

**Note: Duplicate and unrelated complaints have been redacted**

I purchased their business package of \$499.00 plus shipping, tax and (b)(6) entered the information in UT for me and did not explain Kyani's unusual satisfaction guarantee money back guarantee policy. I tried to look on-line and could not find the link or pdf of their actual 30 day guarantee both satisfaction and money back displayed on search engines in great number however when I actually search for it I could not personally find it either. Later, I find out, after my shipment was sent, that their guarantee is a deceptive guarantee and not in line with the FTC guidelines at all and felt very uncomfortable sharing the product so I refused the package. They did not refund me in full even though (they charged me an extra 10 restocking fee, shipping and other additional money) I outright refused the package. Their "30 day satisfaction guarantee" for both "consumers" and "distributors" in fact is that if you open any product and make it into a state of not being "resellable" and actually try the product then they do not refund you even in the first 30 days. Their websites say try it and decide later, etc. etc risk free when in fact whether the package is refused (I was only refunded \$473.00 when I paid 547.00) or if any of the product is tried in the first 30 days they deduct the amount of any of the product that was altered, opened, tried, and only refund that which you send back unopened plus charge restocking fees. In all my years I've not seen such a thing. This is clearly against FTC guidelines and regulation where it clearly states that "satisfaction guarantee" and "money back guarantee" is for the full refund and that the guarantee terms are to be prominently placed and easily accessible and that getting a full refund should not be difficult to do. None of this is true. If I had eaten all the product I would have had NO money refunded at all and they said they make no exceptions. This is their actual policy. It is deceptive, it is a lie, they should stop being allowed to use the word guarantee at all.

--- Consumer description: Employed a negative option

This is a company that is proclaiming its products cure migraines, rheumatoid arthritis, diabetes, autism, and cancer. Most of these "testimonials" are shared via FB by the group "Kyani Info" - and passed off as being a "cure all". It's companies like Kyani that rope people in to the business promising them fortunes and make false claims about the capabilities of their products that cause people who are legitimately sick to stop taking their medication. This will lead to unnecessary deaths if this company is not stopped!

Note: For consumer information, please contact the Hawaii Office of Consumer Protection at (808) 586-2630. Also note, the letter 'C' corresponds to 'Complainant (Consumer)' and 'R' corresponds to

'Respondent (Subject)'.C paid R \$59.60 via credit card for a box of Sunrise health supplements. C returned the product and requested a refund. R's distributor gave C a full refund. C confirmed.

[REDACTED]

(b)(3) : 21(f)

(b)(3) : 21(f)

I personally did not join, but they have scammed my (b)(6) into joining. They advertise products made from "Alaskan blueberry juice" which they claim is 300% more nutritious because of the harsh climates they endure. When the recruits tried to get me to join they did not once mention the product that they were selling or the prices. All they tried to do was to get me to join and explained to me how I would make my \$600 initiation fee back if I was able to recruit more members. They also elaborated on how much money i was guaranteed (\$2,000/week), and the company's car loan program, if I was able to recruit 'x' amount of members; I would be promised up to \$2,000-\$15,000 a month and a free luxury car. Still not once did they explain how to sell the product or what the product even was. I am being contacted a mimimum of 4 times a week by different recruits and I am also being tricked into casually hanging out with members, not knowing that they actually invited me to a seminar for the program. I've been through a similar situation with Herbal Life and noticed that they had a lawsuit against them. I was Kyani shut down so I can stop being harrassed by members

(b)(3) : 21(f)

I would like to report a Multi Level Marketing company called KYANI for running an illegal pyramid scheme. The company only just reached Australia, so distributors and sponsors are running bulk recruiting campaigns to recruit people. I was shown bank balances showing that distributers earnt 10k in 2 weeks and was being flown from Australia to Vegas for her achievements and she hadn't even sold a single product. I was part of a group of approximately 40 people who signed up witin a few

days, who was pressured to recruit 20 people and we hadn't even had any products. We were told the products were on back order, when I later found out that one product was banned from Australia. I was first told there was only 1000 people involved in Kyani in Australia and within 2 days, they had recruited another 800 people. There was no focus on the product, just recruiting people and how much people are earning by doing so. I raised this to Kyani, as according to their policies and procedures, these people breached about 20 of their policies and procedures. According to their site, have a compliance department and said all matters will be investigated. I was provided a return email from a customer service rep saying that they do not take responsibility for individual distributors. I believe someone needs to be accountable and this company be investigated. They are running secret facebook groups discussing how many mercedes cars have been handed out, people giving advice on how to recruit people, not product focus. It is an illegal pyramid scheme and needs to be stopped! Other-Other Update

Consumer calling stating that he applied for a business named Kyani, consumer states that he found out that it was a scam, due to having to recruited people and make money off of them. Consumer states that he then realized it was not a legitimate company.

(b)(3) : 21(f)

(b)(3) : 21(f)

I have been enticed by many members of this company called Kiyani and they are using their checks online to attract people and mislead them with money. They are posting pictures of money, cars and a lot of things to recruit and bother people. Please shut them down before it gets out of control, they are hurting my people. <http://www.kyani.net/en-us/> is there website They are out of control online using flashy things to lure me and my friends.

I read articles about Vemma and I was told the same thing with Kyani. I love the product and it has improved my health so much but the business side is a joke. After investing, I then had to purchase product for the first 3 months, around \$3000, just to make Jade to get the bonuses. I am required to purchase the product every month as a distributor to get a check and those who don't hit the first level of Jade must pay for their websites after a year. Since I basically bought my position of Jade, I have not been able to advance nor has anyone that joined around the time I have. I complained to my up line and we are suppose to contact family and friends. I don't feel comfortable asking them to sink money into a business if I can't make a go of it. My up line has been at the same position since

they have joined the company and I believe they are in a paid position to sucker the rest of us in. I came to this conclusion from the info they posted on Facebook. Even though Kyani has been around since 2007, it is still being promoted as a ground floor business which my up line promoted as only been in the US for 2 years. After looking at his facebook page, I realized this was a lie and has been here since the company started selling Kyani. Another complaint I have is that to buy certain products, one must attend a convention. I can't do that due to the cost and location. The car is a joke. If you keep the rank of sapphire, you get a \$500 car allowance but they promote it as a free car. You pay for the car yourself if you can't keep the sapphire rank. You are forced to buy a white car from Audi or Mercedes plus I would have to pay for the insurance and have the car in my name. I refuse to get a car and never will since I have never reached that level. I refuse to buy my way up the ladder to make money. That is what is expected when joining this company. People in the Fusion Group are buying list to get people to join and they give people \$100 out of their own pocket to become a distributor. They don't make the \$100 back in commissions. They are getting enough points to move up to the higher levels and they have no customers. The Vision Group and Fusion Group both use gimmicks to get you suckered in. The product is fantastic and I will continue to promote the product but not the company. If the distributors don't purchase a tripac every month, \$140, then we don't get a check. This isn't right either. Thank you for listening to me. Other-Other Update

I was introduced to kyani when my girlfriend spent the mortgage money to sign up. After a month of her doing it i was solicited by her upline leader ,(b)(6) ,the one who signed her up. he convinced me of how this company would change my life and make me rich .Being that my girlfriend was already vested in the company i decided to take a chance and join. after listening to (b)(6) and listening to the webinars it became clear to me that this was a pyramid scheme .they never taught anything about selling the product they only pushed their done for you system which focuses totally on recruiting distributers. when i asked about selling the product i was told you want to concentrate on getting people to sign up as distributers ,and not for the little package they pushed the more expensive package. the products themselves are way to expensive to sell . after months of watching my girlfriend lose over 5000 dollars i decided to make this complaint. kyani has different teams and maybe other teams focus on the product but team fusions only focus is recruiting distributers for \$599 and \$1299 packages. this company also pushes you to forget about everything else

including your family and friends it has destroyed our lives.

the medical claims this company is making seem too good to be true. i see lots of you tube videos claiming people have been cured of everything from sciatica to autism

The people that have already became distributors at KYANI continuously try to recruit me to work with them. I would mainly like to know if this is not a pyramid scheme and that I will not get in trouble with joining their program. If it is a pyramid scheme, how do I get them to stop pressuring me into Kyani? Thank you for your time.

I was in contact with a representative of Kyani on 9/11/15 talking about the company. There were many income claims made that were very high \$250K+/m, claims about the companies growth, and claims of the company doing \$275M in revenue. The FTC mandates that whenever income is talked about in Network Marketing that an income disclosure statement needs to be presented. I was never presented one and I called their HQ (b)(6) and was on the phone for 32 minutes (mostly on hold). The first person told me they do not give them out to representatives which I informed him I was not and was wanting more information about the company. He then told me I need to email them and state the reason why I needed the income disclosure. I was then connected to a supervisor and asked for an income disclosure and the lady said because they are a privately held company they do not have to give one (false). I asked her if I should bring this to the attention of the FTC and BBB and here we are. Direct quotes taken from the conversation: "over 800 people in brand new cars in the past 12 months and also became a millionaire...he (Brandon Stevens) made a little over \$230K in the month of July...Lord knows the checks were bigger the past two months"... "We are the top performing MLM company in the last 6 months along with sales"... "Our sales have jumped 25,742% from last August to this August of just being in the U.S." "I'm learning from the head guy myself (Brandon Stevens) like i said and he probably made somewhere between \$250-\$300K last month and has been in the company for 12 and a half months ever since it launched in Dallas"

Dear FTC, someone who is actually in kyani spoke to me about the kyani's opportunity and I think it is a pyramidal scheme, because he got like 135 reps and getting a 4400\$ pay check but only have 3 clients so all the money made is on his reps and I have some proof, some screenshot in my phone where he said all these things so if you want the pictures for your investigation just contact me by email and by the way sorry for my bad english

NOTE: In addition to the consumer's comments immediately below, the Canadian Competition Bureau provided additional information in fields whose header titles are quoted and follow the comments. --- Je voudrais signaler une compagnie pyramidale. Je me fais harceler depuis quelques semaines par des gens de mon entourage qui sont maintenant dans la compagnie Kyani - après avoir payé une somme de 600\$US. On m'incite à payer cette somme à mon tour en me disant qu'en recrutant seulement trois personnes je pourrai rentrer dans mon argent et facilement monter de niveau tout en profitant de bénéfices à chaque fois que les gens en dessous de moi recrutent quelqu'un à leur tour. Bref, on me décrit une pyramide tout en me disant que c'est très légal et que ce n'est surtout pas une pyramide... Depuis la première fois je refuse, mais je vis du harcèlement, de la vente sous pression s'en est ridicule. Après avoir consulté les articles sur les compagnies pyramidales sur les sites du gouvernement du Québec, j'ai décidé de signaler cette entreprise. J'ai plusieurs témoignages et j'ai la possibilité d'en avoir d'autres puisque des personnes de mon entourage sont malheureusement entrées dans la compagnie. Je vous confirme donc qu'ils ne vendent en aucun cas les produits et qu'ils font de l'argent inclusivement grâce au recrutement des nouveaux membres. Au plaisir de vous venir en aide et en espérant voir ce fléau se réduire dans mon entourage. (b)(6) --- Responsible Branch: Fair Business Practices Branch

I was contacted by a kyani representative... I did my research and I found that this is totally a pyramidal scheme... They are promising to do a lot of money... Easy money... You need to pay to enter to pay some sort of products that they are claiming as miraculous and that could cure disease... And when you check their scheme it's pyramidal... To stay in the company you need to pay the cost monthly to buy product... They are really abusing a lot of people if you could check this I think a lot of people would appreciate it

I was introduced to the business under the false assumption that I would be making money by doing nothing but recruiting and earning quantity volume based on number of people I would bring to the business and signing them with the hopes of getting to a higher rank. I recently found out that the product is not backed up by the food and drug administration. The false pretense that they are a nutraceutical company that cures diabetes and helps with other diseases like autism? As a recent undergraduate in healthcare, my doubts came true when I was told to bring people in to convince them about the product and the lifestyle you will achieve if you join which is completely false, the only one benefiting from this are those who began first. TOPIC: Referrals

I'm expressing concerns over a growing business here in Texas called Kyani, Inc. I refer to the website: <http://www.kyani.net/en-us/> It operates, apparently, as a pyramid scheme and is going around advertising that it is able to treat cancer and other types of ailments. Reference- <https://www.youtube.com/watch?v=FbRHZZfPH0o> [http://www.kyani.info/html/kyani\\_for\\_cancer\\_treatment.html](http://www.kyani.info/html/kyani_for_cancer_treatment.html) My concern is that legitimate cancer patients will use this product as an alternative to approved medical treatment plans. I know that the FDA and FTC have found violations with companies in the past for false claims, which is why I am currently bringing this to your attention. Thank you! Other-Other Update

Hello, I would like to report a Pyramid Scheme. There is a company called Kyani (appears to be the one at <http://www.kyani.net/en-us/>) who I believe to be behind it. I talked to a guy today in Fort Myers, Florida, who had a binder with some pamphlets of their product. One or two of these pamphlets was talking about how if someone who joins their program recruits two other people, they receive \$255 a year for the rest of their life... He was also talking about receiving a Porsche and etc. once he gets to a certain level... I later found out that this man had invested \$600 in their company in order to join in. I asked him very clearly, "What exactly are you selling?" I had to keep asking until he understood, and it turns out he himself is selling nothing. The Kyani products are obviously legitimate, but he is not selling any products or exchanging any money. All he does is go around trying to recruit people to join in, and people can buy the products online if they want them. I'll try to keep this short. The bottom line is that I'm almost positive that this is an illegal pyramid scheme, as it's an unsustainable business and he is not actually selling anything but he had to invest and is now receiving profit. If this is the case, and correct me if I'm wrong, then I believe it is up to the BBB and/or FTC to investigate this company. He is going around a college campus trying to recruit students in on this and talking about it like it will help them get out of debt, so please do not take this lightly. Here are a couple of links a friend and I found on this company: <http://www.kyani.net/en-us/https://shop.kyani.net/en-us/#/products/101ENHTP30/kyani-triangle-of-health-pack-packets> [http://assets.kyani.net/forms/en-us/comp\\_plan\\_overview.pdf](http://assets.kyani.net/forms/en-us/comp_plan_overview.pdf) <https://asia.kyani.net/public/sg/en/opportunity/comp-plan> [http://assets.kyani.net/forms/en-us/comp\\_plan.pdf](http://assets.kyani.net/forms/en-us/comp_plan.pdf) The last three links detail their plan. I'm sure you'll know where to go from here. I'm reporting this to both the Better Business Bureau and the Federal Trade Commission, for your information. Thanks, - (b)(6) Other-Other Update

NOTE: In addition to the consumer's comments immediately below, the Canadian Competition Bureau provided additional information in fields whose header titles are quoted and follow the comments. --- C'est une entreprise qui vend des sortes de vitamine tout en recrutant des gens pour faire partie de la vente pyramidale. Les adhérents doivent payer tout près de 1000\$ et rentré 3 personnes par la suite, à chaque mois il doivent au minimum rentré une nouvelle personne pour avoir leur rémunération.Plus ils ont de gens en dessous d'eux et plus la rémunération est élevé. Par contre, étant donnée que je connais des gens qui se sont fait arnaquer par ce type d'entreprise, mieux vaut vous avertir.Autres précisions :Je voudrais que cette plainte reste anonyme.Merci --- Responsible Branch: Fair Business Practices Branch

NOTE: In addition to the consumer's comments immediately below, the Canadian Competition Bureau provided additional information in fields whose header titles are quoted and follow the comments. --- \*\*\* T.Cyg: Entered 'Anonymous' to show complainant's preference.\*\*\*Kyani est une entreprise pyramidale qui consiste à recruter des gens pour bénéficier d'une rémunération. Il vend des vitamines, mais le produit en sois n'est pas important, car ce n'est pas avec ça que les gens vont faire de l'argent.P.S: À vous de voir si l'entreprise devrait être légal au QC --- Responsible Branch: Fair Business Practices Branch

NOTE: In addition to the consumer's comments immediately below, the Canadian Competition Bureau provided additional information in fields whose header titles are quoted and follow the comments. --- Compagnie pyramidale.On ne demande même pas de vendre le 'dit produit anti-cancer parce qu'iln'y a supposément pas de cancer en Alaska', on dit seulement de recruterdes gens, et que c'est comme ça qu'on devient 'riche'.Bref, on connaît le concept. Dur de dire où ils sont basés, mais ils fontaffaire au Québec et au Canada sur ce site web (entre autres) --- Responsible Branch: Fair Business Practices Branch

They flash money and make lifestyle and wealth promises to anyone who will join. They imply that anyone who pays money to join their company will be rich . They have lot's of videos on the internet stating that a new ibos business will all be built for them, they claim that all we have to do is py \$600-\$1200 to join and they promise that within 12 months we will have a wealthy lifestyle: Additionally they claim that their product, a "super juice" cures major diseases ranging from lupus to cancer. They are recruiting from over 12000 people a month with these empty promises. Here is one of their videos: <http://team-fusion-app.s3.amazonaws.com/videos/DFYCurrent.mp4>



NOTE: In addition to the consumer's comments immediately below, the Canadian Competition Bureau provided additional information in fields whose header titles are quoted and follow the comments. --- \*\*(b)(6) (Info Centre) note: note de (b)(6) indique que cette matière est présentement sujet a une enquête avec le centre Anti-Fraude\*\*. Lettre reçue par centre d'info accusant Kyani de vente pyramidale. Voir lettre numérisée pour détails. --- Responsible Branch: Fair Business Practices Branch

Company promised a team and assistance for distributors to ramp up but the only thing they do is con you into taking your money, promise you huge returns on investments, use their cars, property and jewelry to entice you to signing up and then disappear leaving you alone to figure out what to do next. the entire business model works only if you sign up and sign up distributors to push the distribution model. The product is not sold alone outside of each distributor having to repurchase it on their own every month to stay a viable candidate. I was asked for my credit card and one of the representatives actually used it to sign me up. I contacted them several times asking for help and why the card was charged and received no response. I ended up having to contact my bank. I also live next door to some of the guys who started the Team Fusion Team and I literally listen to people knock on their door almost daily hoping someone is there to help advise what to do next after they forked over \$499 to become a distributor of the program. The guy down the hall is driving a new Bentley, a new Rolls Royce, moving into a \$1.2 million dollar home as well as a couple other guys following the same path. Again.... it seems like all they are trying to do is keep the upline going so they continue to get rich. I do know for a fact one of the reps has an 8 million dollar upline and there are several more just like this. I'm wondering when the FTC is going to get involved as they are not legitimately selling a product. They are selling the way to sell it. They are selling the distributor model and paying hefty commissions for doing so. Absolutely no incentive to sell just the product which is what a business is technically supposed to do. Thanks for listening and I hope something is done or some measure taken so others aren't taken advantage of.

Complaint forwarded by NC DOJ. Business representatives are making medical claims that their product can cure such diverse conditions as cancer, lupus, depression, and thyroid problems. The complainant references several posts on Facebook that make the claims. --- Law Violation Code: Advertising

Does not offer a full refund even when within the bounds of the state of MN 3 day right of rescission. I refused the package outright (a distributor

package costing a total of \$547) and did refuse it as the 'upline' had stated certain marketing resources were being used and available that were leading to good results. After purchasing the package and before the time it was delivered ((b)(6), - refused (b)(6), and again re-refused (b)(6) due to a Fed Ex error) with the distributor cancellation also signed and then received by Kyani at 1:30pm CST on (b)(6) and acknowledged later that day are are charging me \$74 (refunding me \$437 which leaves me -\$74) even though I am within the 3 days of rescission with is MN State law. They say I am paying the \$12 shipping and a 10% restocking fee. I would understand this if it was outside of my 3 day right of rescission; however, that is not the case. They have a full 30 money back guarantee with many stipulations and only for products in re-usable condition. I did not open the box and refused it and took all steps to abide by MN 3 business day rescission period and wish to get a full refund and not be penalized the \$74. Kyani's return policy is unusual to the industry in their 30 money back guarantee and is steep especially when considering I never accepted the package and especially when they were called and still refused to refund me the full amount even when MN state law requires it. I spoke with the manager of customer service of Kyani Brittany and she says her hands are tied and that the person with any higher authority is out of the country and his name is Eric Myrup who is the Director of Distributor Services who will give me the same answer and not refund any more than what has been refunded already but that he is not returning to the country until November 16th. (b)(6) is the distributor who input the order on the web in UT for me and did not explain the special & unique return policy. --  
- Additional Comments: Full Refund of \$547 or Full Refund minus \$12 shipping.

Not Responsive



Not Responsive

Not Responsive

A distributor for Kyani guaranteed me a 30 day money back if I was not satisfied with the product or system so I had nothing to lose by trying it.


Not being happy with either one I called Kyani customer service earlier this week and was informed by a customer service representative (while looking at my account details) that I could try it up to a couple of days before the 30 days, as long as I called before the 30 day deadline and had it postmarked accordingly there would be no problem. So, after giving it a couple more days (no where near the 30, I am at less than 2 weeks right now) I called customer service at Kyani again this morning and spoke to 'Nelly' (I had her spell her name for me). Nelly was first explaining how to find the mailing address on the received box to return it to them and was stating I would get 90% back for product. I questioned this as NEW information which led into well you will not actually receive any money back if you opened it so you may as well save the postage money. So, basically I went from a 30 day money back guarantee into ....oh well, you are now out \$300. --- Additional Comments: I would like them to clearly state all return policy consistently, not vary depending on to whom you speak and I would like my 30 day return guarantee fulfilled with a refund of the dollars invested by me.

Kyani Inc.1070 Riverwalk Dr. Suite #350Idaho Falls, Idaho 83402(b)(6) I was now officially in the business as a KYANI Distributor.I received my KYANI products that were shipped to me during the first part of March. I immedia --- Additional Comments: To resolve this situation, I am requesting to be reimbursed the \$615.18 (see invoice) (b)(6)

I have seen several Facebook posts by Kyani Partners selling and promoting Kyani products stating that Kyani products will help with any kind of cancer, diabetes, psoriasis, and more. Kyani representatives are making claims that these dietary supplement which are NOT APPROVED BY THE FDA will help with medical diseases. I have photos of all of the claims made by these people from Kyani. The Facebook posts have the people's names on them. Names of the representatives making the claims on Facebook include: Walter Valdovinos, Cel'este Khrystine Perry, Bruce Avellanet, James Madison Bradford, Xavier Burnette,Brittany Deen. They are stating how Kyani has helped all of these diseases listed above.

(b)(3) : 21(f)






Starting toward the end of last summer my husband and I really wanted to find a business we could do from home to replace my income so that I could take care of the kids and help my dad with my mom who is suffering from dementia. That being said, my husband responded to an email solicitation that he received to get more information about an ecommerce business. We decided to take a chance on the course to learn how to sell on Ebay and learn about drop shipping and to find a product niche to build an actual website to sell merchandise. Shortly after that we started receiving calls from other business trying to sell us more services. One service was to create our LLC business and the legal documents to go with it. Then in the fall we were contacted my Online Commerce Pros and they said they could cut our time and build our site for us instead of us having to build it ourselves thru the first set of courses we purchased. We were told we would have a website and social media pages etc. Well when our product niches fell thru they wanted to start hurrying us to find something to put on the site. So we let them use Kyani, which was a network marketing business that my husband was trying to get started with. Well needless to say they delivered us a shell of a site that will not function on google or ever make rank due to how the site was built with inappropriate site maps etc. They turned it over to us and left us. We can edit content and add pictures, but as far as knowing how to make it all actually work we were not told. I have since been contacted by people that want to sell us more services to help with the SEO ranking etc and content when we should have gotten that with the \$6995 we paid them. I know feel we were scammed because I received a call by another company offering to get our money back for us for a fee, but of course at this point I have learned that if they want a fee, they can get our money back for us first then take their fee out of it. In all from beginning to end we have invested somewhere between \$15,000 and \$20,000 trying to get a legitimate business up and running. I do not want other folks to go thru what we have gone thru. I

would very much like to get my \$6995 back from this company and put them out of business so they cannot do this to anyone else. They also used a company called ImpactKI.com for the website build because the coaches email address was from that company not Online Commerce Pros and when I looked them up when they delivered this unuseable site I see scam alerts all over the place. This all started in November and didn't end until late Spring early summer. I can get the sales person name from my notes at home, but currently submitting this from another location.

[REDACTED]

[REDACTED]

[REDACTED]



Former employee who quit due to dishonesty in the company and Landmar being a completely unprofessional work place. I worked 6 mos for this company and I can honestly say I have never felt so used and betrayed by another company like I did while working for Landmark Credit Repair. The owner (Brad Young) and his management are all con artist, people pleasers who literally say anything that sounds good to the consumer so they can keep getting paid. This company is dishonest and unprofessional! I finally had enough of the lies and manipulation that I quit. I do not like the way they treat the consumer or the employees. They are working on my credit and after Experian sent me something back saying that the letters Landmark sent are 'suspicious' and that they were not going to remove my items, I told the owner and he said I needed to talk to a lawyer and never addressed the issue again. A lot of customers are calling in and canceling because of the poor service! Before I quit I was promised (b)(6). Later on Brad texted me and assured me that I would be (b)(6) (i have that in writing) and sure enough the company kept ALL of my last check due to some Kyani get rich pyramid scam that Brad 'paid for me to get in' and then took all of my last check to cover. He has a 'Buisness coaching' scheme he is working now to join people into this network marketing pyramid scam and he also took my (b)(6) and never even had the decency to speak to me face to face or even over the phone! He had his 'secretary' meet with me at his office. I (b)(6) the meeting and how the company was ripping me off by not paying me but when (b)(6) Brad young's secretary refused to speak any further and quickly dismissed me from the office. I wish I would of known how deceitful and dishonest this company really

was. Once I found out there true identity I had no choice but to leave that organization. Its terrible. The turn around rate for employees says it all! This company is FAKE 'Dear friends, do not believe every spirit, but test the spirits to see whether they are from God, because many false prophets have gone out into the world.' 1John 4:1 5 For many shall come in my name, saying, I am Christ; and shall deceive manyMatthew 24:5-8 --- Additional Comments: Do what you said you would do , keep your word and finish the job on my credit repair, also start treating your consumers/employees better

On August 3, 2015 I purchased a promotional kit from a local distributor named (b)(6) for \$1098.00. After receiving the kit and reading more about the multi level marketing system I decided to return the kit to the company for a refund. I contacted the company which told me there would be a 10 percent restocking fee and I had to pay for the shipping cost myself. On (b)(6) I shipped the kit via UPS to the company's address. The kit was received by a person named Bearshears at the front desk of Kyani, Inc. (b)(6). I assume the person was Michael Breshears the CEO of the company. I was told by the company I would receive my refund within two weeks after receipt of return shipment. Since then I tried numerous times to contact the company by email or telephone without success. My emails are ignored and when I dial the telephone I am put on hold for a long time before being abruptly disconnected. The local distributor (b)(6) claims ignorance and says that he quit the company recently. --- Additional Comments: Kyani, Inc should issue a check in the amount of 989.20 to me immediately.

This group of individuals are supposedly generating 5 million dollars a month in sales within the last 10 months from a product that's claimed to cure lupus, arthritis, heart disease, and prevent diabetes and cancer. David Nives and James Madison Bradford are also claiming on their YouTube channel ([https://www.youtube.com/channel/UCo5iYx6\\_o0CUo3Bh8YeN7RQ](https://www.youtube.com/channel/UCo5iYx6_o0CUo3Bh8YeN7RQ)) that if you join for \$600-\$1200 they guaruntee your success in

accomplishing buying your 'dream cars' and other extravagant lifestyle claims. It was stated recently that by their 10th month they had recruited over 34,000 people. They have also been posting checks for 6 figures/month online with the hashtag #weshowchecks, promising that anyone can make that money if they join their organization. David Nives and James Madison Bradford are members of the Kyani MLM running their organization (Team Fusion Lifestyle) out of Dallas Texas under the upline Daniel Monghate. It has been reported that they have been kicked out of other multi level companies in the past for running similar scams. I believe law suits are pending but I am not certain. Although I believe in multi level marketing oppurtunities, I am strongly against preying on people who are sick and/or dying of these illnesses that they claim to cure. The magnitude of people they have recieved money from in less than a year is staggering, and it's multiplying monthly, faster than anything I've ever heard of before. Somewhere near 10,000 people a month as of last month. There are plemty of videos on You Tube that young or sick people are tuning into by the thousands to hear them boast of extravagant income and 'miracle cures'. Here is one of the videos on their YouTube channel in which they a=make extravegant lifestyle claims and guaruntee success in their business <https://www.youtube.com/watch?v=W66xaInWHfw>

i RECEIVED AN ADVERTISEMENT IN THE MAIL ABOUT KYANI, AND i BOUGHT WHAT i THOUGHT WAS A 30 DAY SUPPLY TO TRY. mY FIRST SURPRISE WAS THAT IT WAS ONLY A 20 DAY SUPPLY. THEN I DISCOVERED IT DOES NOTHING! IT DOES NOT WORK! MY NEXT SURPRISE WAS THAT i RECEIVED A SECOND SHIPMENT 30 DAYS LATER AT WHICH TIME A SENT AN EMAIL TO CS.USA@KYANICORP.COM DEMANDING THAT THEY STOP THE SHIPMENTS. MUCH TO MY SURPRISE I RECEIVED NOTIFICATION ON 10/19 THAT THEY SHIPPED AGAIN. I CALLED AND THEY FINALLY CANCELED AND SEND I COULD SEND ONE BACK BUT NOT 2. THIS IS A MLM PYRAMID SCAM --- Additional Comments: REFUND





I bought into this company as well as my husband, sister and many close friends. I decided to buy my mother in at the \$599 buy in to allow her a chance at the financial opportunity the company offers. After receiving her starter pack which cost \$615.18 with shipping, she then found out that she could not do the business part of the company because she would lose her healthcare. She did try some of the product herself and handed some out to family and friends before finding out she could not be a distributor. Well, as far as I had been told Kyani offers a 31 day money back guarantee for distributors so we contacted them on Nov.13,2015 and Nov.15,2015 to be told that the money back guarantee is only on any unused unopened product that you pay to ship back to them. Even still, they only give you 90% money back-they charge a 10% restocking fee. Look up the definition of a money back guarantee according to the Federal Trade Commission. This is NOT how it works. No other marketing company I've ever dealt with works like this either. They have changed the meaning to 'money back guarantee' and it is completely dishonest. Kyani should reimburse me the \$599 because that is a TRUE money back guarantee. --- Additional Comments: Refund of \$599

NOTE: In addition to the consumer's comments immediately below, the Canadian Competition Bureau provided additional information in fields whose header titles are quoted and follow the comments. --- **\*(b)(6)** (Info Centre) note: note de (b)(6) indique que cette matière est présentement sujet a une enquête avec le centre Anti-Fraude\*\*. Lettre reçue par centre d'info accusant Kyani de vente pyramidale. Voir lettre numérisée pour détails. --- Responsible Branch: Fair Business Practices Branch

this company Kyani is running a pyramid scheme much like Verve Energy Drink / Vemma. They are requiring people to pay \$600-\$1000 for products to join their "sales team". once on the "team" you have to get other people to buy the products then it just keeps on going. i am worried because of the amount of people getting involved in this and spending money. it is the same exact set up as Verve which you helped to close down. I do not wish to give my info as I do not want them coming after me once you shut it down. [www.kyani.net/en-us/](http://www.kyani.net/en-us/)

So, I signed up for Kyani on the (b)(6) as a distributor. I was told that to sign up, membership fee would be \$599 plus tax, and because I live in Canada, it would cost around \$7-800 dollars to sign up because our dollar is low .I was ok with that, I was also told during the seminar that Kyani offers a full money back refund to those who are unhappy with the product.Two days later when I checked the balance of my visa, the payment was processed at \$1,010.20. Way more than I could afford. Upon

receiving my product on (b)(6), I began to take it, and noticed that I felt light headed. The second day of taking the product, I noticed that I felt light headed again, but this time a bit nauseous. On the third day of taking the product, I felt light headed, nauseous and had diarrhea. I returned the product on the 6th of January at the shipping price of \$73.13 only to find out that I may receive up to 90% of my refund 3-4 weeks after it was shipped, and not 72 hrs. This is unacceptable, I cannot possibly market an over priced product to people that is making me feel sick, and I was also told that there would be a 30 day guarantee of the product. Please refund me the full amount. Thank you. --- Additional Comments: Full refund of the amount charged to my visa card.

First off, I would like to say the Kyani 30 day money back guarantee is BS. In early December, I signed up as a distributor and paid the 615.00 dollars to start. My Kyani Recruiter told me that I had a 30 day back guarantee so I decided I could try it. Unexpected expenses came up and I needed the money back that I paid for the products. So I immediately canceled my order and requested that my funds be returned to me. It has been more than 30 days now and no return money has hit my account. I do NOT appreciate this. Now I am in debt to my friend for borrowing some money for the expenses that came up just because Kyani did not put the money they owe me back into my account. --- Additional Comments: I want ALL the MONEY they owe me. I understand that it is only 90 percent of what I paid. BUT I WOULD LIKE THAT 90 PERCENT RETURNED TO ME NOW!!!! IM TIRED OF WAITING. FIX THIS

LET ME TYPE THIS AGAIN:I complained on here about two weeks ago saying how I never received my money from the company Kyani (615.00 dollars). I purchased the starter, distributor pack and decided to cancel my order because I needed the money back for other important bills that came up unexpectedly. I was told and read the fine print that I had 30 days to return the product and have a refund of 90 percent of what I paid. I understand all of the terms, I do not need the terms re typed to me on this issue, but what I do need is my money back because I was guaranteed MY MONEY BACK! WHAT DO YOU NOT GET ABOUT THAT!? DO NOT PUT IN YOUR AGREEMENT THAT YOU GET TO RETURN THE PRODUCT AND GET YOUR MONEY BACK IF YOU ARE NOT, AS A COMPANY, GOING TO RETURN IT TO THE CONSUMER. The BBB (Better Business Bearue) sent me a message saying that Kyani responded to my complaint saying that the funds would be returned to my account within 72 hours. It has been a week and no funds have been transferred into my account. I even asked my banker if she saw anything being transferred into my

account and she saw nothing. --- Additional Comments: Since this is the second time I have had to spend typing this out, I would like all of my money (Not just 90% but 100%) returned to my account within 72 hours. No if's, and's, or but's! Honesty is a virtue, and in my opinion, this company has no honesty or honor because if they did my money would have been back to me last month when they promised.

I joined Kyani as a distributor on (b)(6). Due a lack of support from my upline, I terminated my distributor application on (b)(6). I purchased the Business Builder kit for \$599.00 with a grand total of \$625.24 charged to my bank card. I had the product delivery intercepted and returned via Fedex on 01/04/2015 since they were shipped on 01/02/2015. As of 01/08/2015, the products are en route to the shipper Kyani, Inc., in Idaho Falls, ID. I emailed and faxed in my distributor cancellation form with no help from my upline. I was told by Clarissa at Kyani Customer service, that I would receive my refund within 72 hours after my cancellation. I then called back today Friday because it has been 72 hours and another representative, Alec, told me that I have to wait 3-4 weeks after receipt of the products to get my refund and that nothing fast happens at Kyani! This is not what the agreement said, and it is not practical customer service to admit that you are slow and unbothered by your clients. I am asking for a full refund of my order within the time as stated by the contract and what the Clarissa told me on the phone. --- Additional Comments: I desire a full refund within the 72-hour window. Thank you!

I was told by a rep at Kyani that even if I try it and sign up that they will refund all my money. Well I believed her and did sign up. I found out later that you only get money back for product not used. Which was fine, because I had ordered the product as a consumer to try it first. The product did not help my mom with health issues as I thought it would. I then said to my upline that I wanted out because unless I have a product I can stand behind I can not sell it. Thinking I would get all my money back they are now saying the take off 10% for processing and will not cover any shipping. This is not what I was told. I was told I would get back my full amount of \$667.91 if I had any issues or wanted to return it. Now I am finding out this is not the case. Even if this is a good product I would never buy from them again due to the deceptive marketing that their reps are saying about their return policy. Apparently they do take back used product if you are just a customer. Anyway, I spent another \$55 dollars to ship all their products back. I am very disappointed and would like someone from their company to give me my full refund. Not only that they are saying they will take 3 to 4 weeks due to large amounts of returns. This

is not good. I also returned product as a customer for the amount of \$174.71. Total amount spent with the company is \$842.62. They were on two separate credit cards. However, I would like full funds returned. Including shipping since I had to ship the product back on my own dime. -- Additional Comments: My desired outcome is to have the company refund my full amount of \$667.91 + 174.71 = \$842.62. I paid an extra \$55 to ship all products back. I am not asking for that, but I want the BBB to be aware other funds have been spent on this mess. If you can help in this process I would then be glad to not complain further about their unethical business practices. Thank you, (b)(6)

I was shipped product from Kyani that I do not want and I'm being charged a 10% 'restocking' fee as well as having to pay for the shipping myself. --- Additional Comments: I do NOT want to be charged for having to ship to product back.

truth

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