and I would have to wait 2 business days to dispute the order. So I plan to do that in 2 days as well. --- Additional Comments: I want the products to not ship and I want a refund. At this point, I will just pay the \$50 membership fee to be done with the company since they insist on doing crooked business.

I have asked repeatedly for them to stop charging my credit card. I tried to cancel the autoship by opening a ticket--it has been ignored.I have gotten charged a total of three times since I submitted the request to have the autoship cancelled. Since I submitted the ticket, I have also sent an email. I tried to call their offices today, and it said that 'due to unusually high call volume' they couldn't take my call and then hung up on me! --- Additional Comments: I just want my money back, and for them to stop sending product!

I did not receive product and they would not issue me a refund for the shipments that are not at the post office.I have not received my order since 1/2013 and I called customer service. They told me to contact the post office look around my yard and if I wanted a refund to send them back. They had no control over the mail. When I said that I wanted the 3 months back they said no! --- Additional Comments: I want the 74 bucks put back on my card.

Contact information on company website is not valid if you need to make a change to your order. Company will not answer emails at all or phone calls.I was not happy with the product but knew I was in a contract so I tried many many times to get in contact with the company to modify my order to so to only fulfill the minimum requirements of my contract-I had questions they would not answer. On their website <https://loyalcustomers.myitworks.com/Home> I used the "contact me" email and emailed the company 3-4 times about cancelling/modifying my autoship order. I never got a response to any email. The phone number on the website is (941) 348-6650. If you call that number, you are told to call another number 1-800-537-2395. I have been calling this number several times daily for over a week now. I repeatedly got a message saying they had a high call volume, to call back and was disconnected. With no way to contact the company, how can I ask questions or modify my order? Now I want to return some of the items they shipped me that I tried to call and cancel. I spoke to a supervisor this evening after staying on hold for one hour and five minutes only to be told "they are busy. If they disconnect the call it is my job to keep calling until I can get through". A real professional business should have valid contact information on their website. I wanted to return the items I did not want, but I don't feel I should have to pay return shipping since it is not my fault they don't answer their phone or emails to make changes and answer my questions about the order. Gene the supervisor says "I signed a paper. Whether they answer the phone or return my emails, I have to pay to return the products I didn't want, and a 10% restocking fee, as well as if I want to cancel the contract an additional \$50. I feel that since they have no valid contact information on their website, I should not be charged for shipping, they should pay the return shipping fee, and in no way should I be charged a 10% restocking fee for an order I have been trying numerous times to cancel over a week long period. --- Additional Comments: I feel that since they have no valid contact information on their website, I should not be charged for shipping, they should pay the return shipping fee, and in no way should I be charged a 10% restocking fee for an order I have been trying numerous times to cancel over a week long period. I also feel I should be let out of my contract an not charged \$50 as a good faith gesture as I have wasted several hours of my life trying to get in contact with this company, and now BBB.

Unauthorized charges - \$165.59 + \$20 esuite charge. I canceled my distributorship back in 2012 - they continued to charge my credit card in Jan 2013 for \$165.59 & \$20 esuite charge - I called to get a credit - they only issued \$135.04. I have been trying to get the balance ever since (calling monthly) - they will not refund my money for products that I didn't order!!! --- Additional Comments: \$50.55

I'm highly allergic to the wraps and gels. After cancelling my account I returned a tube of gel. Because of usps delays I didn't get my refund. After spending 25min.on hold I was told I couldn't get a refund because the product returned was beyond the date of first purchase.The supervisor Paul O'Really, said he could send a tube of gel. I am allergic and can't use it.I tried the wraps and gels without success. They are very expensive. I wanted them to work they didn't. My sales rep didn't even help me. I am thoroughly disgusted with ItWorks! I want a refund. I repeatedly told Paul O'Really I can't use the products and again said I will sent you a gel. What will I do with a gel that inflamed my skin raw with oozing welts and weals. My acc't. # for ItWorks is (b)(6). The company charged me every month for the



products that I am allergic to and can't use. I would really like all my money back from November. I have never in my life dealt with a company that sells such expensive products and so little support. I spent hundreds of dollars and no support. I was told the wraps work immediately that is not true. All that happened for me is inflamed skin which is still healing. I would like a refund and more for the products lack of efficacy and effectiveness. --- Additional Comments: I would like a refund and my money back for the hundreds of dollars in products that only damaged my skin. I would like a settlement of \$400. I am so beyond upset at how I have been treated. This is 21st century snake oil sales, like the tonics and cure alls of the late 19th and 20th centuries. These products don't work. It is a terrible shame that they promote them that they do work. NO support is given on how the products actually (don't) work. It is a pretty packaged fraud.

Can't get through to customer service to cancel auto-ship. Message tells me to call back due to 'unusually high call volumes'(for 2 days, all day). I would like to completely cancel my auto-ship arrangement, order number (b)(6). I do not want any future charges of \$62.54 (or any other amount) to be made to my credit card. I have been attempting to contact customer service via the following number: 800-537-2395 and have received a message stating that due to 'unusually high call volumes' I will need to call back later. I have tried calling for 2 days over a period of several hours both days and continue to receive this message. I believe that this is an unethical business strategy used to deter people like me from canceling their order. I do not want to receive any more 'Ultimate Body Applicators' or any other product from It Works Global. I do not want my Visa credit card charged for any further products or orders and would further like it to be removed from the It Works Global system. I would like confirmation via (b)(6) that this issue has been resolved. Though this product has not worked for me, I have spoken positively in that it seems to have worked for others. I have accepted responsibility for the 3 month auto-ship commitment I made. I would now like It Works Global to respond with the same courtesy in that I would like to cancel my order and stop all future payments. --- Additional Comments: Stop auto-ship order for order number(b)(6) in the amount of: \$62.54; cancel all future payments; remove my Visa credit card information from the It Works Global system.

I CALLED AND CANCELLED MY ONGOING SHIPMENT AND THEY SAID THAT I CULDNT UNTIL I BOUGHT SOMETHING ELSE AND THEN THEY TRIED CHARGING MY CREDIT CARD FTHEY TRIED CHARGING MY CREDIT CARD FOR MONTHS, SO THAT IS WHAT THEY TOLD ME BUT I HAVENT SEEN ANYTHING ON MY BANK FOR THEM SINCE NOVEMBER AND THE BANK SAYS THAT THEY DIDNT RECEIVE ANY CHARGES FOR THEM UNTIL NOW. THEY NEVER CANCELLED MY ORDER AND NOW REFUSE TO CANCEL IT NOW WHEN IT WAS SUPPOSED TO BE CANCELLED AFTER MY LAST ORDER THAT THEY MADE ME PLACE FOR SOMETHIG THAT I DIDNT EVEN WANT. NOOW THEY SAY THAT THEY CANNOT CANCEL MY ACT BECAUS THEY HAVE SHIPPED IT ALREADY. THEY ARE LIARS AND FRAUD. --- Additional Comments: I DO NOT WANT ANY FAT BURNERS OR WRAPS I STILL HAVE PLENY FROM BEFORE SO I NEED TO BE CANCELLED AND A REFUND ISSUED FOR THIS LAST SHIPMENT FOR MORE FAT BURNERS WITHOUT CHARGING ME RESTOCING FEES, SHIPPING FESS ETC. I CALLED AND CANCELLED IN PLENTY OF TIME FOR THESE LAST TWO SHIPMENTS BUT THEY REFUSE TO ACKNOWLEDGE IT AND SAY THAT I HAD TO CALL BACK AGAIN WHEN IT HAS BEEN 6 MONTHS THAT I HAVENT GOTTEN ANY SHIPMENTS OR BILLS. I

My account was closed 5/06/2013 but they billed my credit card on 5/17/2013 BBB CASE#:(b)(6) (which is now closed) its noted on 5-06-2013 my account was cancelled by Allie. I got an email on 5-17-2013 saying 'thank you for your order' and they billed my credit card another \$126.21 --- Additional Comments: My account was closed! I want a refund of the total amount and I want in writing that I will not be shipped or billed any more products from ItWorks EVER!

I couldn't get a full refund after having a severe adverse reaction to the product.I ordered the package to be a distributor a couple of weeks ago. I opened the wrap package and used the first one on myself (since i had never used the product before). At the end of 45 minutes I was in pain. I took medicine hoping that it would go away, but by the next day, it got worse. Still....I was thinking that maybe this was part of the toning and tightening the product is supposed to do. Then, it got to the point where I could barely move. So I made the decision at that point that I couldnt sell the product, so I called to request a refund. The first person told me to send the remainder package back, then I could get the refund. The second person told me that I could only get \$40 back. The 3rd/4th person told me that I might not get anything back, but submit a ticket and call back. I called back today , 5-2-2013, and I was told that I wouldn't get anything back. I kept asking for an address to the corporate office, they refused.

I asked to speak with the person that made the decision, they refuse. I asked to speak to the supervisor other than the one I was speaking to, they refuse. However....when he came to the phone, he did say that they would go ahead and refund me \$54.27. He (Richard Jetson) said that they couldn't refund the other \$44.73 for the license....which I don't understand because I'm not going to be selling the product. But, I went away with that because I realize that I wasn't getting anywhere with this guy. This has been the worst company ever!!!! I've been walking around for the past couple of weeks feeling like I'm in labor because of using this product. I was perfectly fine before. I would like the remainder of my money to be refunded to me. I was willing to walk away quietly with a full refund so that I could go to the doctor (being that I don't have insurance), but now I'm contemplating getting legal aid. --- Additional Comments: I'm seeking the rest of the \$99 (\$44.73) that I invested to sell products for this company. I don't have the product, the kit, or the license. Knowing they can take the other 3 wraps and add 1 more to make a full package and get their \$99 again is unfair for me to be left hanging with a partial refund, when I have a health concern from using their product. I don't want to hear anything else about 'POLICY'

I got with the company through a friend who is selling product with the company. I was helping her out so she could get started. I had to do 3 auto shipments of products which ended in May, I told them when I ordered the products I only wanted the auto shipment for the 3 months. Then I found out this month that I had to call to cancel the auto shipments. I tried to go in on the website to my account but it kept telling me that the My ID # and password were incorrect. But I had them written down. They said I had to cancel 2 days prior to my shipment date. Which I thought was the 28th of June. Which is when the last one was. But they said because I was on auto shipment it was then the 26th which was the order date. But I tried to call them before the 26th but I kept getting a recording telling me they were experiencing high call volume and couldn't take my call and to call back later and they hung up. I did finally get through on the 26th of June. First the girl tells that I had not met my 3 shipments. I told that I had. I told I wanted to cancel this month (June) and stop my orders, she kept trying to sell me other things finally she said OK that she had cancelled it. Then I get an email the next day telling me they had cancelled July. So I begin trying to call then again only to get the same recording High call volume. I finally get through today which is 62913. Only to have them inform me it had already been shipped. So I told her I was going to return it she informed me not only will they not return my shipping and handling but they charge a 10 restocking fee. So when I get the products and send them back what I want is my total cost back which was \$26.95 Because it wasn't my fault I kept getting the recording and couldn't cancel before I did even though I thought I still was OK because my shipment date was the 28th. Thanks you so much for your time. Unhappy customer (b)(6). PS9000: It Works Its a business opp. as well as they sell products Other-Other Update

I was told that I would lose 30 lbs within a month. I was not told if I tried to cancel I would be charged \$50. I spoke with a representative on my cell phone. She told me I would lose up to 30 lbs within a month if I took the pills she suggested. She then directed me to the web site where she walked me thru the process. Not once did she tell me that I would be charged a \$50. fee if I tried to cancel early. I called customer service and spoke with 'Jordan' who then informed me they would charge me the \$50. I told him I was not satisfied because I have been taking these pills for 2 months and I have not lost even 1 lb but in fact have gained 3 lbs and felt I had been deceived by the agent. He would not listen to me so I told him I was contacting you and hung up. --- Additional Comments: I want them to remove my credit card information and close this account.

Customer service (for loyal customers) has screwed up my orders twice. Customer service representatives provide very poor phone service. My account information is: (b)(6). On April 3, 2013, I called customer service to change the auto-ship date to the 12th (I'm a loyal customer). Representative name: Donna Jacobs assisted me that date. Then on April 8th, I followed up to make sure everything was okay with my account, and discovered she had cancelled my auto-ship altogether in error as that is not what I authorized/requested. I called on 4/8/13 and spoke to Patrick Jenkenson, he said he corrected it. I looked at my account today, 5/13/13 and it shows two auto-ship transactions were taken out: on 5/12/13 -\$77.93 (defining gel & fat burners) and also on 5/12/13 -\$70.70 (defining gel & fat burners). Two of the same items at different prices and one of them was not authorized to go through. I called the loyalty customer number (800-537-2395) and a female rep answered and hung up in the middle of her greeting. After being on hold yet another 10 additional minutes, I called back and spoke to Richard Okeechobee (in the NY office) who transferred me to supervisor at my request whose name is 'Colton.' Colton informed me that he was unable to cancel one of the transactions and that I had two auto-ship

accounts set up on my account and it looks like a mistake. I told him i was very unhappy and that i wanted the autoship cancelled! Colton said he would cancel it and that i wouldn't be charged a \$50 fee for cancelling and that i could send one of the items back and not be charged for shipping. I told him that the customer service at It Works is very poor and that I will NOT be returning! He apologized and was helpful but very terrible that I was unable to have the transaction cancelled. Now my account will be in the negative due to the reps error from before! It's not fair to me as a new customer and very terrible customer service. I shouldn't have to wait 2-3 weeks (most likely a month) to get a refund for a purchase that I didn't authorize to begin with, due to the incompetence of the customer service representatives at It Works. Also, I'd like to add that I asked Colton for the corporate office address he gave me the wrong address and it seemed deliberate. He told me: 5325 Florida 64, Bradenton, FL. It's 5325 East State Rd 64. I'd like a refund of my money asap and not have to wait 3 weeks for my money when I didn't authorize an additional transaction in the first place. --- Additional Comments: I'd like a refund of my money asap and not have to wait 3 weeks for my money when I didn't authorize an additional transaction in the first place. The transaction information is as follows: Printed 5/12/2013 2:12:53 AM N/A \$70.7011673457 Printed 5/12/2013 2:12:35 AM N/A \$77.93

This company has failed to respond to any form of communication and has failed to give me a refund. I signed up with It Works! Global in April 2013. I signed up for their Loyal Customer program via an It Works! representative. The deal I agreed to was that I only had to purchase one thing each month for 3 months after signing up. I had no problem with this. I enjoyed their products and had no issues with the any products. I noticed when I received my first order, my name was wrong on the packaging, it was addressed to: Lindsey Brown. My real name is (b)(6) and I filled out my own sign up form so it was odd that they got that wrong. I have been trying to fix this ever since and have gotten no response from the company and the rep said she 'put a ticket in' to get it changed. Still to this day, my account reads Lindsey Brown. Next problem, I had received ZERO communication since I signed up from this company, no emails, nothing. Honestly I kinda forgot about it. I come find on May 11th, my debit card got charged for \$107.63. The only way I found out about this was that this company decided to send me an email AFTER they had charged me. No warning email, no reminder, no email saying ' It's time to order your next product!' NOTHING! So their system went ahead and sent me the same exact thing as I ordered last time. I was never told it was going to be on auto ship or that I had to order something the very same day as the last month. Now, I understand I signed up for this Loyal Customer program but any good business would warn you or have some solid communication between them and their customers especially when they're charging you for their products and holding your debit card hostage by not letting you remove the card from your online account with them. I emailed this company on May 12th, it is now May 15th and I still have heard nothing. I called the same day to try and get this cleared up. They refused to refund me because I was under this unforgiving agreement. The lady I talked to also said she fixed my name on my account. THIS IS STILL NOT FIXED. I just got the package today and will be returning to sender ASAP. I expect a full refund and my account to be canceled WITHOUT penalties. --- Additional Comments: Full refund and my account to be canceled.

I have attempted to reach this company via phone, email, fax and you CANNOT get through. They make it impossible to terminate their product. As I said this company makes it impossible to contact them to cancel their product and cease taking money from my bank account. When you call their phone numbers 800-537-2395 you are told they have high call volume and to call back at a later time and this has happened at different times in the day , every day ! I emailed them and received a failed email back stating could not go through. I even faxed to them and that went through but never had a reply back from that. I was only on a 3 month trial and told I could cancel after that at any time but cannot get a hold of anyone at that company to cancel. They have taken another ACH Debit of 63.13 out of my bank account and I have asked them to cease in my fax. I am a single Mom and every penny counts I do not want them to take any more of my hard earned money out of my account. --- Additional Comments: I want full refund of my 63.13 and if my bank charges me an overdraft of 37.00, I want IT Works Global to reimburse that also and to cease any more attempts to take money from my bank account.

I have called numerous times; same recording; 'unusually busy / call back at customer convenience'; unable to leave msg. I wish to cancel my 3 month membership (have met all requirements); sent an e-mail (in addition to multiple calls); e-mail response was 'call number shown'. Do not know where else to turn other than BBB --- Additional Comments: Confirmed cancellation of my account ID #(b)(6)

Product delivered/charged to credit card via 'auto ship', I did not desire to receive the product any longer 2 months ago. I went into my account and removed the item ('the greens') from my auto ship account. The item arrived at my house a few weeks later. I went into my account again and noted my auto ship account had the item in the account again. I 'removed' the item again and made sure to 'save' it as I thought I possibly didn't hit save the previous month. Today, the product arrived to my home again and my credit card was charged an additional 29 dollars. I placed a call to the company and the reply was that the only way to cancel an auto ship is to call the company. I think this is wrong and misleading. You should not be able to remove an item from the account and it continues to ship/be charged to the consumer. The company refused to send a prepaid return so I will have to pay to send the item back to them. I would like to see this policy changed as I believe many people are being taken advantage of this practice. Product\_Or\_Service: The Greens Order\_Number: (b)(6) Account\_Number: (b)(6)

Advertisement stated buy one get one free... also bring 2 friends and get a free wrap. Representative charged us for wraps and didn't get the free. As above the flyer stated buy one get one free and bring 2 friends and get a free wrap. Also as a host for every 5 guests you get a free wrap. The night of the party there were 7 guests and one guest brought 2 guests. That makes 2 free wraps. 4 of us wrapped, myself (the host) and the guest who brought 2 people and then 2 additional guests wrapped. At the end of the party the sales person said well i have to collect for 2 wraps, I said wait a minute it's buy one get one free and she said well yeah you got yours free and so did the other guest. How in the world does that ad up? After the party I contacted coorporate and they said that they do not stand by any of the sales reps 'specials' and to contact her again. I did and she said she was sorry for the misrepresentation she would work on the way she portrays it in the future. I'm sorry however if you representing a company wouldn't you want to keep your customers happy so they continue to do business? Also at the coorporate level wouldn't you want to do something with that rep? Nothing has been done and it's been a month. I will not continue business with this company as they do shady business and their reps as well are not trained. --- Additional Comments: To get my free wrap as shown in the flyer by the rep.

I was told to never buy products from this company but after actually talking to one of there distributor i was convinced that I would get great results! they advise you to drink 3 bottles of water before using the flimsy wrap ( not even wrap) and then the 'wrap' is suppose to make you loose weight! wrong ! i measured myself before i drank the water and then after i drank the water and measured myself after i took the wrap of. I was still the same size ! I tried again thinking okay maybe i did it wrong and still i am the same! they make you drink the water and loose the water weight which you just drank thinking you actually lost inches. bottom line is i just want my money back. I was a rip off and I think its so wrong to sell people false hope! Im a single mom and cannot afford to be ripped off by something that did not work!.If i worked i surely would keep using it but it did not and I just want my refund in FULL \$184.31 every penny of it. You cant treat people like that. I contacted the company and the young lady who answered the call was so rude stating ' well it was your risk it didnt work for you but i cannot give you your money back. How shameful! This is a true rip off !Product\_Or\_Service: belly wrap, gel, and lotion Order\_Number: (b)(6) Account\_Number: (b)(6) --- Additional Comments: Desired Settlement ID: Refund I want my full refund of \$ 184.31 back to my Visa card.

loyal customer program misrepresented, can never get through to customer service. products do not work!!it works repretative led customers to believe that after 3 orders (auto ship) there would be free shipping and a\$50 credit to your account but failed to inform anyone that the 1st shipment did apply. i canceled my auto ship after the 2nd month once i found out the the 1st shipment did not apply only for the company to send out the auto ship any. called customer service and being on hold for 45 minutes to cancel my order and to get refund. customer service stated that the order could not be canceled and that their website clearly states that auto ship can not be canceled unless you call. the products do not work --- Additional Comments: i am looking for a refund of \$48.15

IT Works will NOT cancel sales transaction according to 72 hour right of recision law in California where the transaction took place. On May 11, 2013, my wife purchased a 3 month subscription to this companies products at a street fair in Eldorado Hills, CA from a direct sales representative. On Sunday, May 12, 2013 we faxed a cancellation to the company to the fax number on their order form. On Monday, May 13, 2013 my wife called and spoke to a representative at their corporate offices in Florida, who said they would not cancel the transaction. She finally agreed to cancel the transaction. Later that day my wife spoke to the sales rep that we had originally made the purchase from and found

out that she had misrepresented what we were buying. My wife reiterated our desire to cancel the transaction. The sales rep said it would be cancelled. As of this morning, May 16, 2013 the transaction had been processed by my bank and no reversal transaction had been submitted. We called the bank and placed a dispute on the transaction. This company at best is guilty of very poor business practices and possible violation of state and federal laws governing the right of rescission or sales under duress by a direct sales representative. Your assistance with this would be greatly appreciated. IT Works transaction id is: (b)(6). My wife's name is (b)(6). --- Additional Comments: We simply want the transaction reversed (refunded) and an assurance that no additional charges will be made against our VISA Card.

I purchased a box of wraps a year ago I opened it yesterday and it is dried out. I purchased a box of wraps (4 wraps) a year ago but due to 2 deaths in my family and a stroke I have not been able to use them due to traveling to help out family members. I opened them yesterday and the wraps are completely dried out. I called it works 5/21/13 and they said there is no expiration date on wraps. I told them my issue and they said sorry there is nothing we can do for you. I have spoke to distributors and they have never had this issue. I believe they sent me defective wraps. I --- Additional Comments: I would like a new package of wraps or my money returned.

Company did not disclose \$50 cancellation fee. Company NEVER answers the phone. Company will NOT allow me to cancel or remove my credit card info! Since I signed up for the wraps, I have discovered they do not work. I attempted to cancel my shipments and the representative who signed me up at the wrap party now informs me there is a \$50 cancellation fee before 3 months. It has been 3 months. ItWorks Global has charged my credit card 3 times in the amount of \$79.40 on 3/1/13, 3/28/13, and 4/28/13. I have made 26 attempts to call this company and no one ever answers the phone...not EVER!! I faxed them a cancellation to the USA fax number on their website and received confirmation of receipt, however the website still says they will NOT allow me to remove my credit card information on file because there are pending transactions. Furthermore, their email option doesn't work, it gives an error message when you click 'contact me', I also attempted emailing the 'life-coach' email, since there was nothing else, and he responded with 'sorry but you have to call to cancel' How convenient since no one EVER answers the phone, how can you CANCEL??? I do NOT authorize this company to charge for me ANYTHING else nor do I want ANY of their products because as previously stated they DON'T work. This company is a scam and I have notified my bank of this dispute. ItWorks Global is NOT authorized to charge me ANYTHING. I've paid them for their goods to date and therefore I owe them nothing. --- Additional Comments: It Works Global - Needs to acknowledge my cancellation and provide confirmation that my credit card has been REMOVED from their system/files, etc. and will not be charged anything beyond what they've already charged me for. Secondly: 1 - Company should be made to provide cancellation disclosure statements and details on their website. 2 - Provide a phone number where someone actually answers 3 - Provide an e-mail for customer service issues that actually functions

I found that these products did not work for me. I phoned to cancel my auto shipment. The lady told me it was cancelled. I specifically asked if the next order would be shipped. She said no. Then I got an email saying my order was shipped. I phoned in and was told to accept the order, DO NOT REFUSE IT. And then I was to ship it back for a refund. After arguing with the company, I was to be emailed a return shipping label so the cost was not mine. I received the package and no shipping label. I waited a few days and still no return label. So I phoned in again. I was then told that I would not get a return label. I was told to take the parcel back to the post office and tell them to return to sender the package. I said I didn't think that would work once the parcel had been taken out of the post office. They said if it didn't work I was to pay the postage, get a tracking number and call them to update my file. I had to pay to ship it back. I called the company and was told they would waive the return shipping charges but there is no where on file that they would reimburse my shipping. Every time I phone I am told another story that doesn't match what the previous one is. My issue is the balance sitting on my Visa for all this time until they receive the parcel and process it and then refund my money, and I don't think I should pay shipping for a parcel I wasn't supposed to get in the first place. Product\_Or\_Service: weight loss products Order\_Number: (b)(6) Account\_Number: (b)(6) --- Additional Comments: DesiredSettlementID: Refund I want the full amount of the original parcel refunded which was \$186.45 and the shipping that it cost to return the parcel \$18.57. I would also like something for the hassle that I have been through. BBB NOTE: PLEASE BE ADVISED THE BBB DOES NOT PURSUE REQUESTS FOR PUNITIVE COMPENSATION.

I started with It Works, I received my first order called several times could not get thru After several calls , I decide to quit, after not able to get thru I decided to email that it was not for me. I received an email saying that they would get back to me in three day after two weeks I get a charge for a web site and then a auto ship order I never put into my web page, the person who signed me up must have went into my web and put a auto ship order. When I spoke to customer service after waiting an hour to speak to someone he could not help me. I want my shipping charge of % 5.05 and the order I didn't order \$128.58 and \$ 20.00 Web fee that I never set up. --- Additional Comments: Put in above

I was told if you sign on you would receive a discount on all product ordered. The product automatically was sent to me (I did not order it), I returned the product and was told there would be a 10% restocking fee. The cost of the order was \$109. plus shipping/handling/tax \$15.49 = \$124.49. The amount credited back to my charge account was \$65.54. Apparently there was a \$50 sign on charge which was not refunded to me nor was any of this explained at the party! --- Additional Comments: DesiredSettlementID: Other (requires explanation)Credit the \$50 sign on charge?

I ordered from this company and I agreed to three shipments. When I got the fourth, I tried to cancel but phone calls nor texts when through. I tried phoning, texting, and writing cancel on products I sent back, but every month, I get another shipment. They refund my money but not all of it. I am sending a letter to customer service today requesting stopping all shipments of products, they don't even work. 1505 Newpoint Place, Suite 200, Lawrenceville, GA. 30043-5576. I contacting my credit card co. to stop all payments they are charging. I feel like I've been scammed. Everytime I get a message from them, I replay to cancel but they send a message, couldn't receive it and thanks for my order. --- Additional Comments: Mainly I just want them to stop sending me their products, they do not work and their policies are nothing more than a ripoff to consumers. I am extremely disappointed in their business tactics. I have learned, 3 month commitment to a product should tell you, it's no good because if it was, one month supply should be plenty to 'hook' you. I also want the rest on my money not taken off my credit card account.

Product delivered/charged to credit card via 'auto ship', I did not desire to receive the product any longer 2 months ago. I went into my account and removed the item ('the greens') from my auto ship account. The item arrived at my house a few weeks later. I went into my account again and noted my auto ship account had the item in the account again. I 'removed' the item again and made sure to 'save' it as I thought I possibly didn't hit save the previous month. Today, the product arrived to my home again and my credit card was charged an additional 29 dollars. I placed a call to the company and the reply was that the only way to cancel an auto ship is to call the company. I think this is wrong and misleading. You should not be able to remove an item from the account and it continues to ship/be charged to the consumer. The company refused to send a prepaid return so I will have to pay to send the item back to them. I would like to see this policy changed as I believe many people are being taken advantage of this practice.Product\_Or\_Service: The GreensOrder\_Number: (b)(6)Account\_Number: (b)(6) --- Additional Comments: DesiredSettlementID: Other (requires explanation)I would like to see the policy/practice of this company changed so other individuals are not taken advantage.

I became a loyal customer of ITWORKS on 2/25/13. I signed a contract for a 3 month period of loyal customer status to receive discounted prices. My first order placed was the Skinny Pack which includes and Ultimate Body Applicator, Advanced Formula Fat Fighters with carb inhibitors and Defining Gel priced at \$125.44. I received my Skinny Pack in the mail a few days later and they withdrew \$125.44 on 2/27/13. Please note this is the only correct order I've received from them since I signed my contract. My 2nd order placed with them was changed via phone by my rep (b)(6)on 3/25/13 for Fat Fighters only because I still had remaining product from my 1st order. They shipped me another Skinny Pack and withdrew \$125.44 from my account on 3/26/13. My rep called them to correct this error and they requested the package back and said they would waive the restocking fee and shipping and handling because it was there error the wrong package was sent. They then sent me the Fat Fighters which I originally ordered and withdrew \$28.66 out of my account. I returned the incorrect package back to them and received a refund of \$111.49, which was incorrect and should have been \$125.44. After many phone calls to them by my rep to check status on my refund and to make sure this order was correct, they still sent the incorrect order. My 3rd order was supposed to be Fat Fighters for \$28.66 but I received another Skinny Pack and they withdrew \$125.44 from my account. I returned the pack via post office on 5/6/13. Still havent rcvd a refund of \$125.44. Ive called them numerous times,spoke with Patrick and he was extremely rude and told me if I didnt place a 3rd order with them

they would charge me \$50. I refuse to place a 3rd order with them because they still havent refunded \$125.44 from 4/26/13. I went to my bank and explained the situation and they cancelled my card on 5/25/13. They sent another skinny pack and withdrew \$115.88 on 5/26/13. Product\_Or\_Service: Skinny Pack/Fat Fighters Account\_Number: (b)(6)

The company has taken out money on my credit card without my consent. I contacted the company and asked for my money to be credited back to my account account #(b)(6) was sent to me via an email. I never authorized it!! The company representative asked me for my social security number. I said I'm not giving my Soc Sec# out. The representative stated I need to file a compliance issue at compliance@itworksglobal.com. I true it wouldn't go through. It said no valid email. --- Additional Comments: I want full refund of my money.

see Attached document  
[https://odrcomplaint.bbb.org/bureaus/files/complaints\(b\)\(6\)complaint.pdf](https://odrcomplaint.bbb.org/bureaus/files/complaints(b)(6)complaint.pdf) Click Here to Get the File  
[https://odrcomplaint.bbb.org/bureaus/files/complaints\(b\)\(6\)complaint.pdf](https://odrcomplaint.bbb.org/bureaus/files/complaints(b)(6)complaint.pdf) --- Additional Comments: DesiredSettlementID: Other (requires explanation) see Attached document

This product is a scam I used it like it said and had no changes I have facebook messages with the representative that told me about the product and them telling me to keep trying it will work be patient I kept using it it did nothing at all I called customer service and they have so many ways to keep your money they refused to give me a refund for the product that didn't work its a complete scam Product\_Or\_Service: 407 Skinny Pack \$109.00 1 Order\_Number: (b)(6) --- Additional Comments: DesiredSettlementID: Refund I want to send all the unused products back to them and would like a full refund for all of these products I will send them all my correspondence with their representative that told me about the product that has my all my measurements on it and that I was complaining about it not working and her telling me to basically be patient

Have requested the company to stop automatic payments. As a distributor for It Works! as have an autoship set up to automatically receive products. If anyone would like to cancel their autoship they must do it at least three days before their autoship is set to be mailed. My autoship is set to charge my bank account on June 4, 2013. I sent a request (which the company calls tickets) on June 1st to have my autoship cancelled and never heard anything back from the company and it also still shows my autoship set to run on June 4th. I sent yet another ticket to the company today, and again have not heard anything. This is unacceptable behavior from any company. --- Additional Comments: If this company does not get my autoship cancelled and I am charged on June 4th. I will require a refund ASAP, since I have bills to pay on the 6th.

Return & exchange policies not on ANY receipts company ever sent me. Promised body wraps good for ever, now have \$210.00 in body wraps that are dry. signed up to loyalty customer program. They billed me for almost \$90.00 a month for a product they advertised at \$69.00. Return & exchange policies were not listed on ANY receipts company ever sent me or on the receipts they emailed me. I called the company multiple times and would be left on hold for hours, some times a message would play saying that they had too many callers and to call back, then the automated answering machine would hang up on you! I was told that the body wraps would stay moist and good for use up to 1 year, now have 7 body wraps that are unusable and are showing a discoloration in its packaging. These body wraps that are discolored I had received in March 2013 and was shipped from them February 24th 2013. Each body wrap is \$30.00 so now I have \$210.00 in body wraps that are unusable. When I contacted them to ask them to be exchanged for usable body wraps the agent told me that once the ups or shipping box is opened the items are now 'un returnable' she also stated that they have a '30 day' return policy. Neither of these policies that were stated with the agent I spoke to is mentioned on ANY of their receipts OR the loyal customer ordering contact they have you sign! I feel like I have been ripped on and that this company is not only scamming my self but possibly many others. Please help me I have now thrown out \$210.00 due to a companies miss leading representation and poor training of their staff. --- Additional Comments: I had asked the representative at first for an exchange of product. Thinking that I had possibly gotten a defective product. Now I am so upset with their service, miss representation, and lies I want my money back! ( would also settle for replacement products)

Placed an order and called to cancel order within 24 hours. They said I couldnt cancel. I could return product at my expense. Then they would issue a refund. They said it hadnt shipped yet but was already placed on the truck. They couldnt contact the warehouse because it was a holiday.

They are charging me a 10% restock fee order a item and instead got something i did not want. i paid for fast shipping and still have not received it. now i will be charged to ship back the item and a 10%

restock fee. i have not open the item or will not when i get it. and i dont see anywhere on there site that says that. I WOULD LIKE A FULL REFUND AND I NEVER WANT TO DEAL WITH THIS COMPANY AGAIN --- Additional Comments: I would like a total refund for the item i did not open

I purchased a wrap kit and was told I had to only make 2 more purchases of anything within 90 days. My card was later charged again without my consentAs a loyal customer, I was told I had to ony make 2 more purchases of any products I choose in the next 90 days from my original date of purchase. My card was later charged without my consent for another purchase of what I orginally ordered and I was set up for autoship which I didn't ask for. When I initaly purchased the product which was a set of body wraps, lotion and diet pills, my card was charged \$127.35 twice after my inital transaction said it did not go through at all. I was charged twice and 2 of the same set of product were shipped. I was told I would have to pay a restocking fee of \$50 so I kept them both. Now I am being charged again for something I didn't ask for nor do I want. I was told as a loyal customer, I had to make 2 more purchases of whatever I chose in the next 90 days, but I was charged \$127.35 again for what I was initaly sent twice. Customer service is now telling me if I return and cancel the services I will be billed \$50. I did not sign up for auto ship and I ended up being charged twice for my inital purchase and sent 2 boxes of products. The products did not work and I would not have reordered the same product again, let along 3 times. For a transaction that should have cost me \$127.35, I have been billed \$382.05. The products are useless. I have returned the last box I received and I am still being refused a full refund even though I did not order it. I did not push the issue after being charged twice the first time, but I refuse to keep letting this company bully me and rip me off. --- Additional Comments: I want to be refunded for the full \$127.35 and I want this company to quit billing me and shipping me products I didn't order nor want.

I ordered through a representative of It Works Global four body wraps. The wraps along with a protein drink called Greens was supposed to shrink the waste line after four applications. The product did not live up to it's promises even though all directions were followed. When I called to cancel the next shipment I was told I would be charged a service cancellation fee of fifty dollars in addition to a restocking fee. In order to stop the fifty dollar charge I had to allow the next shipment to go through and then return the items at a charge to me. If one item is returned then the fee was not charged. In the end I am stuck with part of the order and next months order was well. I now have to wait to call next month in order to resend them from using my card and even after all of this I still have to pay a 10% restocking fee when everything is finally cleared up. All of these hidden pitfalls were never discussed with me by the rep. nor were they clearly visible on the order. I had to go and look everything up to find where their policy is written. This business is the worst I have ever dealt with. It is obvious that their goal is to dupe the customer but not satisfy the customer. Their practices are shameful.Product\_Or\_Service: Body WrapsOrder\_Number: (b)(6)Account\_Number:(b)(6) --- Additional Comments: DesiredSettlementID: RefundI would like a complete refund of my money. i would like them to stop all future orders at no cost to me.

I cancelled this autoship by email per instructions on packing list in September 2012. I continue to get shipments charged to my credit card. I began being billed for It Works Autoshipments on May 23, 2012. I accepted shipments through August 2012 and then cancelled by email before my September shipment. My husband, who is a mail carrier, returned any shipments 'refused' that were delivered after that but I continue to get shipments. Today when spoke to three different people in their customer service department, I was told that you can only cancel an autoshipment by phone, but the packing list that came in my August package said that it could be cancelled by email. They are charging shipping and a restocking fee of \$5 on every shipment that they have received back. However, there are shipments from September through February that we shipped back but they said they never received. - -- Additional Comments: \$441 in product that were charged but no credit given for returns and an additional \$60 in shipping and restocking fees that were not refunded upon return of the product.

This company can change the prices at anytime to any amount.If editing your account make sure you call. DO NOT DO THIS ON LINE will get charged doublePurchased the greens origanally at \$28 which locked me in to be a loyal customer. If I did not purchase 2 more products I would be charged \$50. A few days later the product went up \$5 with some bogus excuse it was because they added some more good stuff. I decided to check to see if my bill would still only be \$31.95with S&H. Was told yes,NOT! Was charged \$36.95 and there was nothing they could do about it. So to save money I decided to buy the value size.When I went on line to change the automated monthly charge of the now \$33 greens to the value product of \$79 greens I got charged for both items! AND AGAIN THERE WAS NOTHING



THEY COULD DO ABOUT IT!!!! Better be safe and not hook up with this company. GO TO YOUR LOCAL HEALTH FOOD STORE! The PERFECT FOOD RAW is \$28 30 day and does the same if not better for you! ENERGY and DETOXIFIES! It doesn't have the same great flavor but it is easier to swallow than this bitter pill I had to! --- Additional Comments: That other buyers will beware of this company!

Unfair billing practice. The amount charged (\$126.21) was not the monthly agreed upon amount which was \$30. I had a representative, who was a family friend, of IT WORKS Global to come out and solicit product. The sales representative told us that after our initial purchase, of \$126.21, that my wife would receive email marketing promotions to choose additional products for ordering through the company website. The email marketing promo's never came but we were billed re-billed our initial charge of \$126.21. Our original agreement with the sales rep was to only to purchase additional body wraps at \$30/ea. I have put a call into the Corporate Office and am waiting a response however I don't like the fact that they would take the opportunity to re-bill us a set amount without giving us a call. --- Additional Comments: I am requesting both a refund and a service cancellation due to IT WORKS Global negligence and unfair business practice to accurately disclose billing practices.

Ultimate Body Applicators did not up to a year. After 10 months they are completely dried out. Problem date: May 23; Purchase Date: 07-24-2012 (shipped 7-14 days of arrival); Account: 1095180; Order: 4672220; Sales Rep:(b)(6); Supervisor: Rick; Payment amount: \$67.36/box (purchased 4 boxes on their loyal customer program, 2.5 boxes remaining and all are dry) Payment Method: ach through bank account. --- Additional Comments: Replacement of the wraps, they are produced and advertised to last 1 year. I am trying to use these wraps 10-11 months and they are not productive. They have been stored since arrival in a cool/dry place. If replacement can not be provided I would like to request a refund.

I ordered these 'bodywraps' from this company and after the first use, broke out into a red, itchy rash under the complete area of use. Even with cortisone the rash continued to be irritatingly itchy for about four days. Because of the apparent allergic reaction, I called to cancel any further shipments and subsequent charges. The spokesperson refused to cancel the so called 'agreement' without a \$50 cancellation fee, or unless I secured a physicians statement verifying the allergic reaction. I do not remember signing any agreement..(the whole transaction was online) and certainly did not expect to be held to any so called agreement if it turned out to be something I simply cannot use. After two phone calls, they wouldn't budge on their so called policies, so I was forced to cancel the credit card to prevent any further charges. I feel that these policies are poor business practice, even bordering on illegal. I do refuse to be forced to pay for an office call in order to obtain a physician's signature saying I have a rash. Whether the product is falsely represented, or the claims are false, is not my issue here. The issue is forcing a customer to pay additional fees to be able to discontinue a 'membership' when the product is unusable. Thank You (b)(6) Haines City, Florida (b)(6) Product\_Or\_Service: It Works Bodywraps Order\_Number:(b)(6) Account\_Number:(b)(6) --- Additional Comments: DesiredSettlementID: No settlement requested - for I would simply like to see this company on file for poor and unreasonable business practices. I am angry about the way my complaint was handled. I didn't ask for a refund on the product I am unable to continue using, I just didn't want to be required to receive any further shipments or to be charged \$50 to cancel the 'membership'.

I became a loyal customer of ITWORKS on 2/25/13. I signed a contract for a 3 month period of loyal customer status to receive discounted prices. My first order placed was the Skinny Pack which includes and Ultimate Body Applicator, Advanced Formula Fat Fighters with carb inhibitors and Defining Gel priced at \$125.44. I received my Skinny Pack in the mail a few days later and they withdrew \$125.44 on 2/27/13. Please note this is the only correct order I've received from them since I signed my contract. My 2nd order placed with them was changed via phone by my rep Danielle on 3/25/13 for Fat Fighters only because I still had remaining product from my 1st order. They shipped me another Skinny Pack and withdrew \$125.44 from my account on 3/26/13. My rep called them to correct this error and they requested the package back and said they would waive the restocking fee and shipping and handling because it was their error the wrong package was sent. They then sent me the Fat Fighters which I originally ordered and withdrew \$28.66 out of my account. I returned the incorrect package back to them and received a refund of \$111.49, which was incorrect and should have been \$125.44. After many phone calls to them by my rep to check status on my refund and to make sure this order was correct, they still sent the incorrect order. My 3rd order was supposed to be Fat Fighters for \$28.66 but I received another Skinny Pack and they withdrew \$125.44 from my

account. I returned the pack via post office on 5/6/13. Still haven't received a refund of \$125.44. I've called them numerous times, spoke with Patrick and he was extremely rude and told me if I didn't place a 3rd order with them they would charge me \$50. I refuse to place a 3rd order with them because they still haven't refunded \$125.44 from 4/26/13. I went to my bank and explained the situation and they cancelled my card on 5/25/13. They sent another skinny pack and withdrew \$115.88 on 5/26/13. Product\_Or\_Service: Skinny Pack/Fat Fighters Account\_Number: (b)(6) --- Additional Comments: DesiredSettlementID: Refund They owe me \$13.95 from 3/26/13 transaction. They refunded me \$111.49 on 4/17 but it should have been \$125.44. They owe me \$125.44 from the package I sent back to them. They withdrew this amount on 4/26/13. Plus bank charges of \$60.00. They also owe me \$115.88 for a package they sent to me after I specifically told them to cancel my membership and had my bank cancel my card. They withdrew \$115.88 on 5/26/13. Total amount desired: \$315.27

Was called at home about a product that slims the waist. After receiving was told I need to stay on a 3 - Month supply before I could return or stop from my credit card being charged, in which I did. After the 3 months they continue to send product after canceling which was the 4th product. I returned within 30 days was charged 10% restocking fee. Now I have 3 products, in which I can not use because of health reasons. I called Abbey Jewel Claim I can return but have to pay a 50.00 return fee and a 10% restocking fee. Now I have 3 months supply of this product which I clearly told them I could not use. The 3 boxes of these products have not been open because I'm not going against my Doctor's orders. I feel it is a rip-off to demand that you keep their product or pay a 50.00 return fee and 10% restocking fee for the 3. I maybe wrong but I feel this should be against the law. I don't know what you can do to help but I have been charged 65.95 per product for a total of 197.85 and to return I have to pay 50.00 plus 10% of the 197.85. Remember I have already paid 10% restocking for the 4th product. Product\_Or\_Service: IT WORKS Order\_Number: (b)(6) Account\_Number: (b)(6) --- Additional Comments: DesiredSettlementID: Refund I would like to return their product and get a refund without paying 50.00 and 10% restocking.

Unauthorized charges were made on my card by this company. In April I made a purchase from this company to help a friend get her business off the ground. I used my debit card to pay for it, got my product and was fine. Some 4 months later I get a **ANOTHER** charge on my debit card for \$152.66 for a 'purchase'. I did not buy anything else from this company and I did not authorize this charge. Not only that, but I never even received the so-called product that I'm being charged for. I called the company to complain and they told me that I could return the product and they would refund my money MINUS a \$50 membership fee, MINUS a 10% restocking fee and MINUS the shipping and handling. Ridiculous. Firstly, I **HAVE NO PRODUCT TO RETURN**. Secondly, that's only maybe half my money back if I had received anything. I never signed up for a membership or auto-ship and I most definitely never authorized recurring charges on my account! --- Additional Comments: I want a full refund of my money and then I never want to deal with this company again.

Company sent 'auto-shipments' that were not requested. Phone number says that no one is available and email says not monitored when I tried to contact. I placed an order with this company with the understanding that I would need to place three additional orders over the next three months to be a 'loyal' customer. However, they did not advise that the order would be an automatic replacement of my original order and would be automatically charged to my credit card. In the last two instances, May and June, my bank account did not have enough funds to cover the charges and resulted in overdraft fees. Upon trying to reach the company to discuss this, the phone number that states 'due to unusually high call volume, we apologize that we are unable to attend to your call. Please feel free to call us back at your convenience.' **HOWEVER**, you get this **EVERY TIME** you call!!! I have never spoken to someone from the company on the phone in the last two months that this has been occurring. To try something different, I sent an email to [info@itworksglobal.com](mailto:info@itworksglobal.com) on Thursday, June 27th at 9:04 am. I received a call at 9:11 a.m. from 786-233-6742 but no message was left. I attempted to call back but the line did not accept incoming calls and I was disconnected. I received another call this morning at 9:21 a.m. from the same number with the same result. I work full time and am unable to answer my cell phone at all times. Had a message been left with a number to return the call I could have done so. I emailed again this morning regarding these calls and got a kick back from the email address that now states, 'Thank you for contacting It Works! Global, this inbox is not monitored. If you are a Loyal Customer requiring assistance, please call our Loyal Customer Support Line toll free at 1-800-537-2395 to speak with a member of our Customer Service Team.' Seriously?!?!?! I have since cancelled my credit card so that no further shipments will be charged to my card. However, that also means that I do not have readily

available access to my own bank account while I wait for my replacement card. Upon visiting the BBB site and viewing the other complaints, it came to my attention that a \$50 cancellation fee was applied to others in this same situation. I simply want my account with this company cancelled and the cancellation fee waived so that I no longer have to have ANY dealings with this company. --- Additional Comments: I request that my account be cancelled and the \$50 cancellation fee waived. I would also like the two \$25 overdraft fees applied to my account refunded to me because of the unauthorized shipments and charges to my account. Documentation can be provided as needed.

Refused to refund after multiple requests to do so from first order received. Requests through website and sales representative. Shipped 2 additional packages. Refuses to refund even though I had cancelled prior to shipment. Insists I pay for shipment with tracking to return packages that I had requested be cancelled and should never have shipped. Charged to my debit card which also caused overdraft charges of \$150. Account Number # 2052269Sales Rep: Katelyn Mariah, Katelyn's Easy Skinny WrapCustomer Service: Paul O'Really --- Additional Comments: \$73.25 x 3 = 219.72+\$150.00 in overdraft feesTotal: \$369.72As they shipped product against my wishes, they have no right to the product back and certainly I should not be asked to pay for shipping with tracking to return. I made multiple requests with various customer service reps for pre-paid return shipping to be sent to me if they wanted their product back but they refused.

Ad misleading! Owner misleading! Not clear on 'contract'. Received 2 packages in mail, didn't order.Cust Serv.- VERY RUDE \$20 Ad cost me \$364 I responded to local AD, coupon for a body wrap-\$20. Talked to owner when making appt & I asked several questions.I Read Ad and talked to the owner(3 times) before Appt. The term 'monthly contract' was not mentioned. April 1,2013 was my Appt. We agreed on using 4 body wraps. Total that day,\$109.00 Coupon was not clear that a 'body wrap' only fit a small portion of the body and 'wrap' also had a different meaning, more like slimy piece of paper.After (b)(6), owner, 'wrapped me' she explained that I would loose inches that day & skin would tighten. Ad stated the same. During my 45min 'wrap',(b)(6) explained this was a one-time visit. I was really confused, because she also said the results would only last with continued monthly 'Body Wraps'If I wanted to use their product, I needed to order from catalog, that was handed to me as 'mine to Keep'.(b)(6) told me about various other products that were not sold at shop, only through mail-order. I was thinking to myself that this was a weird way to do business & this visit would end up a waste of time& money. (b)(6) removed the wraps, took measurements, and pictures. She was so amazed, so she said.(b)(6) claimed, I lost more inches she had ever seen. I couldn't tell that my body changed at all. The clothes I worn there, fit the same. I paid for visit with my Debit Card and left,Less than a week from my visit, I received a package on doorstep from 'It Works'. Wasn't real sure what it was, didn't give it much thought. Inside was 3 or 4 wraps & a small tube. I briefly saw a bill,(didn't read) for \$80.09/ ticket #(b)(6)/ ship date 4-1-13. I didn't ask for this order. I decided to give the 'body wrap' another try several days after I opened package. I used 1 wrap, tried using 2, but I wasn't able to wrap myself, threw 1 away& used 1. I didn't see any results at all. I tried calling # on the bill, to let them know they sent package by mistake. Didn't get to talk, recording stated office was closed. I guess I should've been more diligent, looking back, really didn't think it was a big issue! Two more packages were sent to my address, again I DID NOT ORDER! I don't know tick#, b/c I didn't open either box. These two packages are different sizes, not sure if contents are the same as the 1st.I had recently signed up for online bank statements & didn't see statements like normal. I was shocked and really upset when I looked at my e-statement. My balance was substantially different than expected. Looked back & saw my initial charge, \$109(approved). There were 3 separate charges for \$80.09, that wasn't approved! 'It Works' had took \$240.27 from me, without authorization! I called customer service, the attendant stated that I had a monthly commitment with them. She said my only option: return latest shipment, others were non-returnable,& if I returned the only package acceptable, they would charge a 10% restocking fee, also \$50.00 fee for breaking commitment! I asked for a supervisor, in hopes to get this misunderstanding took care of. From this point all 3 customer reps were rude & letting me know, I had no options. I asked if they would send me a copy of my signature where I authorized money to be subtracted from my bank account. I was told by all 3 employees they don't have to have my approval. The supervisor, Tracy, told me that I had another package shipping real soon,pay the \$50 fee for terminating contract and she would cancel order.The next morning, I closed my bank account. Also, they told me to press charges if 'It Works' could not provide my original signature --- Additional Comments: I want my money returned. I have 2 unopened packages to give back. Also, I want the company to be truthful in their advertising.

The company will not allow cancelation of orders online, allow credit card information to be deleted, and does not answer the phone. I have tried for several days to remove my credit card information from my account and cancel all future orders. The customer service # always indicates they are busy, and can't answer the call. The corporate number refers you to other phone #'s. Essentially, by not allowing me to cancel any future orders, are providing me with unauthorized charges and products. I do not want anything else from this company, but they do not provide a way to cancel. When calling their loyal customer number, every time I call, it says they have high call volume and can't take my call to call back later. I have called no less than 30 times trying to cancel my order. I have tried to delete my credit card information online, and it will not allow me to delete it. I have tried removing all products from order, and the site will not allow me to do this. They have scammed me into buying products I no longer want, but refusing to cancel. I emailed the email addresses available, and was again told to call the customer service number (which of course couldn't take my call). I am going to have to report my credit card stolen to keep them from being additional charges as I do not know what else to do to keep them from charging me again. --- Additional Comments: I want them to cancel all future orders, delete my account and billing information, and not charge anything else to my credit card.

This company fraudently charged my card an extra 102.00 and sd that it would cost me 50.00 to cancel the service. --- Additional Comments: DesiredSettlementID: Refund I would like my money back and this account canceled

total rip off company do not do not purchase anything from them when I signed up I did not see where i had to pay for 3 months and to cancel I had to pay 50 dollars to do this... they were very rude to me on the phone and would not cancel what so ever no excuse NOTHING.. even if i wasn't satisfied!!!! I do not recommend this company to anyone there a rip off --- Additional Comments: I would like my money refunded they have taken 128.00 out on me for 2 months then i cancelled it for 50\$ I would like a total refund of all my money

Asked for website cancelled, they resolved my ticket but still charged me for it. On June 20, I put in a ticket to this company asking for my website to be cancelled starting in the month of July. On July 4th I recieved an email stating I had been charged \$20 for my website for the month of July. This was clearly an unauthorised transaction from this company, who I've already had problems dealing with in the past. --- Additional Comments: My money needs to be returned to my account and no other charges from this company need to ever be applied to my debt card again.

Canceling the auto-ship online is a trick. Doesn't send your cancellation through, even though that's what the screen shows. I signed up for their Auto-ship of three months. After that I can cancel at anytime w/o charges. Everything is automated and done online. Your rep. sets up your account w/password and then you can change your auto-ship order month to month. No problem there. Issue comes when you wish to cancel the auto-ship. You can go onto your online account and hit remove and save. It is removed from your account...or so it looks. I did that 10 days before mine was to ship (well w/in the 2-day beforehand recommendation). Today I look at my bank account, and they charged me. So I go to my online account and the last auto-ship order is back up! I went ahead and deleted it again, then logged off. I immediately signed back on and it was there again. I did this two more times and then finally called customer service. The lady told me that it doesn't save, I need to call and tell them. So, I can send the item back w/shipping cost out of my pocket and also a 10% restocking fee. I told her she needed to pass it along that they need to take the remove button off of their site when all it does is trick people into thinking they cancelled, when in reality it didn't and they are still going to be charged. She said she has told them many times, but nothing is being done about it. So IT WORKS! is intentionally being deceitful. I asked for an email, to address this issue myself w/the company, she didn't have one she could give me. I will not recommend this company to anyone. Their products may be decent, but they are not a company you can trust w/your credit card information. --- Additional Comments: I want my money refunded...100% and postage paid. This item should never have shipped in the first place, so I shouldn't have to pay any out-of-pocket expenses.

I purchased a product from a distributor at a party. 3 months later I get a charge of 152.66 on my debit card for products I did not want or order. I purchased an It Works! product from a distributor at a party. I was told I could get a discount if I became a 'loyal customer' which entailed me agreeing to make two more purchases within 90 days AT MY OWN CONVENIENCE. I later canceled my account because I was interested in becoming a distributor. Almost four months later my card is charged \$152.66 for a product purchase through It Works! which I did not order or authorize. When speaking to customer service, I was told that my account HAD NOT been canceled (though the distributor assured me it had)

and I had been enrolled in 'auto-ship'. They stated that they tried to bill my card to 'fulfill my membership obligation' multiple times in May, June and now July. My bank has no such record. They told me I could either keep the product when I received it and the charges would stand, or I could return it and get a refund MINUS a \$50 cancellation fee, MINUS a 10% restocking fee and MINUS shipping and handling. Ludicrous. I've never received any communication from this company, despite them having my current email address and phone number. I also have no way of receiving or returning the product they just shipped as the physical address they have on file is NOT EVEN VALID. The products do not work, their customer service is terrible and their so-called terms of agreement and policies are absolutely ridiculous and purposely confusing (IE how does a 'loyal customer' equal a 'membership' with auto-ship, auto-payments and various fees for canceling an order?) --- Additional Comments: I want a full refund of my money and for It Works! Global to take responsibility for their distributors and the way they present the product and make false claims and promises. They should also be more clear with the 'fees' involved with returns and canceled orders and make any consumer/business agreements straightforward and easy to read and understand with no 'reading between the lines.' Then I never want to deal with this company in any way again.

CANCELLATION CHARGE ORDERED RELIEF DIETARY SUPPLEMENT. TOOK IT AND GOT VIOLENTLY ILL. I LOOKED AT THE INGREDIENTS AND SAW IT CONTAINED PEPPERMINT OIL. I AM ALLERGIC TO THAT. I CALLED THEM AND THEY TRIED TO SELL ME OTHER SUPPLEMENTS BUT COULD NOT GIVE ME THE INGREDIENTS. THE ONLY RESPONSE I COULD GET WAS 'I DON'T BELIEVE SO'. THEY EVEN ASKED FOR MY MEDICAL RECORDS TO PROVE MY ALLERGIES. I JUST RECENTLY MOVED TO VIRGINIA AND ALL MY RECORDS ARE IN NY. ALSO I DON'T WANT ANYONE OTHER THAN MY DOCTORS LOOKING AT THOSE RECORDS. I ASKED TO SPEAK TO A SUPERVISOR AND SHE REFUSED. SHE ALSO SAID THERE WERE 60 PEOPLE AHEAD OF ME. SHE SAID I WOULD HAVE TO PAY A \$50 CANCELLATION FEE --- Additional Comments: I DID CALL BACK AND SPOKE TO SOMEONE ELSE AND SHE MANAGED TO WAIVE THE CANCELLATION FEE. HER NAME WAS AMY O'CHARLIE AND THE CONFIRMATION NUMBER IS (b)(6)

I was told to return product I did not need and I would receive full credit to my account of \$90.90 they only gave me \$78.95, they refused full \$90.90 I am disappointed that this company did not keep their promise of my full refund. --- Additional Comments: My full refund of \$90.90.

FB page 'Wraps by (b)(6)-it works' rep specifically advertises 4 wraps/\$59. TOLD ME to click loyal customer, never mentioned monthly/cancellation fees. The rep for this company advertises 4 wraps for \$59. I emailed her and asked her how I can get the price she advertised. she seemed very helpful and she gave me her personal ph# and she walked me thru the website. She stated all I had to do was click the loyal customer button and I would get the price she advertised. I have text messages saved in my phone. I asked her if I have to pay the \$99 if I am not a loyal customer and she explained all I had to do was click the button to the left and 'I'm in'. She never once stated there was a membership fee or a cancellation fee. She advertises 4 wraps for \$59 every day on FB and never has she mentioned u have to become a monthly member. --- Additional Comments: I do not want this company to further collect any monthly fees or cancellation fees.

I ordered the Greens on the Go and did not like the taste and how it made my heart race. I attempted to call several times but received a message stating 'Due to high call volume we are unable to take your call at this time...please call back' I emailed corporate office about this and was told that I could not return the product because I was a loyal customer and was bound to my contract that I had to fulfill a 3 month contract before I could cancel. I called today as it's been 3 months only to be told that I had to receive 3 consecutive shipments before I could cancel. I have not received my 3rd shipment of this product I don't like and was also told that I could have returned the product within 30 days but would be charged a \$50 cancellation fee! I am being forced to pay for a product I don't like and it made me feel funny when I drank it. I told my consultant about it and she tried to help me but she couldn't get through to her boss very often either. She quit as a distributor because of the poor customer service. I want my money back! I feel that they make it almost impossible to get through to them so you exceed the 30 day period that they only charging you an additional \$50 cancellation fee. This company is not easy to get in touch with and they do not stand by their customer. Can you help? Product\_Or\_Service: Greens on the Go Order\_Number: (b)(6)

(b)(3);21(f)

- I had an It works demonstration for my daughters friend to help her get started in her business- I ordered from her to help her with her sales- I signed a credit card authority - no other form was signed- At no time was a contract explained or was I made aware I was under contract- Contract Law states that a client is to be made aware of a contract and special conditions if they are a first time client, by the company/business proprietor - this was not done- I received my first order several weeks after payment was processed- I was debited a second time in May - this was not realised until after the order was received two weeks later- I emailed immediately to cancel on 31 May- The meal address from the website was, I discovered later, unmonitored- I was debited again on 17th June - to which I replied immediately- The order was not delivered until early July - some three weeks after I was debited- I did not authorise any additional payments or deliveries, particular charges to a credit card I had given in good faith for payment of my first order.- emails have been sent, goods returned with a letter - and still I have had no monetary refund from this company

I have asked this person not to e-mail me multiple times. She continues then cussed me out last time I asked her to desist or I would report her. She added me when we went to a function in June on facebook. I stopped being a rep int he company in Spetember I sent her a message on facebook to let her know and removed her. During that time she had added me to linked in. She has been spamming me every month since October 2013 and I have unsubscribed every time. So, i'm at my wits end. I have contacted it works global to no avail and this won't stop. She claims to use another company to set up her promotions and e-mails i Have asked her to tell them to stop harassing me too. She is rude and hard to work with. I want her stopped.  
message from (b)(6) subject: "Re: Reminder" Sent: Sat Dec 7 (b)(6) Re: Reminder Sat Dec 7  
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Inboxmessage from(b)(6) subject: "Re: Reminder" Sent: Sat Dec 7 (b)(6) Re: Reminder Sat Dec 7  
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Inboxmessage from messages-noreply@linkedin.com subject: (b)(6) new job, and other updates from your network" Sent: Nov 18 LinkedIn Updatesmessages-noreply@linkedin.com (b)(6) new job, and other updates f... Nov 18  
Inboxmessage from(b)(6) subject: "RE: Shop For A Cause" Sent: Oct 28 (b)(6) RE: Shop For A Cause Oct 28  
Inboxmessage from rlobers@aol.com subject: "Fwd: Shop For A Cause" Sent: Oct 27 (b)(6) Fwd: Shop For A Cause Oct 27  
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Inboxmessage from messages-noreply@linkedin.com subject: (b)(6) have endorsed you!" Sent: Oct 15  
LinkedInmessages-noreply@linkedin.com (b)(6) have endorsed you! Oct 15  
Inboxmessage from(b)(6) subject: "October Fun" Sent: Oct 13 It Works by (b)(6) October Fun Oct 13  
Inbox

I was approached by(b)(6) and she was persistent with trying to show me how the product works. They call it "blitzing" and she was too aggressive in trying to convince me to "just give it a shot". She claimed it would help me lose inches and the skinny wraps get rid of toxins, etc and shrink fat cells. When I asked her what types of toxins she said she wasn't sure but that if I just tried it, I'd be convinced. She then told me how much she made and if I signed up with her and started selling, I would make just as much and not ever have to work again. I asked other questions regarding lasting results and she was unable to answer nor would she provide with me research to support her claims. I was most offended by the fact that she continued to pursue and said that she wanted to help me change my life, etc. Then she also tried to push the company's so-called natural products, gels, supplements, etc. Then she also asked me if I had friends who were interested and she could contact them. It was all very uncomfortable and when I tried to contact the company itself I got no response. It is a pyramid scheme and they steal consumers' money. I felt she violated my boundaries as an individual and don't feel the method of selling the company uses is ethical or has the best interest of the consumer in mind.

Consumer states that he became a distributor for It Works Global and feels that this is a pyramid scam. Consumer has paid the company \$2500 to be a distributor but states that the company does not allow you to make any money unless you get other distributors to join and pay a distributors fee.

I was contacted by a representative of It Works! Global, a company that sells "wraps" primarily, but also sells dietary supplements and beauty supplies. I used a few of their products with no results and after some research, found that the presentation they have their representatives give is so scientifically flawed to the point of being misleading. I have done some additional research and have found that there are no studies available to support their claims and that some of their products might actually have dangerous side effects that have been covered up by the company. Their marketing structure is a pyramid scheme which makes their sales representatives unwilling to do their own research into their products to provide accurate information. I received false information regarding a competitor's product (Shakeology) from an It Works! rep saying that the product was dangerous and could cause addiction. Their business practices are unethical and possibly dangerous. I think an investigation needs to be performed based on the precedent of the Herbalife investigation. It is also my belief that their products need stronger labeling standards and I think studies need to be conducted regarding their safety and efficacy.

this company is selling body wraps that supposedly detox and help with the spot reducing fat loss. Anatomically speaking there's absolutely no scientific proof anywhere in the world showing that this can be done. They are misleading the customer and selling them something that does not work. unfortunately because of the weight epidemic here in the US and in other countries such as Mexico this company has profited ridiculously. They are merely snake oil salesman and need to be closed down in whatever country there in. Their website is <http://www.myitworks.com/>.

I didn't care for the product and wanted to cancel. Unfortunately to get 'loyal customer' prices you have to give them a charge card number for auto shipment for three consecutive orders. I fulfilled my obligation and called and talked to a manager and told her i want cancel. I am still receiving thier product and don't think this company should get away with taking advantage of having a credit card on file to use. I feel my only option is to cancel out my credit card so they can't use it again! I would like to send product back for full refund but did that with my last order and 'they couldn't track box' so i not only returned product but still got charged for it! --- Additional Comments: I would like to send product back for full refund and have my card credited

NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at [SEARCH@IC3.GOV](mailto:SEARCH@IC3.GOV). Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: Breach on Contract which It Works Global denies and I can verify their breach of Contract since being a Forensic Engineer for over 9 years. A couple of my family members were Loyal Customers which is a term It Works Global uses. My sister is and still a distributor for the It Works Global, which as this time she has had no fraud charges that I know of.

i was talked into becoming an independent distributor for this company. i began using the products regularly around mid -end of jan. on march 10th i made an appt to see my doc for extreme abdominal pain. i used thier body wraps about once a week for a month and started to experience pain after every wrap when i wrapped my mid-section. i now have been peeing blood for 8 wks. have still severe abdominal pain and i am scheduled to a hysterectomy in 2 wks. during my first intial visit with my doc, a mass was found on my left ovary. as i have stopped using the products, the mass had gone away but my other symptoms still remain. (blood in urine, severe abdominal pain, bladder pain) many tests have been done with no revealing answer to my problems. i started doing some research and found out there are many others out there that were using the It Works products that had my exact same symptoms! Their doctors advised them to stop using the products immediately. also i posted questions on 3 of the "company FB pages" that allows anyone to ask wuestions or comments. all of my posts were immediately deleted and i was blocked from all company FB pages for asking if anybody out there was having negitive reactions to the products. i have also been blocked from all pages for asking if the products were FDA approved. the distributors claim te products are "monitored" by the FDA but the are not. false advertising is everywhere in this company. also they claim there has been extensive preliminary testing done on all products. i have asked the company directly and they give me an incomplete answer everytime. i found out the products are made in mexico by an MD that has never practiced medicine anywhere! on the BBB site, there are 59 pages of complaints, some about order issues but alot of them about the products making people extremely ill. i tried to file a complaint on the

BBB but i was directed to a page that said the company has removed itself or has changed its name! Also this company introduces its products to be made with "all natural ingredients" and they are but i looked up some of the ingredients myself and alot of them say they are NOT safe for use or are extremely dangerous to use without the supervision of a doctor. this company is knowingly using dangerous natural ingredients just for their own profit. i have had 3 ER visits, many fays of extreme pain, testing still being done and i am only 33 and am having a hysterectomy. someone needs to please stop this company from hurting other people for their own financial gain. i also took their Fat Fighters, Greens and Thermofit on a regular basis for a little over a month as well as their wraps.

This company representative will not refund my returned purchase as I was promised after verbal confirmation. This company forces an auto shipment but does not have confirmed ship date. I called to stop 2 of these shipments (not ordered by me) only to be advised too late in process, or advised the ship date was on or around a certain date. Then Kevin at customer service advised me to hurry and ship product back unopened and with appropriate paperwork at my expense and I would be refunded. This are dishonest practices, that start with an inhome party. (b)(6)

Received an email on 5/8/14. Asked to be removed from all mailing lists. Never received a response. Received another solicitation from the same person on 6/19/14.

Consumer is calling to report that she had sign up with It Works Global to make money. Consumer states that she had paid them 279 dollars to start with the job. Consumer states that she is not getting paid for the product she has been selling.

I know an it works independent rep n agreed to try her products. Their policy is that u buy their products at double or triple the price or u agree to a customer loyalty program for a discounted price. I ordered online and their product was shipped to me. After trying their products for 2mths, I was dissatisfied and no longer wanted to purchase their fake nutritional supplements. I called customer service at 1-800-537-2395 and explained that I am no longer interested in using their products. I was told there is no money back guarantee, there is no way to quit the loyalty program unless I was willing to be billed \$50 for quitting early. There was no way to be refunded even after trying their products for 3mths no matter how dissatisfied I am. So pretty much I had to buy another month of product I don't want or be charged anyway. I refused to pay \$50 for nothing, but felt coerced and manipulated, forced to buy product that I don't want.

I want to make sure that this company it is actually legal and not a pyramid. They sell dietary supplements, something they call wraps, lotions for skin. Basically they promote this wrap to lose weight. But they specifically talk about all this different ranks u can get if you get people to sign up like you "become a distributor" and have them on your team. Their structure to make money is very complicated, they talk about commision u get if you invite people and have them on your "team". They say the company have been out there since 2001 but i cant find any of that information besides information online about their same members, blogs, but not comming thru official sources. I actually purchased one of those wraps with an " independent distributor" as they call it and she happened to be able to charge me on my credit card with an external drive that she could plug on her phone. I got the transaction on my email, and it says her name. i am wondering how and where can i research properly to find out everything about this company, that they say it is in several countries, is free of debt and whose owner is from Spain

Purchased It Works! product during April 2015. The way this company works is through a membership. If a \$50 membership is not wanted, then the customer can opt to order 3 consecutive orders of the same product that will automatically ship out in 30 day increments. Either way, that person is considered a Loyal Customer. I was not impressed with the quality of the product once I tried it. I called to cancel the next two shipments after receiving an email on 5/11/14 notating that my second shipment has been mailed out. I asked the rep if I could cancel the 3rd shipment and return the unopened 2nd package. The rep on the phone pointed out an agreement online <https://loyalcustomers.myitworks.com/Legal/Terms/> under the loyal customer tab, that if I cancel the "3 month" (3 products, in 30 day increments) agreement I have to pay a \$50 membership fee to cancel and will be unable to return any unused items for a refund. However, I can wait for my remaining 3rd order to deliver and choose to not order anymore. I then asked if I could go through with the remaining shipments, to complete my 3 month commitment, then return the unused product for a refund since "Completion of this three (3) month period waives the \$50 USD membership fee." She was unsure how to answer and I asked to be transferred to a manager. For the next 10 minutes a man who was a manager yelled the agreement policy at me, probably due to his malformed testicles. I then reiterated



the above clearly defined terms that would make me, the consumer, a winner. Was yelled at again. I hung up. Needless to say they are not going to issue a refund. The agreement does not address returns or refunds, especially for unused product. It is very misleading. Any progress on FTC's part would do consumers a ton of justice. I explained the above terms to my bank who is concluding this as fraud and giving any charges back while preventing further ones.

MAIL: Consumer reported that his daughter is being recruited into a business called Crazy Warp Thing and from what he was able to find on the internet believes it's some sort of pyramid scheme. Consumer wanted to know if the FTC has ever looked into this business.

pyramid scheme!!!!

I am filling a complaint on ItWorks because i am fed up with the pyramid scheme. They have had numerous times in which they "forget" to cancel memberships in which the distributor is making money off. the fact that they promise to become stay at home mom and dads and say we can pay off loans and travel the world earning six figure income is crazy. I do not want to pay to earn my living. with no benefits 401K or retirement plans how has this not been shut down!!!!?! the ceo is obviously making money off these recruits!!! come on FTC if a company encourages you not to go to school and become a distributor instead why would this be a real job! hate it its stealing money from my friends and family and im tired of seeing them beg people to join their team to make a living so the CEO can buy an island and have a private boat! DO SOMETHING PLEASE!