

LuLaRoe Consumer Complaints Filed with FTC

Complaint Info Comments

I completed an online purchase for an article of clothing. Clothing is not a taxable item in my state (Massachusetts), and I am not charged tax when I purchase clothing from an online retailer, regardless of whether or not that retailer has a presence/nexus in Massachusetts. So I was surprised to see that my LuLaRoe receipt included the addition of sales tax (LuLaRoe is a California corporation and the consultant from whom I purchased is a resident of Michigan -- which, as I understand it, has a destination-based sales tax system, not that it matters). When I queried the consultant about the tax charge, she said that LuLaRoe's home office rolled out a special training for all consultants yesterday on this subject, and, as part of that training, all consultants were instructed to begin charging sales tax based on their own (the consultants') state sales tax laws, regardless of the location of their buyers, effective immediately. As clothing purchased in Massachusetts is exempt from sales tax, I really do not understand why I am being charged sales tax on clothing. I am not travelling to the seller's home state of Michigan to make my purchase; I am not travelling to the company's home state of California to make my purchase; my relationship with both the seller and the company is strictly over the internet. I believe that because LuLaRoe has a nexus in Massachusetts, its sales to buyers in Massachusetts should be subject to the tax laws of the Commonwealth of Massachusetts.

Note: C is for consumer and R is for merchant. --- I completed an online purchase for an article of clothing. Clothing is not a taxable item in Massachusetts, and I am not charged tax when I purchase clothing from an online retailer, regardless of whether or not that retailer has a presence/nexus in Massachusetts. So I was surprised to see that my LuLaRoe receipt included the addition of sales tax (LuLaRoe is a California corporation and the consultant from whom I purchased is a resident of Michigan). When I queried the consultant about the tax charge, she advised that LuLaRoe's home office rolled out a special training for all of its consultants yesterday on this very subject, and, as part of that training, all consultants were instructed to begin charging sales tax based on their own (the consultants') state sales tax laws, regardless of the location of their buyers, effective immediately. My relationship with both the consultant and the company is strictly limited to the internet; I did not travel to MI or CA to make my purchase. END 5/10/16 Sent soft ref letter-MA --- Complaint Status: Closed

Illegal lottery - screenshot

I entered a facebook contest. The 36 consultants required you to join their pages and like the same picture on all of the 36 pages. if you did and were drawn as the winner, you were to win a fall wardrobe. the prizes came in and it was a bunch of random oddball pieces, none that matched. I feel that I was not awarded the prize that was laid out in the contest. then the consultants husband started messaging me and harassing me because I asked about it. this sort of business practice is not okay. i feel that they falsely advertised the prize and didnt follow through with the wardrobe. Other-Other Update

I placed a large LLR order on 8/29. When my merchandise arrived, 2 pieces were missing. There was a card included stating that they were backordered with no shipping date. It is now 35 days later, the merchandise is not here or in transit, and I call and get hung up on after waiting an hour for a CS rep. I was not notified and I am well acquainted with the law regarding the 30 and 60 day time periods. I know they have the items as they are shipping the items to other people placing orders, but mine have not shipped. The two items missing are two Medium Sarah sweaters, \$28.50 each. The company is notorious for doing this and extended back orders with no refunds or shipments.

Consumer reports she ordered a product from a company called Lularoe that was charged twice and refused to give a refund. Consumer was told to order another product. Consumer asked for a refund for the second item and they refused to do so. Consumer states they refuse to transfer her to someone that can help or will not return her call. They have also hung up on her. Consumer has also received the wrong item on another order.

Consumer states that she purchased items from Lula Roe on 10-04-2016 in the amount of \$1,100 and the money was taken out on 10-05-2016. She has not received any products.

I am a consultant for LuLaRoe. As a consultant, I order merchandise from them and pay a wholesale price to then sell at retail to my customers. I placed an order on 9/19/16 for 33 items including 10 Carly dresses in size XXS. When I received my order a couple weeks later, a notice was included that these 10 items were on backorder. No expected shipment date or offer of refund was given. I have contacted LuLaRoe through their ticket system for consultant issues twice (the ticket system has now been taken down), their email system once, and by phone twice. I have had no responses save for one phone call back, which I was unable to answer and the company did not call me back again or leave a message to address my issue. These dresses in this size have been in stock several times since my order date. In fact, I have received them as part of other orders I made after 9/19, but I still have not received them for my 9/19 order. The total order came to \$683.05 which I paid for with my MasterCard at the time I placed the order. The cost of the dresses comes to \$237.50. As it has been over 30 days with no word on a shipment date or a refund, I have asked the company to either give a shipment date or provide a refund, and they have done neither.

I became an independent fashion consultant with Lularoe on Tuesday, August 30th, 2016. The initial inventory package I purchased was \$5087.25. It arrived shortly after and five items were missing. Five 2XL Classic Tees were backordered from my initial inventory order ## (b)(6), which was placed on 8/30/2016. The cost for those items is \$80.00 and I have not received a credit or the items yet. Over two months has passed and I would like to resolve this. Calling the Lularoe customer service line is ridiculous and will take hours on hold to even make it to a live person. We have been told that there's a system in order for backorders and to "be patient" to receive the items. I have since placed orders with the exact items that were backordered and received them so I know they have been in stock since.

In May of 2016, I purchased a shirt from (b)(6), a representative of LulaRoe clothing company. I received the item but it did not fit and (b)(6) agreed to an exchange. I returned the shirt to her and selected another item from her Facebook shopping page. I never received the new item. After several Facebook messages, (b)(6) agreed to send me a refund check. I agreed to this, but she never sent a check and has since not returned any of my follow-up messages. I have attempted to resolve this with LulaRoe corporate. Their most recent message to me was several weeks ago. They claimed they "reached out" to (b)(6)w, but no further action has been taken and now they, too, are not returning my messages.

my wife became a LLR consultant and when she got her call to be official from Lularoe, she paid them over 7,000\$. they had a policy in place that you could return items. consultant was in charge of paying shipping fees back and a 15% restocking fee. they now put out an amendment to the policy stating NO RETURNS. this company DOES NOT BACK their products. they send out 120,000 pieces of defective items if not more from their leggings to dresses to skirts etc. if consultants did not see this direct selling business as a fit for them....there was a no risk involved with just a few hundred dollars out. customers that purchase these products from consultants have to go through the consultant for a return.....the main business Lularoe will not offer a credit or item in exchange. they take no responsibility for this. i want to pursue this legally but i need to know more about the rules and regs of businesses. has this company had prior complaints? if so what? there are facebook pages dedicated to just damages from this business....in less than 2 months over 5,000 people have joined the group complaining about issues. Other-Other Update

I hope this is an appropriate place to report this matter. If not, I apologize. I "attended" a Lularoe "pop-up" party online via facebook. I have ordered from them (11/26/16) without incident. However I attempted to buy 2 clothing items from them this time. I apparently was dealing with 3 different consultants- the first invoice I received indicated my leggings were \$25. plus \$3.50 shipping and handling. That's fine. However the next line indicated that I owed \$2.28 for sales tax. I know that there is no sales tax on clothing in NJ or if it's shipped in NJ plus no tax on S&H if the item shipped is not taxable. I told the consultant that information and I received a reply that stated "I have no way of not charging tax. It's done by LLR on the invoice. I will check further." Later, she stated "it's different because you are purchasing from our inventory that we purchased...from LLR." She also stated "No one gets free tax from LLR" and "we are required

to charge sales tax because we have to pay it to LLR." I cancelled my orders. There were probably about 20 people ordering from her and the 2 others that night. About 95% of them indicated on facebook that they lived in NJ. My problem is that the consultants are pocketing money from people that shouldn't be charged for sales tax. I believe (b)(6) (the women who answered me) is the other 2 consultants' sponsor. I was aware the one consultant was from Florida but that shouldn't make a difference. Its not much money in my case (I cancelled before i paid) but this is not fair, and the company is rapidly becoming popular. Thank you for your time. Sincerely, (b)(6)

I am a consultant for this company. When I onboarded, their policy was that at any time I could sell all of my inventory back to them for a 15% restocking fee, so that was my only risk to starting the business. They changed the policy which changes the risk profile of the company. They force you to buy a certain amount of inventory as a consultant. Since becoming a consultant, they don't fill backorders timely, leave consultants on the phone for hours waiting for support, are constantly no answers and meanwhile continue to onboard hundreds of consultants a day AHEAD of taking care of and filling backorders for existing consultants. The inventory goes to new consultants paying a hefty onboarding cost. When I questioned my sponsor on this, I was told the company is growing and needs the money from the new consultants to fill quotas at the factories. I think LuLaRoe should be reviewed for running a pyramid scheme/ponzi scheme, taking money from new consultants and not supporting the existing and also taking away the safety net they offer when you sign up (can sell back to the company). Their marketing is based on being unique and only making a certain number of clothing items in the same style and print, using that to create a sense of urgency and 'must have' from customers. Great idea, but the way they curate in the warehouse, they send consultants so many duplicates of the same item that's its hard to operate a business using their canned marketing plan of buying a 'unique' clothing item. I actually don't believe the intentions of the company are bad but unfortunately they are operating in what could be an illegal way. They should be reviewed. Many many consultants have this same view, i wouldn't be surprised if there have been other complaints. Other-Other Update

(b)(6) used to be a direct sales consultant for Lularoe. She is now inactive and scamming people saying she is a consultant and taking payment for goods. But then she either never ships the item, or does not ship what was paid for. There are now dozens of people that have been scammed by her. I was scammed out of \$283. She is committing mail fraud and internet fraud and should answer for her crimes. Other-Other Update

In May 2016, I purchased items from a LuLaRoe consultant, (b)(6) (based in Maryland, USA). She failed to send me my merchandise though I paid for it. She offered at first to replace the item, then to refund it via PayPal then to send a check in the mail. She did none of these things and stopped responding to my requests for help in June 2016.
In the past months, I have made repeated requests to LuLaRoe corporate to amend this situation. They opened a 'ticket' on my behalf, but within 2 days, closed that support ticket without refunding my payment or replacing my missing merchandise. IsVictim:true --- Initial Means of Contact: Unknown

(b)(6) is posing as Lularoe clothing consultant. She is selling clothes and taking payment but either not shipping at all or shipping incorrect items. I now have contact with over a dozen people who have been scammed by her and more are added to the list every day. She should answer for her crimes.

LuLaRoe is itemizing invoices with 'shipping charges' so that when they tax your clothing items, they are also taxing your shipping costs, no matter what state you live in. I live in Delaware. We have a law that says you DO NOT charge tax on shipping and handling. IsVictim:true --- Initial Means of Contact: Unknown

NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- I would like a full refund of the purchase price of this item - \$60.05. I will then return the item to the consultant. I would also like the parent company, LuLaRoe, contacted about their poor customer service and dubious policies and encouraged to address them in a way that is respectful of its customers. --- Topic Description: I purchased a one-of-a-kind, limited edition item from a local consultant of LuLaRoe and paid for it online. The consultant was not available to meet me for a pick up of the item for two days. When I wore the item five days after

purchasing it online and three days after picking it up, I noticed the yarns were unraveling badly. I took a picture and sent it to the consultant. She told me I could exchange it for in-store credit. When I asked for a refund since the item was damaged and she had no others like it nor the ability to order any like it from the company, she told me no and then denied the item was even damaged (although the photo I sent clearly shows it is). She then told me I had "agreed" to her return policy - three days/store credit only. I remember clicking on an "I agree" button before sending my online payment, but I have no record of it nor did she provide it to me in writing. She then lectured me in an email that I should be glad I got the item on sale. I contacted the parent company twice, but have not received any reply from them. I have also initiated a dispute with my credit card company but am concerned that others doing business with this company will be taken advantage of as was I.

Lularoe is a clothing company (direct sales) based out of California. In March 2016 I purchased a pair of leggings through a consultant that came to me with multiple holes in them. I tried to get a refund or replacement from the consultant numerous times with no resolution. At that point I reached out to the home office who promised 3 times they would send a replacement pair. During my conversations with Lularoe's customer service team, they acknowledged that there had been a known quality issue with defective merchandise but it had since been resolved. I was told all new merchandise is up to quality standards. So while they acknowledge there was a quality issue, they have done nothing to remedy my situation. I filed a Better Business Bureau complaint where again they noted the defective merchandise was no longer being sold and they would send me a replacement pair. 2 months after the BBB complaint I still have nothing. I followed back up with customer service who assured me once again they would resolve it. I waited 3 more weeks and now am contacting the AG of their home state. This company knowingly defrauds customers by selling defective clothing. A quick peek at their BBB page shows that this is a problem many people seem to have. I would like Lularoe to acknowledge they've defrauded me and refund me my \$30 I spent on leggings, tax, and shipping. Selling merchandise they know is faulty is wholly unethical. Making several promises to resolve it with the consumer and not once following through is unethical. I can provide pictures and copies of emails I've had with their consultant, customer service, and BBB rep upon request. If there is no timely resolution, I do plan on proceeding with at the very least a small claims suit or, if I can gather enough people, a class action lawsuit. Thank You. --- CA Source: Web Form --- CA Status: Waiting for Response

The transaction was several dates over 9-23-9.28. They company owes me 5,000 dollars from transactions, I am a consultant with their company - I purchase whole sale and then use their system for my transactions. They have not paid the money owed to me although in the signed contract it states 3-5 business days. I have contacted the company dozens of times, I have been ignored, told I would be called back, hung up on, promised to have my money in 48 hours, multiple times. Nothing. Now all of my bills are over due, My money is still not paid, I have not been able to order more inventory and my business is suffering. I would like my money paid immediately, and honestly at this point feel as though they should pay my late charges for my car payment and credit card. --- CA Source: Web Form --- CA Status: Closed

I am wondering if this is legal. LuLaRoe requires that their consultants invoice customers with their system called AUDREY. (they are not allowed to invoice thru square or paypal which has a refund function in place) They then pay with their credit card. But if a customer needs to return an item, they can not issue a refund VIA audrey. It is not set up that way. LuLaRoe then has them pay them cash, check or credit for the refund. The consultant then loses money because they paid credit card processing fees associated with the initial sale. My understanding with credit card companies, that if a customer pays for any merchandise VIA credit card, refund must be put back on the credit card and not paid in cash. I thought all credit card processing must have a way to refund to a customer. Thank you for your time and help.

I purchased a pair of Lularoe leggings form a consultant on 12/2/16. They were made in Vietnam. The consultant stated that her return policy was new with tags, unwashed, unworn, scent and pet hair free and exchange if shipped in 3 days for exchange. I did not become aware of the defects to the leggings until after 3 days and I had washed them, as directed. (handwash, cold, hang to dry). They are faded, have a hole in them and cannot be worn. I contacted Lularoe directly about this because of the consultant policy and they did not respond.

This is the third pair of unworn leggings made in Vietnam from this Company that have holes in them. The quality is poor and the consultants do not typically give refunds. I feel I should be refunded for this pair of leggings and the Company needs to be providing better customer service and better quality product considering each pair of legging costs \$25 plus tax and shipping.

Company frequently does not send full orders. To date, I have \$427 in missing merchandise. (These are only the ones I have written down. There have been a lot more.) Orders I have placed have frequently been missing items with no backorder slip, and no estimated date of delivery. Requests for refunds have been ignored. Spend hours on hold only to be disconnected after two hours of waiting. No one calls back. Tickets submitted regarding missing items and backorders are closed and deleted with no resolution. My most recent order with the company was 9/29/16. I was missing 6 items valued at \$180. A "credit" was applied to my LuLaRoe account (not to my card or bank account) after over 90 days with no explanation, but I am unable to utilize it, and want a refund, but have no way to contact the company as they have changed the email address frequently and with little to no warning. They are dodging calls, not responding to emails, and deleting open tickets with no resolution. Another order was placed on 8/5/16, and was missing 18 items with no backorder slip. There was no notification of backordered items except for "B/O" written in pen next to ONE of the missing items. Those items valued at \$247. No explanation of these items either. Previous orders were also missing items that were not sent to me until well after 6 months. I am not the only one that this is happening to, and the company tells us to "be patient" and "trust them" and "they have our back". They have not fulfilled their end of things regarding shipping, filling orders/backorders etc. I would like the company to issue me a refund for the missing merchandise valued at \$427. AT MINIMUM. I feel that they owe me more in return for their blatant FTC violations and refusal to rectify the situation. I am out several hours over several months trying to get the money that is rightfully mine due to their FTC violations. I am not the only consultant who has filed FTC complaints about this company. Please advise what my next step should be?

I believe this is a Pyramid Scheme and the company is implementing policies that go against rules of multilevel marketing companies. 1. They require you to purchase a certain amount of inventory (30 items, between \$500-\$1,000/month) to remain active. In order to receive "bonus" compensation on the people you recruit, you are required to order between 100-175 pieces of inventory/month. Bonuses and compensation is paid out based on how many pieces of inventory your recruits order. They have done away with their inventory return policy. You are no longer able to return inventory unless you intend to leave the company. In 2017, they are moving to a new platform that only operates on iOS platform, requiring all consultants/distributors to purchase an Apple iPhone, iPad or computer to continue doing business with the company. Other-Other Update

I started as a consultant with LuLaRoe last August, purchasing wholesale clothing from the company. LuLaRoe charged my credit card up front for every order, and the orders often took weeks to ship out. When they arrived, the orders were often missing inventory and/or had items marked as backordered. Backordered items could take several months to arrive, with no updates given at any point. We were told repeatedly not to submit support tickets for backordered items, only for missing items. From orders I placed in September/October, LuLaRoe owes me a total of \$695.40 in money that they charged up front to my credit card and never provided the merchandise for. The order information is as follows: Order #(b)(6), 9/21/16, total of \$427.50: 15 Sarahs (\$28.50 each) marked backordered (5 medium, 5 large, and 5 extra-large), items were never received and no credit was given. Order #(b)(6), 9/30/16, total of \$45.60: 2 XXS Classics marked backordered-items were never received and no credit was given. This order was also missing 5 Randys/Classics and had 4 extra Randys/Classics in sizes I did not order, so I am also owed for 1 of these (both shirts are the same price, \$15.20 each). The missing and extra items were submitted through support ticket #(b)(6) on 10/18/16. Order #(b)(6), 10/4/16, total of \$222.30: 4 triple-extra-large Randys (\$15.20 each), 2 medium Sarahs (\$28.50 each), and 2 extra-large Sarahs (\$28.50 each)-all marked backordered, items were never received and no credit was given. This order was also missing 5 packs of shopping bags (\$9.50 per pack). The missing items from this order were submitted through support ticket #(b)(6) on 10/18/16. As consultants, we were repeatedly instructed not to submit tickets for any

backorders. LuLaRoe decided in early November that because they had such a large volume of backorders and missing items to take care of, they would give store credit on the consultant's account for them instead of sending the merchandise out. The email from LuLaRoe stated that issuing the store credit would be completed by 11/10/16. When this date passed, my team was instructed to submit all outstanding missing/backordered items on a spreadsheet to our team leaders, (b)(6) and(b)(6). I submitted all of this on 11/15/16. No response was received. I decided at the beginning of December that I would not continue as a LuLaRoe consultant. I called Consultant Support on 12/6/16 and spoke to Chanelle. I informed her of all of the backorders and missing items and that I would like a refund, not store credit, since I was not continuing with the company. She emailed the details of all the amounts owed me to the refund department. On 1/6/17, I received an email from Consultant Refunds that said they began processing the refund, and funds would be available in 7-10 business days. I emailed 1/24/17, 2/5/17, and 2/8/17 requesting an update, as it was past the time indicated. I received no response to any of these emails. On 2/15/17, my husband, (b)(6), called and spoke to a LLR representative. He was told that my account was clearly showing that they owe me \$695.40, and she had no idea why the money had not been refunded. She said she would get back to us by 3:00 that same day with an update. No call with an update was received. We will be calling again this week. In summary, five months after the orders were placed, no merchandise was provided for the total of \$695.40 that I paid the company, and no refund was given.

I used to be obsessed with Lularoe leggings. I literally went crazy buying these things. They are \$25 a piece and by the time you pay tax and shipping it's costing you \$30+ that's an expensive product that doesn't last. I have had probably 5 pairs of leggings get holes in them after the FIRST time wearing them! What a joke. Crappy quality and they won't even give you your money back. SOME consultants will offer a shop credit. I don't want a new pair of leggings or shop credit if their product just gets holes in them, I want my money back. I don't feel this company stands by their products or try to do anything to make it right. --- Additional Comments: I would love a refund but I'm assuming that won't happen without proof. I've thrown most of the holey leggings away. I just want them to acknowledge they sell cheaply made products. And they charge way too much.

I have purchased several pairs of LulaRoe leggings and either they arrive with holes or receive holes shortly after I wear them, and when I contacted the company directly to ask them to rectify the issue by replacing my item or refunding me the costs associated I was told I needed to contact the consultant directly. I then informed them I did not feel it right to send me to the consultant because the consultant is not the one who manufactured the poor product. The supervisor I spoke with told me and I quote ' our consultants are aware that they may receive leggings with holes in them' I feel as though quality should be closely looked at as they are selling massive amounts of leggings that rip quickly. --- Additional Comments: I would like the company to refund me directly for the poor quality of the leggings or to send me the exact pairs that have holes in them.

I ordered and paid for product that was back ordered. Months later I was given a 'credit' for \$152. Unfortunately, they require you to place an \$600-\$700 minimum order to use the credit which I am not willing to do. I've contacted multiple times over the past 2 months with no reply and no resolution. --- Additional Comments: I would like a refund check for the \$152 mailed to my residence or \$152 in leggings mailed to my address with no minimum purchase required. My preferred resolution would be the refund.

I purchased a pair of One Size feather lularoe leggings from (b)(6). Once I put on the leggings I noticed a hole in the fabric on the side above from the knee. I requested a refund. The seller requested the leggings be returned and that she would refund the leggings. I paid \$6.45 to ship the leggings back to her. She has now defaulted and won't return my money. --- Additional Comments: Refund of leggings plus return shipping.

In two months I've purchased 20+ pair of leggings from this DS/mlm company and its consultants and I've had more than half of them shread with lots of little holes... Some not even sewn at the seams. I'm told this is happening because of a double brushing process that they do but at \$25 retail they shouldn't be this way! Also many times patterns don't match at seams and/or the pattern is upside down.. Again not something that should happen with \$25 leggings.I emailed LuLaRoe customer service and was told to go back to the consultant I got them from!

My consultant is great at exchanging for whatever she has but I can never find the same pair and honestly it's past that! This deserves an answer from corporate! --- Additional Comments: I want my money back and for the company to acknowledge this! They have a way of tracking every purchase I've made, either through shop the roe or Audrey.

They are charging tax on shipping charges, and you can't do that. Every single purchase I've made, I've been taxed on shipping. And I've made about a 100. Example - <http://blog.taxjar.com/sales-tax-and-shipping/> --- Additional Comments: Refund the taxes I paid on shipping, from all, my, purchases. All.

I have contacted LuLaRoe customer service by email twice regarding their sales tax collection problem and have received no response. This CA company is advising their consultants incorrectly, who in turn are promoting this inaccurate information, even on YouTube for other consultants to follow along. The LuLaRoe billing system is set up to collect sales tax based on the home state of the consultant, rather than the customer, which is contradictory to tax law, which in my home state of PA, there is no tax collected on the purchase price of essential clothing items. --- Additional Comments: I respectfully request a refund of tax payments in the amount of \$45.81, all of which was made through multiple transactions, with various consultants, starting back around October 7, 2016. All payments were made on a major credit card. I also request they immediately fix their billing system and cease promoting the incorrect tax collection rules to their consultants.

I purchased a pair of leggings and was also made to buy a shirt to be able to purchase the leggings. Total for both pieces was \$71.46. The leggings were defective (large hole present) and I contacted the consultant ((b)(6) of Lularoe (b)(6)) and was told to return them for credit towards another pair (I paid \$6 shipping). Upon contacting her about having received the return, she went against her promise to give me credit and blocked me from contacting her on her business site or via messenger. I contacted customer service and was told that she would need to resolve the issue and provided me with her email. I sent an email and she replied saying that I could take it up with customer service and is not interested in resolving the issue. --- Additional Comments: Refund all money spent during this transaction (\$77.46).

Customer service line is a fake like with only recordings their online customer service form no one replies to it company won't make good on replacing products with defects --- Additional Comments: Refund/ replacement of 3 pair of leggings and for them to send all consultants info on the problem/plan of action for replacing damaged products in a fast manor

I have purchased several products from this company and out of the 6 pairs of leggings I have one replacent pair that doesn't have holes. They have all developed holes after the first or second ear. --- Additional Comments: I would like my money back for the 6 leggings, one perfect t and elegant Madison skirt.

Well I bought two pairs of their buttery Soft legging got them home and went to put them off and was gently pulling them up and big holes started ripping in them.. I was so disappointed. So the next day I tried to put the other ones on even more gently and the same thing happened..I love all their other styles of clothes that are not made with the lbuttery Soft material!! But I payed 25.00 a piece plus tax plus shipping and didn't even get to wear them and now I am out \$50 for nothing. --- Additional Comments: I would hope they would change the material instead of ripping people off. It feels great but when you can't even put them on without holes popping up, that just isn't a good way to do business.

Purchased a pair of leggings in November that had a hold in them after owning less than a month. Reached out to corporate lularoe email with no reply as of today. Reached out again today to follow up, but also due to a new quality issue in a pair of leggings purchased but not worn or washed with a hole in the leg. --- Additional Comments: I would love to have these two pairs of leggings replaced or to have my purchase price refunded.

9:13pmThis is a complaint!(b)(6)M-CM-^BM-BM- has refused to sell me my claimed items in the 'Unicorn Games Let the Games Begin is Ooen for Real' stating I claimed too many items and must be selling them for profit. I tried to explain that this was not the case and I was purchasing for my family and myself. She even had a friend message me trying to have me sell. I told her that I was buying for friends family, and myself not for outside sell and that the only time I did sell on ebay is when I couldn't return and didn't like the leggings. Granted if she

had offered me like \$300 for a pair I would be enticed, but I believe anyone would. She sent me a message stating I would not be receiving any invoices because I obviously was buying to sell else where, and threatened telling my commander meaning I was in the military! I claimed about nine pairs of TC leggings all hard to find unicorns. I searched for weeks for those leggings, and yes when I found them, I bought for me and my family. Some were claimed prior to official opening, but(b)(6) posted a statement that it was her error and those claims before 1245 would be honored. I cannot convey my frustration and anger toward this woman's actions and comments! I did nothing wrong. There was no rule posted that there was a limit to how many items could be purchased at one time. Also her statements and threats toward my character and honor are beyond rude and uncalled for. I request disciplinary action be taken, and my items claimed to mailed to me promptly. I also request an apology from(b)(6) for this incident!!! --- Additional Comments: I desire that my claimed leggings be mailed to me immediately and an apology for these hajis acts!

I ordered a product from this shop on Facebook on Nov 10th, I was charged on Nov 11th, and have yet to receive the product. I have tried contacting the shop both through email and by phone, with no response. Appallingly, I wrote a review on their page and the review section was then removed. --- Additional Comments: Refund or fulfillment of products bought.

I purchased a pair of leggings for my daughter. She wore them once. I washed them as instructed and the second time she put them on, they were ripped in the seam. I contacted the consultant I ordered from and she offered to replace them with leggings that were NOTHING even similar to the ones we purchased. I explained to her that the ones she offered weren't similar to the once purchased and she ignored the messages (2 messages). So I contacted LuLaRoe and in the email I explained that I had already contacted the consultant I ordered from and their solution was for me to contact the consultant I dealt with? I responded to explain again that I had already contacted the consultant and nothing has been done to solve the problem. I guess I'm stuck with ripped leggings that were worn once. Horrible business, horrible customer service! --- Additional Comments: I would like a replacement pair of leggings that will last more than one wear!

I purchased a pair of black leggings. They dye came off on my skin and couch cushions. It ruined my cushions. No matter how many times I wash them the dye still comes off on my skin too. I spoke with lazy boy and several upholstery cleaning companies. They are unable to be cleaned. It will cost \$300 to replace the cushion set. I have contacted LLR several times. Every time I spend over an hour in the customer service queue to be told a rep will email me. When the rep emails, I immediately respond., along with sending follow-ups. A few days later the rep sends another email saying my issues must have been resolved since I never responded and they close the ticket as resolved. THAT IS ALL INCORRECT! I am unable to create a log in to view the ticket because I am not a LLR consultant. --- Additional Comments: I would like my leggings cost refunded and the cost to replace my cushions paid (approximately \$300).

The first time I wore the leggings I went to the grocery store and while I was shopping the leggings split across my butt, exposing everything. Upon closer inspection, there were multiple holes in the leggings, on the knees, calf, thigh and butt. They were so thin, they felt like thin tights and wore just as badly.

I've purchased 4 pairs of leggings and 2 out of the 4 are defective and full of holes, one even has uneven legs. The 'consultants' refuse to refund only exchange however, I can't get the same leggings I originally purchased. I should be able to return and get my money back for a cheaply made product if I can't get the same ones in an exchange. It's wrong to hold my money hostage because I received pants full of holes. I've contacted the company and received a generic reply about contacting a consultant for an exchange. I expressed my concern about not getting the same product in an exchange and I've been ignored. I will be filing a complaint with my bank to get my money back. --- Additional Comments: I want a full refund for the defective leggings that are full of holes, the shipping and taxes charged ON THE SHIPPING.

I purchased 5 paired of kids leggings on Friday, January 13th. Before I did so, I confirmed via message with the sales person that these pants were exactly the same as the pants my daughter currently owns. She confirmed that selecting the pants at the same size would produce the same pants (just varying colors). The pants I received were at least one size

smaller, despite the size tag being the same. I also had a horrible customer service experience with the sales person when she address the delivery incorrectly. I want my \$\$ back and someone to come and pick up these pants. --- Additional Comments: I would like my money back. I do not trust this company. I wish I had check the company out on your site before making a purchase.

LuLaRoe has the worst support for it's consultants. I shipped 218 pieces of inventory I paid for (valued at \$3688) back to LuLaRoe and haven't received my money back. Shipping costed me \$387. When signing contract was advised that would receive 90% back if decided to no longer sell LuLaRoe and ship back to LuLaRoe. Now LLR stating they will deduct 15% vs 10% now. I shipped 218 pieces back in November and early December. On the first shipment of returned inventory they received on November 29, 2016. There was a discrepancy on how many items were returned, shorting me 41 ITEMS. All of my returned inventory was bagged and tagged. The email stated someone from accounting would be contacting me. Haven't heard from anyone. I'm owed 90% of returned items as my contact states making that amount \$3319.20. When calling consultant services wait on hold for hours upon hours and currently holding for 2 hours and 11 minutes and no one has answered. This is absurd. This company only cares about making money and nothing about it's consultants. --- Additional Comments: I'd like to get my money back as agreed upon in my contract. I've returned \$3688 I purchased in wholesale clothing back to LuLaRoe and have received confirmation via UPS for all shipments and have all documents showing they received everything I shipped back to them. I would like to get my MONEY back as agreed upon which amounts to \$3319.20. This is ridiculous and absurd. Their company is a scam and the experience of selling LuLaRoe has been a nightmare and their lack of consultant support is beyond horrible.

I filed a compliant with the company in July 2016 for charging customers sales tax on clothing who reside in states/counties that do not charge sales tax on clothing. A representative from the company contacted me explaining they were working to resolve the issue. Six months later and consultants are still committing fraud and charging residents who live in tax-free states for clothing sales tax on clothing. No other company when you purchase online charges sales tax to sales-tax except residents (ie Target, Express, Walmart, etc.) --- Additional Comments: I would like for the company to stop committing fraud by charging residents of tax-free areas sales tax on clothing.

Hello, I just wanted to make you aware of a current situation with LuLaRoe. I am awaiting payment for items I returned. I signed up to be a consultant and I had to resign 6 weeks later due to falling pregnant and becoming ill. I returned the clothing products for a reimbursement, which arrived at LuLaRoe's headquarters on 11/10/16 per UPS tracking. I received an email on 11/17/16 stating that my return had been processed. The email stated I would be receiving a notice from their Accounts Receivable department as the products returned equated to a reimbursement owed to me of \$1,008. I emailed for an update on 11/17, no response. I emailed again on 11/30, no response. I called their customer service department on 12/13 in which they stated they cannot find my check and they asked me to email their 'missing payments' department and that he would also follow up with me once he found out where my check was. I emailed missing payments on 12/13. emailed again on 12/21. Never received a call back from the customer service rep like I was promised. I received a generic email response on 12/27 asking for information I have already provided. On 1/3/17, I called into to ask for another update, I was on hold for 1 HOUR AND 25 MINUTES before someone picked up. This is what I was told 'We don't have any updates on where your money is, Accounts Receivable cannot be reached by phone, only by email.' So this customer service rep is sending them another email to track down my check. She said it takes 2-8 weeks to process a check, we are well beyond that 8 week mark. I have proof of all email transactions. I am so frustrated and feel helpless. . I just want the money that I am owed for returning my inventory over 2 months ago!!! The lack of support this company provides is insane. No answers, no information, no help and to have waited on hold for well over an hour just to be told 'I don't know', is beyond me. And to also be told that AR can't be reached by phone, we live in the 21st century!! I spent over \$6,000 to start up with this company so asking for my money back is not really that hard to do! I understand there is a process but taking over 2 months to receive money owed is quite frankly absurd. I was nervous to even send this report in as they can charge a range of restocking fees which

affects the final amount owed back. I have read several complaints by many other consultants that they can't get the support they need and I can understand this now. Any help in getting the reimbursement owed would be greatly appreciated! thanks! --- Additional Comments: I would please like the refund for the products I return on November 10th, 2016. I returned 48 maxi dresses at \$21 a piece which equals \$1,008 minus the 15% restocking fee equals \$857 owed. I would like the restocking fee waived due to the inconvenience and length of this process.

Lularoe is charging sales tax by way of the consultants state. Tax should be computed by PURCHASERS state sales tax rate which is the standard. I've been charged state sales tax on every purchase. My state is exempt from state sales tax ESPECIALLY for online sales. They are over charging and collecting monies not due. --- Additional Comments: I want a refund for sales tax paid and not due on all purchases and I want them to fix their invoicing program to abide by the law like every other online retailer.

I received a pair of black leggings from this company LuLaRoe. This company uses sales people to host parties at peoples homes and consumers can buy their clothing products at these parties. I purchased a pair of leggings from one of these sales people. After wearing these black leggings the dye from the clothing bled all over my light colored cloth seats in my car. There was extensive dye transfer onto my car seats of which I had to pay for to be cleaned. Even after professional cleaning by a car detail place, there is still some dye that was not able to be removed. I contacted LuLaRoe about this issue several times. I emailed them about 4 times with no response and called the customer support number about 3 or 4 times before I finally was able to speak to a live person. They keep consumers on hold for an hour plus waiting to speak to someone. When I finally spoke to a customer service representative they informed me that this has been an issue in the past with their clothing dye bleeding onto couches, car seats, purses, etc. but at this point they are not taking responsibility for it because they claimed they include a warning label on all their clothes that says to wash before wear. I informed them the piece of clothing I received did not come with a warning label. They also said I would need to contact the sales person who sold me the leggings. I contacted her and she said it was out of her control and to contact the Corporate Office. Basically I was just given the run around. This company takes no responsibility for issues with their products and has little to no customer service. They have a Facebook page with negative review after negative review of stories of them ripping people off. All I am really seeking is a refund on the leggings and the cost of the cleaning to my car. --- Additional Comments: I would like to be refunded the cost of the leggings and the money I spent to have my car seats professionally cleaned. I have receipts for both.

I live in a state without sales tax, so it was pretty disappointing to discover I had to pay the consultant's home sales tax if I ordered (via phone/online) for it to be shipped to me. Any other company I order from adjusts sales tax based on where an item is shipping to. Not only is it unfair to the customers being forced to pay incorrect sales tax, but it also means people are getting away with not paying their correct sales tax if they order from a consultant who lives in a sales tax-free state. This doesn't just affect consumers, but it affects the consultants as well, as they potentially could lose business when their clients realize they can purchase items tax free from consultants in other states. --- Additional Comments: I would like to be refunded any sales tax I incorrectly had to pay. I would also like to see LuLaRoe update their invoicing system to account for this tax discrepancy when consultants are shipping products to their customers in other states/cities where sales tax differs from where the consultants are located.

I purchased a pair of leggings from a consultant on 1/1/17, was later informed by the consultant that she had actually sold me a pair she in fact did not have. I asked for the money to be refunded and was told that the only way she could do that was through PayPal or Square which is not how she was paid. I paid through the LLR Audrey system and was told they did not have the ability to reverse charges back to my card. Charges are being disputed with my bank but this is just ridiculous. I would also like to know why I was charged local sales tax when I live in Alaska where we have no sales tax and the purchase was made online and the items were to be shipped to my address in Alaska. I am always charged local sales tax by consultants and my understanding is that is legal. --- Additional Comments: I want the money reversed to my cc and I want ALL of the sales tax I have been charged through the Audrey system in the last 6 months refunded.

I purchased a pair of LuLaRoe leggings on December 13th, 2016 for \$25 plus shipping and taxes. Since then I have worn the leggings one time and 3 hours after putting them on, unnoticed small pinholes on the backside. I made contact with the consultant who stated her return policy was 7 days. I understand the return policy and had I just not liked them that would be a different story. However, these leggings were damaged after 3 hours of wear. LuLaRoe is selling defective items and not replacing or refunding the item. The business needs better policies to see that customers are happy and satisfied with the product they receive. --- Additional Comments: I would like a full refund for the item purchased, including shipping.

I placed an order with one of their consultants package was showing delivered but not was delivered I had paid for priority shipping to cover things like this but was charged the \$6 to only have them send first class now they are stating I can't get my money back but have a credit when our purchase was for a party and we are being forced to buy other leggings we don't want or buy left over valentines leggings we don't want. We want our money back to purchase what we want and keep getting run around. --- Additional Comments: We want our money back from (b)(6) the consultant we purchased off of

I have purchased almost 40 pairs of your lularoe leggings. And I was satisfied at first but after hand washing my black frog leggings they are now see through like they disintegrated. And several of them look like they went through a wash cycle 50 times after one gentle hand wash and hang dried. Your sizing is soooo off. I buy one size leggings every time. And I have a flower pair that was so tight that it ripped when I put it on. Says OS on the tag. And a valentine pair that also is so tight I can't wear it. Claims to be OS. Most of my other OS FIT GREAT. I have a red orca pair of OS that are so baggy they fall off. And 3 others that also fall off. Also I ordered from one of your consultants and never got my package. She claims it got lost and would not refund me. --- Additional Comments: I would like free shipping to send these back to you and to get either a refund on them before hand. Or a replacement of them in the right size. But most of them I would want the exact one. Like my frog ones and my orcas and valentines.

I paid \$30 for a pair of leggings and \$38 for a classic T 2XL. After one wash the leggings started pulling!!! I washed them on a gentle cycle inside out and hung them to dry! I am so disappointed that I paid so much for something that's quality wasn't up to its advertisement. Same thing happened with the classic T!!! I love the feeling of the clothes just wish they didn't expire that easily --- Additional Comments: I want a new TC leggings and a replacement classic T. Before I loose my hope in this company and its products. It would be nice for the company to take responsibility and make their customer happy after being made so disappointed I indulged and purchased and abundance of TC leggings from you guys and hope this is an isolated incident but am very unhappy at the moment.

Black Leggings were falsely advertised after paying I realized she was not selling black leggings rather random prints and two would be black leggings randomly. I contacted seller right away for refund and she is refusing to refund. The advertisement does not state random mystery leggings will be sold. I contacted her the same day prior to anything being shipped. --- Additional Comments: Refund of \$26.94

In a group setting for consultants of LuLaRoe (LLR) to sell products on Facebook(b)(6)was selling leggings. (I have heard she has gone by different names before.) I asked her questions about a particular product, & decided to buy it. She sent me a 'invoice' as LLR consultants do, but thru PayPal. Though I've been made aware only after this scam that no LLR consultants are to use PayPal or any other way except by LLR's invoice system. This invoice thru PayPal did have the LLR logo, so I thought it was fine and paid. After asking about a tracking number for my package about 3 days after purchase, she answered that she'd get back to me after her work. I have not heard from her since. She has erased her Facebook account, and come to find out she has scammed quite a few people just in this same week, let alone before. Though we are going thru PayPal to request a refund, etc. We are also wanting action from LLR. Nothing has been done or said on the part of the LLR company. (Just trying to get the leggings we ordered and did not receive, would be a great gesture on their part!) IsVictim:true --- Initial Means of Contact: Unknown

Leggings are ripping/getting multiple holes after one wash following LuLaRoe's washing standards! Out of all 3 pairs I have worn and washed with only LuLaRoe leggings and according to LuLaRoe's washing standerds, they have all gotten multiple holes.

I ordered a pair of leggings from(b)(6) aka(b)(6) and ended up receiving the wrong product. I made many many attempts through Facebook messenger and email to contact her, after an entire day she emailed back threatening me and refusing to pay for return ship also stating I was stealing from her, which made no sense what so ever. This woman got other people involved who posted horrible lies about me online and this person has sense sent me disgusting harassing emails and making fun of me being ill and disabled. I messaged LuLaRoe corporate and they have not responded it has been 5 days. --- Additional Comments: I want this person held responsible for what she has done and said.

I have bought over 15 pairs of leggings, a few shirts, skirts, and dresses from this company. Enough products that I like...I've searched hard for the leggings that I want and paid 25.00 + for these to only be worn 1 -2 times before getting holes in them. One pair the holes appeared right away and I was able to exchange...the others I still have are 3 pairs with holes and one pair of kids that faded within a few hours of my daughter wearing them. I am out a lot of money due to the poor quality of this material. I've contacted consultants and even e-mailed corporate numerous times with no response. I will not be purchasing from Lularoe until they decide to improve the material quality of their clothing. --- Additional Comments: I would like to be contacted by Lularoe to resolve this matter.....These defects and poor quality clothing have put me out over \$100.00. It's a disgrace and Lularoe should be ashamed of themselves to sell such poor quality clothing at such expensive prices.

I purchased a \$25 pair of leggings from a LuLaRoe consultant online. As soon as I tried to put them on, the fabric tore. The fabric is thin, shotty and cheaply made. You can poke the fabric gently and they tear instantly. They are full of holes, ruined and not wearable. I contacted the company via email and they have not replied. I have been unable to return or exchange them. -- Additional Comments: I would like a replacement pair, or my money back.

These are for leggings you buy through consultants. They will refund as long as its within 3-7 days and must not be washed. I have bought several pairs. I have about 40 now. There are at least 7 of those that got holes within one to two times I have worn them:(they are mass produced and worse and worse quality. I would not have as much of a problem if they weren't so expensive but after tax and shipping I pay about \$32 a pair! 32x7 is \$224. That is a lot of money that I am loosing from wearing a pair of pants once!!! Not fair at all and yet nothing I can do because it's through consultants. I should not have to pay 30 to wear a pair of pants once:(I tried repairing some with fabric glue but it does not work and the pants just get more and more holes:(--- Additional Comments: Refund

I have purchased 5 different pairs of the TC leggings from this company and ALL 5 have had holes in them while wearing them for the first time in a matter of hours. Poor quality of these products and the only outcome is to replace. I don't want to replace a poor quality item with another poor quality item. I've spent over \$150 for these products plus shipping. --- Additional Comments: I would like a full refund for these defective items, not a replacement.

I have recently bought 3 pair of os leggings from your company. I have followed instructions as to how to wash and care for the product. 2 have ripped apart at the seems after wearing 2 times. the third was a black pair that got random holes all over them after wearing a few times. I buy a lot of your products and this is a recent issue. --- Additional Comments: I would like either replacements or credit for the items I purchased.

I have had four pairs of leggings in total rip. The first pair had tiny pin holes throughout the thigh area. The second ripped while putting them on. The third tore two identical holes below the buttcheeks, this was the first time I wore them and I pretty much rode in the car all day. The fourth ripped along the seam. --- Additional Comments: Reimbursement of the price paid.

I have now received leggings with holes, one pie that had a hole sewn up, three dresses that had the hem fall apart the first time I wore them and when I complained I was given NO option of return or exchange. NONE! Because the tag was removed. When I pay this much money for clothing I expect quality and customer service and especially a way to rectify the situation of selling me a product that is not worth \$5! --- Additional Comments: I have receipts and pictures of all the damage and I want my money back! I even hosted a sale before I realized what kind of company this was and I am So ashamed of promoting this to my family and friends! Many of them also have holes in their leggings! You are taking advantage of hard working moms on fixed incomes! You should be ashamed of yourself and worried about class action lawsuits!

One of Lularoe's sales people, sold me a sweater for \$70 and never shipped it. It took over a month to get any type of reply. They then apologized and stated they would send a free pair of leggings and my refund. It has been almost another month and they provided a bogus tracking number and stated 'it is not my fault what the post office does' and still I am out over \$70. Nobody will get back with me, and the sales person just ended the conversation with Good night and God bless .. after lying to me many times and not able to provide any information on the check they sent for the refund .. and true tracking etc. I just want my money back. --- Additional Comments: I want my money back... asap....

I e-mailed Lularoe twice about one of their consultants but have not heard back. Below is my e-mail to them.'I e-mailed your company a few days ago and have not heard a response. I am very frustrated with a distributor of yours. Her name is (b)(6). I purchased a small Irma from her on September 30th for a total price of \$41.23. I never received this item. She claims that it got lost in the mail but now I am thinking she never even mailed it. I have ordered a lot of lularoe from many different consultants and I have never had this problem. She said she would ship out another Irma for me. To date I have never received the Irma. I have included our Facebook conversation below. As you can see she says she will mail the item out but never does. I finally requested to have a tracking number which is (I tried putting in the tracking number in this complaint but the BBB is saying it's a credit card number and won't allow it?). When I requested the tracking number she admitted that she never mailed it out. She created the shipping on October 26th. To date it still has not been dropped off to be mailed, even though she said she was going to drop it off this past Wednesday after work. Every time I message her she has been very nice, as you can see. But this is ridiculous now. I want something done. I have been very nice and very patient but I am done now. I either want my shirt or a refund. I donM-CM-'M-BM-^@M-BM-^Yt care which. Waiting over a month is long enough. Please contact me! I can be reached at (tried putting my phone number in but BBB is picking it up as a credit card number?) (b)(6). Thank you!~Oct 7th, 9:28am - Me - Hi (b)(6)! I have a weird question for you...it looks like I purchased a small irma from you back on the 30th. I've been buying a lot of lula rae from people so I am not sure what one I bought from you. Could you tell me because I don't think I have received it yet?? Thanks! (b)(6) accepted your request. (b)(6)- I know I mailed it! Let me check tracking!Me - Oh thanks! I didn't receive a tracking notice (b)(6) - Stamps.com hasn't been sending them for me lately. It's been so annoying! I'm out of town but I'll try to get that for you today.Me - Okay, thanks! and no rush. i was just trying to track down everything I purchased. I am starting to have a lularoe problem ~Oct 7th, 10:44am (b)(6) - Haha! I hear that!~Oct 10th, 7:14pm Me - hey i was just wondering if you had a chance to see what irma i had purchased and the status of it?~Oct 10th, 10:25pm (b)(6) - Omg I'm sorry, I was out of town until last night & today is my son's birthday. I want to say it was solid blue but I'll check tomorrow morning first thing. I'm doing all my inventory tomorrow anyway. It should have arrived by now too so I'll check tracking.~Oct 11th, 2:27am Me - No problem! Oh I bet it was navy?~Oct 11th, 9:57am (b)(6)- YES navy! Size small I believe. I promise we will get thi -- Additional Comments: I would like the item I ordered or my money back.

The quality of the product has gone vastly down hill. 4 out of the 10 leggings I've recently purchased have had holes varying from pinholes to several inches big. Since there is no corporate policy in place in regard to defective merchandise, the consultants Wong the procedure. It's ridiculous for me to be paying \$25 (plus shipping and tax) for a pair of leggings that cannot be worn more than an hour without crumbling! Nor should I have to pay for return shipping on defective merchandise. It is also particularly horrendous that I cannot exchange the item for an exact exchange. I understand that the draw of LLR is the unique and limited amounts per pattern, but it is very disheartening to finally find a pair you've been searching for only to have them defective and unable to be swapped. The quality control is abysmal and customer service from corporate is a joke. Since I purchase from so many consultants, it becomes hard to keep track of what pair comes from who. It also proves that the merchandise is flawed if multiple consultants spanning the country have the same issue with their product. Dresses and shirts pill far too quickly for their price point and the overall quality is truly subpar. -- Additional Comments: I'd like my most recent purchase to be exchanged for the exact pattern. I'd all like a clear set of return guidelines for the consultants to follow. IE customers should NEVER pay return shipping on flawed merchandise.

In a give away, I won a pair of TC mystery leggings from (b)(6). When they came and I put them on I noticed a hole in them. I contacted her via Facebook Messenger. To see what we could do. She replied 'Aww Darn...not with the give aways. What a bummer. Sorry about that. Can you take a picture of them for me and the tag.' I sent her a picture of the packaging with her shipping info, tag on leggings made in Vietnam, and multiple pictures of small holes on right side front and back. I explained I had 3 pairs from China no problem. Only this pair. Her reply 'it happens now and then. Thanks for the pictures! I'll make sure to report them.' I replied 'I understand they were a give away but they are defective. There should be away to return and replace. It happens every now and then, isn't good customer service. I would have expected more from Lula Roe.' This isn't how a company, must less a multi level company should work,. Customer Service should be first, so the customer will return and tell others. The quality of the leggings from Vietnam are poor at best. There is no way I can wear these. --- Additional Comments: Return the defective pair. Be sent a replacement pair of TC leggings. Prefer from China not Vietnam.

A consultant from a different state than mine (Pennsylvania) is charging me sales tax n clothing purchases even though Pennsylvania does not charge sales tax on clothing, whether purchased in state or shipped into the state. The consultant toldMe she cannot adjust the sales tax in their system and it is charged the same as if I boughtb from her store within her state, which isn't what is happening as I am ordering online and it is being shipped to me. I should not be charged the sales tax. This has happened before on different occasions that I have tried to reconcile with the consultant to no avail. I have. Thin only purchasing from in state consultants which has severely limited the amount I have bought. If Lularoe would like to keep their customers and sell more clothing, the sales tax issue MUST be fixed. They should have also be required to reimburse the sales tax that was charged incorrectly. --- Additional Comments: I would like to be reimbursed for the incorrect sales tax charged on my multiple previous lularoe purchases from consultants outside of Pennsylvania and for the lularoe company to fix their invoicing system so that other customers are not being charged incorrectly.

I purchased a pair of One Size holiday leggings (blue with candy canes) from a consultant named (b)(6) on 12/2 via a Facebook group. After wearing the leggings for the first time for only a few hours, I discovered they have several holes in them - on the knee and upper thigh. I had done nothing but sit at my desk at work when I discovered the holes, so I know I didn't do anything to create them. I contacted the consultant ((b)(6)) via Facebook messenger on 12/16 to inquire about returning/exchanging the leggings and was ignored. I contacted Lularoe customer service via email on 12/20 and was told by Jessica, a Lularoe Consultant Support person, that 'Our consultants do know that if a product is damaged that they need to exchange it. The consultant will be getting a replacement pair for the ones that you pick out and when they send us the damaged leggings. You are able to go to any consultant.' I then contacted a local consultant that I had purchased from in the past, (b)(6), via email on 1/4 and was told 'If we were to take and exchange your damaged leggings, we would be losing profit ourselves.' I emailed Lularoe customer service again after getting(b)(6)'s response and heard nothing more from the company. I am still in possession of the damaged leggings, which cannot be worn due to the fact that they contain several holes. --- Additional Comments: I would like a refund of \$28 for the damaged leggings. This is the exact price I paid. I would be happy to return the leggings to a consultant or to Lularoe, at no additional cost to me.

I am no longer an active consultant with this company. And after several attempts to contact them and get this resolved, they still have not transferred my credit on my account (in the amount of \$500.65) to my bank account. It is a refund for product I returned to the company back in August of 2016. --- Additional Comments: I want this money refunded ASAP to my bank account (SAC Federal Credit Union) that is on file with the company.

I ordered six pairs of leggings back in December from (b)(6)of Fullerton, CA. Later I she informed me that she had sold me leggings that she didn't have. I asked her to just refund the money for the ones she was missing and she told me that refunds were against Lularoe policy (which is a lie), but I could pick from her inventory. I chose several, but we're told those were not available for replacement or they could not be separated from outfits so I would have to purchase a top as an additional item. I sent her numerous pictures that I was looking for and she told me that the chances she would get any of those were almost impossible. Then in

February, I got a package with five pairs of leggings and a carly. The carly was correct, but the leggings were not right (I had saved the pictures of ones claimed with her name). Then she says she has found the other pair and is sending it, and of course it's wrong too. She immediately blocked me on Facebook from her Lularoe and personal page. She refuses to answer email or messenger about the wrong items being sent. So beware, she'll take over two months to send anything, then fill your package with crap you didn't order, block you and refuse refund or reasonable exchange. Also she sales at [\(b\)\(6\)](http://www(b)(6).com(b)(6)) --- Additional Comments: Refund for merchandise and punishment for (b)(6).

I ordered products from a Lularoe representative, paid for them, and the order was never sent to me. I have contacted the personal representative as well as the company multiple times and nothing has been done to resolve this issue.

On January 20th, 2017 I purchased 2 OS LuLaRoe Leggings from LuLaRoe Consultants (b)(6) and (b)(6) ((b)(6)and(b)(6) LLC) for a total of \$57.37 with tax and shipping. It is now February 28th, 2017 and I have not received my merchandise. I have several issues with LuLaRoe:1. At the time it was evident that my merchandise was lost in transit I contacted(b)(6) about the issue. She stated she was sorry for the inconvenience and that I needed to file a report with USPS so they could find my package. 2. (b)(6)and (b)(6) never issued a disclaimer that it is at the loss to the customer if merchandise is lost/stolen/missing in transit. 3. (b)(6) and (b)(6) never gave me the option to insure my package in the event it was lost/stolen/missing in transit. 4. I have given these LuLaRoe consultants many opportunities to handle this situation:1) I offered to wait 14 business days to see if my package turned up. I also submitted a package search request with USPS as they advised. 2) I asked for a LuLaCash Credit that I would wait to use until 14 business days passed in the hopes my package would show up. 3) I asked for a refund in the amount of \$57.37 because I had not received my merchandise. They denied stating they didn't have the money to refund me and they had no way to write it off as a loss to their business. 4) I asked that they give the amount I paid them \$57.37 for merchandise I never received to charity if they did not want to pay me. Pepper stated 'I had no right to tell her how to spend her money'. I never told her how to spend her money. The only money I care about is the \$57.37 I gave these consultants in turn for merchandise I never received. They in a sense have stolen from me. I contacted headquarters about the situation in hopes they could help me. LuLaRoe Headquarters stated they do not give LuLaRoe cash credits for lost/missing merchandise. Nor do they reimburse a customer for their monetary loss from one of their consultants. They can only contact the LuLaRoe Consultant and their up line to 'see what can be done for the customer'.. This is unfair to customers who deal with consultants unwilling to reimburse the customer for loss/missing/stolen merchandise. On February 28th, 2017 (b)(6) told me they will not reimburse me nor work with me because I had taken this problem to headquarters and that I was attempting to damage their business. I never once had the intention to hurt their business. I am a customer who did not receive my merchandise that I paid money for. If I had shopped at any other retailer they would have overnight shipped me new merchandise or given me a reimbursement. It has been well over a month now that I have given LuLaRoe Consultants money without receiving merchandise or my money back. --- Additional Comments: Refund in the amount of \$57.37 for the 2 pairs of one size leggings I never received.

I have received multiple damaged leggings, and have had at least 6 pairs of leggings rip when trying to put on for the first time. The legging quality has severely deteriorated since I first started purchasing over a year ago. I have tried going up in size, treating them like gold spun stockings, and not tugging on them, and they still tear. The material is just too thin! --- Additional Comments: I want Lularoe to fix their quality issue! I would also like them to refund customers and consultants for damaged leggings.

I had an independent consultant from this business threaten physical violence against me and also used profane language against me. I have tried several times to file a complaint against this consultant. Having been put on hold for up to an hour at a time and leaving a message I have yet to be able to talk to anyone regarding this issue. --- Additional Comments: I want the consultant reprimanded and a letter from this company showing appropriate action was taken to correct this issue. I would like to be able to talk to an actual person regarding this issue instead of being put on hold for over an hour at a time. Also, a letter of apology from this

company and the consultant involved would seem to be appropriate. They may also need to implement more training for their consultants in dealing with the public.

I have bought well over \$1,000 in lularoe merchandise from people all over the United States. I was charged sales tax on most of the merchandise, as you will be able to look up in your system. I live in Pennsylvania where we do not have sales tax. I am told that I should have not been charged the sales tax. I would like that money back. --- Additional Comments: I would like you to refund me all of the money I paid on sales tax. I was told you can look that up in your system. Thank you!

They have overcharged me on taxes for merchandise for more than 1000\$ worth of merchandise paid for. --- Additional Comments: I would like to be refunded the taxes that were overpaid.

I was charged sales tax for several pieces of clothing that I purchased even though my state (PA) does not charge sales tax on clothing. I was told by consultants that they are required to charge it. Also, several pieces fell apart after only a few times worn. --- Additional Comments: Please refund me the sales tax. I can provide invoices that I have via email. Also, please send a return label and issue refund for the pieces that fell apart.

I've purchased 9 pair of leggins at \$30 each after shippng, 7 or the 9 pair where wore less than a hour before having holes around the seams, I've contacted the company and the refuse to do anything to resolve the issue, I have had 4 pair exchanged by consultants and 3 of those have holes after a small time of wearing them, I've ask for refunds and been told that's not a option, the consultant now refuses to even talk to me about the items and the company refuses to stand by their product as well --- Additional Comments: I would like a full refund for items that are faulty. Each pair of leggins with holes were made in Vietnam for the company, I should be refunded by the company the \$25 each plus the tax and shipping paid for each item

I have been charged anywhere from \$25 to \$33 for an item that was supposed to be \$25 there has been various sales tax charges. Also 5 pair of leggings I received new out pack with holes and they will not refund money or replace with the same item --- Additional Comments: I want refunded all sales tax charged to me and I want refunded for 5 pair of leggings

Shoddy clothing, cheaply made. This company out sources most of their work to other countries which is why there is no consistency in their sizes....ONLY a small fraction of the garbage they produce is made here in the United States.Leggings that rip, Material that bleeds and ruins other garments and accessories.Also, most of these positive reviews are because these individuals were told by their UP LINES to go a flood the BBB to try and recover from this F rating they have. That wont happen until the founders of LLR admit to ALL their mistakes and flaws in the clothing....Oh and become a member of the BBB --- Additional Comments: Since I know the company will not replace anyone's damaged clothing items....I am simply putting this out here for the world to see that Lularoe is

LulaRoe is illegally charging me taxes. I live in Oregon and do not pay sales tax. I have contacted them before and they told me thats just the why it has to be. --- Additional Comments: I would like all the taxes back from ALL of my purchases.

I have contacted LuLaRoe twice to seek a refund for 2 pairs of leggings that I purchased. After wearing both pairs in less that half a day, they had holes in the rear. Thankfully I had a long shirt on. They are charging a crazy price for a pair of leggings that dont last through the day. Both times they told me there is nothing that they can do to help me. --- Additional Comments: I think that the company should offer a complete refund! Like every other company, make the customer take a picture of the damage with the customer's name on a piece of paper, along with the date and submit the pictures as proof of the damage.

I was a LuLaRoe consultant for 6 months last year. Loved the clothes, and it seemed like it would be a fun job while making money. Problems started early on: Of all the orders I placed, maybe 2 were correct. The company took my money at the time of the order, and sometimes I had to wait 2 weeks with no product (and no money). And then it arrives and I didn't order the styles or sizes they sent! When I called customer service, I sat on hold for an hour, and then I was disconnected! When I called back, they said to send them an email. I did. Nothing happened. Multiple emails and calls during the 6 months, and nothing improved. I sold my inventory and sent them a letter of resignation. I'm still getting emails and even received a

Christmas Card! Is no one manning Customer Service or the Home Office? How do they expect quality issues to improve if the customer service and response time doesn't happen? I recently received a debit card in the mail from LLR. Because of the Sales Tax issues, consultants are now called Retailers and have to use their own processing system. So, is my banking information LuLaRoe's to hand to any bank of their choosing? I ran to the bank to close my account. Not right! I haven't ordered any inventory in over 6 months, AND I gave my resignation! This company was not well run a year ago, and it's even worse now. Please help LLR make some changes. --- Additional Comments: Make HUGE Customer Service changes. Hire people who answer the phone within a couple of minutes (like most companies), and who can actually help the customer over the phone. NO MORE 'Send us an email'. They never get resolved, even when they say issue has been CLOSED. Issues are never fixed!!!!

I have purchased upward of 40 pairs of leggings from LulaRoe, and have had 3 separate pairs get a hole, or rip the first time I wore them. I was unable to return them, and have been stuck with \$75+taxes and shipping worth of leggings that are useless. --- Additional Comments: I would like a refund for the 3 pairs of leggings that I had purchased, but didn't even get to wear a full day.

I have emailed this company and sent them a letter. I have been charged for purchases that I did not make they have charged me for several different dates that I made NO purchases. These dates are 1/2/17 for 28.89, 1/3/17 for 102.13, 1/10/17 for 54.37 and 1/25/17 for 71.78, 1/25/17 for 75.92, 1/25/17 42.22, 1/27/17 for 51.96, 1/27/17 for 28.00, 1/28/17 for 61.00, 1/28/17 for 42.18, 1/29/17 for 65.00.

On January 22, 2017, for the very first time I ever ever made a purchase was for 150.00. I never made any other purchases other than on JANUARY 22, 2017. Can you please help me get this settled. I would like my money back for the purchases I never made. I never heard of this clothing line until January 22, 2017. --- Additional Comments: My desired resolution is to be paid back for the charges that I never made. These false charges add up to \$623.45 Thank you very much!