



10/14/2004

JCHARTER

**Transaction**

Ref No.: 5109042 Contact Type:Complaint Source:Consumer TCS? N

Comments: The consumer stated that she was looking into purchasing a portable DVD player from overstock.com. The consumer stated that the website stated that the charge was 399.99 (merchandise)+299.00 (shipping) to NO APO addresses, for the general public. The same item was posted under a different product number for 589.99 (merchandise) + 299.00 (shipping) to APO addresses, for the military. The consumer feels like the company is gouging military personnel. The consumer has no address or phone number for the company. The consumer has no home contact.

Created By: LANDREWS Created Date: 10/13/04

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Internet Web Site Transaction Date: 10/09/04

Initial Response:Phone: 800/888

Product/Service: Other (Note in Comments)

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

City: Cedar

State: MN Zip: (b)(6)

Country: UNITED STATES

Work phone

(b)(6)

Ext:

Fax Number: ()

Home Number: ()

Email:

(b)(6)

Age Range: 30 - 39



10/14/2004

JCHARTER

number

**Company**

Company: Overstock.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:www.overstock.com

Phone: ()

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 5073078 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Company claims they cannot close my account and remove my credit card information from their computer files after I emailed them asking them to do so. See correspondence below:

----- Original Message -----

Date: Thu, 30 Sep 2004 16:39:35 -0600  
Message-Id: <200409302239.i8UMdZnZ015606@app2.overstock.com>  
To: overstock@fyis.org  
From: "Overstock.com" <info@overstock.com>  
Subject: Re: AuctionSupport: Close Auction Account  
Dear overstock@fyis.org,=20

I am sorry to hear that our new auctions site was not what you were expecting. We've had an overwhelming response to the Overstock Auctions site, and it shows no signs of stopping!

I can understand your desire to be removed from our database entirely, but unfortunately, we are unable to remove you from our system at this time. Your information will remain safe and untouched, but still available should you ever decide to give us a second chance in the future.

Again, I apologize that I was not able to fulfill your request, but I do ask that you take another look, and see what a great opportunity this is to be a part of Overstock Auctions!

Should you have any further questions, please feel free to contact us at 1-800-843-2446, or via email at any time, 24 hours a day, 7 days a week.

Sincerely,=20

David A  
Overstock Auctions  
www.Overstock.com

From: (b)(6)  
To: <info@auctions.overstock.com>  
Subject: Close Auction Account  
Date: Wed, 29 Sep 2004 17:58:31 -0400  
Pls. close auction account re: overstock@fyis.org and delete all account and cc information on file.



10/14/2004

JCHARTER

Comments: DanlK, FYI Services  
 www.FYIS.org  
 Created By: DBRAHLEK Created Date: 10/01/04  
 Updated By: Updated Date:  
 Org Name: PUBLIC USERS - CIS  
 Amt Requested:  
 Amt Paid: Payment Method:  
 Agency Contact: Internet Complaint Date: 09/30/04  
 Initial Contact: Internet/E-mail Transaction Date: 09/30/04

Initial Response:  
 Product/Service: Internet Auction  
 Statute/Rule: FTC Act Sec 5 (BCP)  
 Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.:  
 Last name: (b)(6) First: (b)(6)  
 Address: (b)(6)  
 City: Lake Worth State: FL Zip: (b)(6)  
 Country: UNITED STATES  
 Work phone: () Ext:  
 Fax Number: ()  
 Home Number: (b)(6)  
 Email:  
 Age Range: 60 - 64

**Company**

Company: Overstock.com  
 Address:  
 City: State: NR Zip:  
 Country: LOCATION NOT REPORTED  
 Email: URL:www.overstock.com  
 Phone: () Ext:



10/14/2004

JCHARTER

**Company Representative**

Rep Name: A, David

Title:

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 5058438 Contact Type:Complaint Source: Consumer TCS? N

Comments: I ordered \$300 worth of jewelry in the beginning of June, 2004 with my debit card via online. I returned \$150 worth in a box with a return receipt. The return receipt came back to me, but they never refunded my \$150. I've emailed them several times, but they continue to give me the runaround about how it will take 10 days, etc. etc. to follow-up on this. It is going on October and I have still not seen my refund yet! My brother is an attorney, and I may use his services if necessary.

Created By: RLOPER Created Date: 09/29/04  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 150.00  
Amt Paid: 300.00 Payment Method: Bank Account Debit  
Agency Contact: Internet Complaint Date: 09/28/04  
Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Jewelry

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)  
Address: (b)(6)

First: (b)(6)

City: Auburn

State: WA Zip: (b)(6)

Country: UNITED STATES

Work phone (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address:

City:

State: UT Zip:

Country: UNITED STATES

Email:

URL:www.overstock.com

Phone: ()

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 5057994 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I recently navigated to www.overstock.com to make a few purchases. iwent to the left hand column to BOOKS MUSIC AND VIDEOS THEN TO \$1 TO \$4 CLEARANCE BIN. CHOSE SEVERAL DVDS NAMED HOLES, PAYCHECK, SPONGEBOB, TOMBRAIDER,NAKED GUN COLLECTION AND X2 ALL TITLES ARE LISTED FOR \$2.00 A PIECE. WHEN I GO TO CHECKOUT INSTEAD OF THE PRICE BEING \$12.00 BEFORE SHIPPING IT IS DRAMATICALLY DIFFERENT \$87.89. THIS I CONSIDER FRAUD

Created By: DBRAHLEK Created Date: 09/29/04

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 12.00

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: Internet Complaint Date: 09/28/04

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Kingsport State: TN Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 5043688 Contact Type:Complaint Source:Consumer TCS? Y

Comments: This company offered a \$30 off coupon. It was clearly included in the shopping cart just before I finalized my purchase. As soon as I clicked to purchase, the \$30 coupon went away. In addition, they added over \$10 to the shipping charge. After numerous calls, company refuses to refund the money. Admitted to having same conflict with other customers.

Created By: DCRASE Created Date: 09/24/04  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 592.94  
Amt Paid: 679.11 Payment Method: MasterCard Credit Card  
Agency Contact: Internet Complaint Date: 09/22/04  
Initial Contact: Internet Web Site Transaction Date:

**Initial Response:**

Product/Service: Shop-at-Home\Catalog Sales  
Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)  
Address:

First: (b)(6)

City: East Brunswick State: NJ Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 40 - 49



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:www.overstock.com

Phone: (800) 8432446 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 5039318 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I ordered two different items via the company's website within 3 weeks on two diferent dates. Before i placed the first order of a Microsoft MN-700 wireless router,i had asked them if it was a brand new one in original packing. The answer was "Yes". The representative told me that it would have stated "used" or "refurbished" if it was not new. Therefore i placed the order after her explanation. Unfortunately, i received a used one with so many scratches on it after about a week. I then called them up and asked for a replacement. The representative once again promised that i would be getting a brand new one in original packing. And they gave me a \$5 coupon as a compensation for their mistake. After about a week, i ordered a MN-720 network card from them again. Before doing so, i called the 800 number and made sure it's a new one. The answer was " Yes, it's a new item ". I got that after also a week and it was a used one as well. It came with no original box, no instruction book and a copied setup disc. I was so frustrated that i called for the manager whose name is David and asked for a reasonable explanation. His explanation is unacceptable. He said," Don't expect you will have the accessories that are not mentioned on the listing." I told him that all standard accessories should have come in the original packing if it was brand new from the manufacturer. He finally couldn't do anything, except offering another \$5 coupon that i would never used it again. I finally received my replacement of the router two days ago. It was used, finger prints and scratches everywhere, copied intruction book and no original packing. I am so disappointed that i am writting to file this complaint to state that this company is running a dishonest business on-line. They are not actually selling new items and they don't put real information for their products on-line. Please feel free to contact me if you need more information about this complaint.

Created By: DCRASE Created Date: 09/23/04

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 09/22/04

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining

Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

(b)(6)

City:

Mays Landing

State: NJ Zip: (b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

40 - 49

**Company**

Company: Overstock.com

Address: 955 South 3800 West

City: Salt Lake City

State: UT Zip: 84104

Country: UNITED STATES

Email:

URL:www.overstock.com

Phone:

(800) 8432446

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 5037867 Contact Type:Complaint Source:Consumer TCS? N

Comments: Consumer ordered a chair through Overstock.com. Consumer paid 700 for the chair. Consumer recieved the chair and it had two right arms. Consumer sent the duplicate arm back and asked for the appropriate left arm to be sent. Company told the consumer they would ship it. Consumer never recieved the arm so she asked for a refund. Consumer ws told the the time was up and she could not get a refund.

Created By: ARIDNER Created Date: 09/23/04  
Updated By: Updated Date:  
Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL  
Amt Requested: 700.00  
Amt Paid: 700.00 Payment Method: MasterCard Credit Card  
Agency Contact: Phone Complaint Date:  
Initial Contact: Internet Web Site Transaction Date: 07/14/04

Initial Response:Internet/E-mail

Product/Service: Home Furnishings

Statute/Rule: Magnuson-Moss Warranty Act

Law Violation: Failure to Honor Refund Policy  
Defective Product\Poor Quality

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Pleasanton

State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email: (b)(6)

Age Range: 30 - 39



10/14/2004

JCHARTER

**Company**

Company: Overstock

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 5037547 Contact Type:Complaint Source:Consumer TCS? Y

Comments: On 8/23 I ordered three items form overstock.com. Two clothing and one book. The clothing arrived a few days later but the book has not arrived. Fifteen days after I placed the order I contacted customer service via email in orders never recieved. I got no reply. THree days later I went into a chat session with customer service. I was told she would investigate and call me later in the day. She never did. Four days after that I went to chat again and asked to be refunded. The company refused. They wanted ten days to investigate where they went wrong prior to refunding me or reshipping. I contacted the CEO's office as per instructions of the chat clerk. I asked for a transcript of the chat session. I was promised one via email within the hour. It was not sent. The office of the CEO told me that someone would contact me with in two businesss days with a resolution. Today is business day number 5 and no one has contacted me. My credit card was billed on 8/25.

Created By: UKOFTSCD Created Date: 09/23/04  
Updated By: Updated Date:

Org Name: ECONSUMER.GOV  
Amt Requested: 12.00  
Amt Paid: 12.00 Payment Method: Visa Credit Card  
Agency Contact: Internet Complaint Date: 09/22/04

Initial Response:

Product/Service: Books

Statute/Rule:

Law Violation: Merchandise or Service Never Received

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6) First: (b)(6)

Address: (b)(6)

City: Spartanburg State: NR Zip: (b)(6)

Country: LOCATION NOT REPORTED

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email: (b)(6)

Age Range:



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: ceo@overstock.com

URL:overstock.com

Phone: () Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 5069756 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV.

From: Overstock Return Information Date: 09/07/04 22:13:10 To: (b)(6) Cc: (b)(6) Subject: RE: Re: Regarding your product return.. (b)(6) Dear Alice, Thank you for contacting Overstock.com. We appreciate your business. Thank you for taking the time to email us your concerns. If you paid for your order using PayPal, your refund must be issued as an in-store credit. For more details regarding Overstock.com's Return Policy, you can click on the link below: [http://www.overstock.com/cgi-bin/d2.cgi?PAGE=STATICPAGE&PAGE\\_ID=49](http://www.overstock.com/cgi-bin/d2.cgi?PAGE=STATICPAGE&PAGE_ID=49) Please feel free to contact us if you have any questions. I hope that you will return soon to take advantage of our outstanding on name-brand merchandise. Sincerely, Myrna S. Overstock.com -----

Original Message----- From: (b)(6) (b)(6) Sent: Sep 7, 2004 9:05:41 PM Subject: RE: Re: Regarding your product return.. - (b)(6) I spoke to Meghan on August 24, 2004 who said I would get a REFUND not a CREDIT. I do not want a credit. She also graciously mailed me pre-paid stickers for shipping the item I did not order back to Overstock. Please refund immediately. Alice -----Original Message----- From: Overstock Return Information Date: 09/07/04 00:42:52 To: (b)(6) Cc: (b)(6) amveral@cps.k12.il.us Subject: RE: Re: Regarding your product return.. (b)(6) Dear (b)(6), Thank you for shopping with Overstock.com! We appreciate your business. I am sorry to hear that you needed to return your Hyde Park Curio Cabinet (Two Finishes), and I appreciate the opportunity to assist you with information about the status of your return. I do show that your Overst

Created By: IFCC Created Date: 09/09/04

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 211.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 09/09/04

Initial Contact: Internet/E-mail Transaction Date: 08/23/04

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule:



10/14/2004

JCHARTER

Law Violation:

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: CHICAGO

State: IL Zip: (b)(6)

Country: UNITED STATES

Work phone ( ) Ext:

Fax Number: ( )

Home Number: (b)(6)

Email:

Age Range: 40 - 49

**Company**

Company: Overstock.com

Address:

City: SALT LAKE CITY

State: IA Zip:

Country: UNITED STATES

Email:

URL:

Phone: ( ) Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4973805 Contact Type:Complaint Source: Consumer TCS? Y

Comments: Ok, On Wed. Sep 2nd, 2004 Overstock.com listed SKU #3010273 a game for PC called Half-life 2 as in stock.This forum:

<http://www.steampowered.com/forums/showthread.php?s=&threadid=135751&perpage=15&pagenumber=1> I ordered it and

was told it's in stock by many customer service reps. (Both on the phone and online). We all we told it's in stock and

will ship BY FRIDAY. And I knew I could trust a trustworthy retailer like overstock.com and there own help section states: "when we say an item is in stock, we mean it." Even Friday morning I was told it will ship by the end of the day. Then at 4:32 CST I looked up my

account status and there was a change it now stated: "This title has not been released yet. The release date is

11/01/2004. We will ship it as soon as it is released." What so was this a huge mistake on the part of Overstock.com or

did they lie? I like to think it was a mistake. But I had to find it on my own. They did not e-mail me or call me and that

also differs from the site: "In the case Overstock.com is not able to ship out your product you have ordered, we will

notify you via e-mail that it is on back order and do our utmost to fulfill the order as soon as possible. You will also

have the option to cancel the order." I called talked to a rude Customer Service Rep that said her "manager might not have

time for me." She also was almost saying I was not telling the truth about the day before. (Saying things like Well I show

it as a November pre-order). I know what I ordered and saved 2 transcripts to prove it (above). I finally talked to Josha

M. a manager and was told he would pass on my comments. He gave me a \$10 gift credit when after I asked to cancel my

order. He would not cancel more order until the last week in October. And they charged my card.

Created By: DBRAHLEK

Created Date: 09/08/04

Updated By:

Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 50.94



10/14/2004

JCHARTER

Amt Paid: 50.94 Payment Method: MasterCard Credit Card  
 Agency Contact: Internet Complaint Date: 09/03/04  
 Initial Contact: Internet Web Site Transaction Date: 09/02/04

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: Mail or Telephone Merchandise Order Rule

Law Violation: Never Received Merchandise

**Consumer**

Complaining

Company/Org.:

Last name: (b)(6) First: (b)(6)

Address: (b)(6)

City: Champlin State: MN Zip: (b)(6)

Country: UNITED STATES

Work phone (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 18 - 19

**Company**

Company: Overstock.com

Address: 6322 South 3000 East Ste 100

City: Salt Lake City State: UT Zip: 84121

Country: UNITED STATES

Email: ceo@overstock.com URL:www.overstock.com

Phone: (1888) 843-2446 Ext:

**Company Representative**

Rep Name: M., Josha Title:

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 5111972 Contact Type:Complaint Source:Consumer TCS? Y

Comments: 9/2/2004 FMMcauliffe I ordered six items from this company on January 9 and received four of the items from the list. I was billed for the full amount of all of the items 216.96. The company's website indicated that all of the items were sent by US mail. After eight weeks, I inquired about the status of two items not received but paid for. Only then after several attempts did the company state that the items were not shipped, were not in stock and that I would be issued a credit for the two undelivered items. I did receive the credit from the company. The issue is that had I not contacted the company, they would have kept the money. The other issue is that they indicated on their web site that the items were shipped by USPS when in fact they were not. The third issue is that the billed for items that they did not and had no intention of delivering. This is improper.

Created By: USPS Created Date: 09/02/04

Updated By: Updated Date:

Org Name: US Postal Inspection Service

Amt Requested: 136.98

Amt Paid: 136.98 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 09/02/04

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule:



10/14/2004

JCHARTER

Law Violation:

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: FPO

State: AA Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6)

Ext:

Fax Number: ( )

Home Number: (b)(6)

Email:

Age Range:

**Company**

Company: Overstock.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ( )

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4915000 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Overstock.com failed to disclose merchandise that I ordered was used/returned and missing the factory box. Customers who return the product have to pay for return postage and then they charge a 15% restocking fee. This is fraud since they know the customer will return the product and they pocket the 15%. They do not put an address on the package so that this is available to report.

Please take action as soon as possible.

Thanks

Created By: DBRAHLEK Created Date: 08/26/04  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 45.99  
Amt Paid: 45.99 Payment Method: Discover Credit Card  
Agency Contact: Internet Complaint Date: 08/20/04  
Initial Contact: Internet/E-mail Transaction Date:

**Initial Response:**

Product/Service: Computers: Equipment\Software

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.:

Last name: (b)(6) First: (b)(6)

Address: (b)(6)

City: Broomfield State: CO Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number: ()

Home Number: ()

Email: (b)(6)

Age Range: 50 - 59



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: info@overstock.com

URL:Overstock.com

Phone: (800) 843-2446 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4870821 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I found a monitor on their web site that didn't mention that it is refurbished. I called them to verify that. The person I spoke with told me it's a NEW MONITOR. I told her don't bother sending this monitor if it's not new.

Then I received the monitor and realized that it's not new. I called them again and this time they verified this monitor is refurbished. Obviously, the representative from Overstock.com I purchased the monitor from lied to me.

I am sure they are tricking many other customers by false advertising. Some products they label as refurbished while others they do not label at all. Customers get confused and believe the unlabeled products are new. Customer support lies to its customers. When you call to verify if products are new or refurbished, Customer Support lies to its customers, as they did to me!

Created By: JXHEINY Created Date: 08/18/04

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 08/14/04

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Computers: Equipment\Software

Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining

Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Rockville

State: MD Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext: (b)(6)

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 20 - 29

**Company**

Company: Overstock.com

Address: 6322 South 3000 East, Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: info@overstock.com

URL:www.overstock.com

Phone: (801) 9473100 Ext:

**Company Representative**

Rep Name: G, Nigel

Title:

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4808377 Contact Type: Complaint Source: Consumer TCS? Y

Comments: (Re: Invoice # (b)(6))  
Overstock.com's website content pertaining to delivery information is quite misleading. The website says that items are received within 5-10 business days. My item was supposedly shipped on July 23, 2004. I still have yet to receive the item. Since, according to the GSA Federal Citizen Information Center, Saturday is considered a business day, I should have receive my package yesterday at the latest. I purchased this item as a gift and the event has already passed. I contacted Overstock both by email (twice) and via telephone and was met with cordial yet sadly uninformed customer service reps.

Also, Overstock insists that the website gives the customer "tracking" information. This is a misnomer. The only information that the website gives is the date that the package was shipped. The ability to track a package (as is true with most other online vendors I've shopped with) involves a tracking number which can be utilized on a shippers (e.g. UPS, USPS, DHL, FedEx) website. To my knowledge, tracking means being able to enter a number and see where the package is in the shipping process and when it is expected to be delivered.

Overstock has great prices, but I think next time I'll simply order from Amazon.com, pay a little more, and rest assured that the excellent customer service and flawless website design is worth it.

Created By: AHOWARD Created Date: 08/10/04  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested:  
Amt Paid: Payment Method:  
Agency Contact: Internet Complaint Date: 08/04/04  
Initial Contact: Internet/E-mail Transaction Date: 08/04/04

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: Mail or Telephone Merchandise Order Rule



10/14/2004

JCHARTER

Law Violation: Not Notified About Late Shipment

**Consumer**

Complaining

Company/Org.:

(b)(6)

Last name:

First: (b)(6)

Address:

(b)(6)

City:

San Francisco

State: CA Zip:

(b)(6)

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

()

Home Number:

()

Email:

(b)(6)

Age Range:

30 - 39

**Company**

Company: Overstock.com

Address: 955 South 3800 West

City: Salt Lake City

State: UT Zip: 84104

Country: UNITED STATES

Email:

URL: <http://overstock.com>

Phone: (801) 947-3100

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4989284 Contact Type:Complaint Source:Consumer TCS? Y

Comments: 7/30/2004 AEasterling Tracking number (b)(6)  
0796 61 The merchandise was sent from Overstock.com via USPS  
and received by a doorman at 440 East 79th St. 16B New York,  
NY on July 14th, 2004 at 11:15 am. No name was given as to  
whom signed for the package. The doorman and the super are  
claiming they never received the package and Overstock.com  
claims their warehouse never received the item as a return.  
Something is not right here as the package appears to have  
been stolen. Meanwhile, I am now out \$132.18.

Created By: USPS Created Date: 07/30/04

Updated By: Updated Date:

Org Name: US Postal Inspection Service

Amt Requested: 132.18

Amt Paid: 132.18 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 07/30/04

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule:

Law Violation:

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: NEW YORK

State: NY Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 40 - 49



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 6322 South East Ste 100

City: SALT LAKE CITY

State: UT Zip: 84121

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4741728 Contact Type:Complaint Source: Consumer TCS? Y

Comments: We bought a JVC TV from Overstock.com on 5/30/04. After some minor mistakes on their part (double charging my wife's account & bad tracking information for delivery.) I have three years experience delivering projection televisions including delivering them BY MYSELF on occasion. The TWO delivery personnel were having trouble even rolling the TV down the hall. I had to help them because their approach was going to be to ram it as hard as they could to make it jump the floorplate! Knowing that Overstock.com had a policy not allowing returns on large items (such as this TV), I plugged the TV in. W/o the cable, the picture was VERY fuzzy & the color was way off but my experience w/ big screens was that they often came out of convergence during transport. I signed for the TV (hindsight is always 20-20.) In short, the TV has never worked. To me this is FRAUD. We have not received the product we ordered. It has none of the features described & is not even usable as a TV. The colors would never converge & the TV is unwatchable. Only by guessing correctly could I even get to the menu functions to try & use the manual & auto convergence features on the TV. We called an authorized JVC repairman & he came out two days later & informed us the TV had been BADLY damaged during shipping (no exterior damage though.) It would need a new convergence board. That convergence board is on back order & the current ESTIMATE for the part is mid-August, maybe. Overstock.com, has refused any of our offers to make this right. We paid them \$1400 of our money & even though one of THEIR employees responded to our claim to offer to work outside their non-return policy & deliver a new TV, they still will not do so. All we want is the product we paid for. We've been unbelievably patient in working to try & get this resolved. Overstock.com stubbornly only quotes their policy back at us---as if it even applies since they did not provide the product we paid for! Thank you.

Created By: DCRASE Created Date: 07/26/04  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 1,400.00  
Amt Paid: 1,400.00 Payment Method: Bank Account Debit  
Agency Contact: Internet Complaint Date: 07/22/04  
Initial Contact: Internet Web Site Transaction Date:  
Initial Response:  
Product/Service: Shop-at-Home\Catalog Sales  
Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6) First: (b)(6) & (b)(6)

Address: (b)(6)

City: Alexandria State: VA Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 20 - 29

**Company**

Company: Overstock.com

Address: 955 South 3800 West

City: Salt Lake City State: UT Zip: 84104

Country: UNITED STATES

Email: URL:www.overstock.com

Phone: (801) 947-3100 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4741348 Contact Type:Complaint Source:Consumer TCS? Y  
Comments: please see emails i have sent to try to solve the problem  
i bought a tvlcd masha and it presents a problem in the  
middle of the screen so i pretend to return it to them or  
arrange it  
Created By: JXHEINY Created Date: 07/26/04  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested:  
Amt Paid: Payment Method:  
Agency Contact: Internet Complaint Date: 07/22/04  
Initial Contact: Internet/E-mail Transaction Date:

**Initial Response:**

Product/Service: Shop-at-Home\Catalog Sales  
Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6) First: (b)(6)

Address: (b)(6)

City: v.n.famalicão State: ZZ Zip: (b)(6)

Country: PORTUGAL

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email: (b)(6)

Age Range: 40 - 49



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 955 south 3800 west

salt lake city, ut 84104

City: salt lake city

State: ZZ Zip:

Country: VANUATU

Email:

URL:overstock.com

Phone: (001) 80084324 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4678893 Contact Type:Complaint Source:Consumer TCS? N

Comments: Purchase 8 rocking chairs from Overstock.com subdivision OverstockB2B.com. 1 of the rockers snapped in half, collapsing while my father-in-law (5'7", 150 lbs) was on the rocker. He struck his head on a glass door, fortunately suffering only minor injuries. It is my suspicion that the manufacturer who supplied these rockers to Overstock is out of business. I am concerned that these rockers have already been recalled for safety defects, now being resold to the public. I tried contacting the manufacturer of the chairs - Carolina Table and Chair Co., without success.

I am concerned that my 7 other rocking chairs are at risk for failure, hurting me or my family. Reselling items to the public that have known defects is a willful disregard to public safety in my opinion.

Created By: JXHEINY Created Date: 07/12/04  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 853.86  
Amt Paid: 853.86 Payment Method: MasterCard Credit Card  
Agency Contact: Internet Complaint Date: 07/08/04  
Initial Contact: Internet (Other) Transaction Date: 06/03/03

Initial Response:

Product/Service: Home Furnishings

Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Wilmington

State: NC Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39

**Company**

Company: Overstock.com and OverstockB2B.com

Address: 6322 South 300 East Ste 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: corporateinfo@overstockb2b.com URL:overstockB2B.com

Phone: () Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4625709 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I was denied a "best price guarantee" with respect to a certain coffee maker. It was listed for \$60 on Amazon.com, and it was listed for \$80 on Overstock.com. Instead of giving me the best price guarantee, they said that this was the reason I was denied: "This product is being offered as a special promotion on the competitor's site, free shipping offer." I have the email to corroborate this response. This in effect makes their "best price guarantee" worthless since "free shipping" is often used as a competing tool, and it wasn't offered as a "special promotion on the competitor's site." Here is the html link for the Overstock product:  
[http://www.overstock.com/cgi-bin/d2.cgi?PAGE=PROFRAME&PROD\\_ID=703605](http://www.overstock.com/cgi-bin/d2.cgi?PAGE=PROFRAME&PROD_ID=703605)

Here is the html link for the same product on Amaazon:  
[http://www.amazon.com/exec/obidos/tg/detail/-/B00021RFY6/qid=1088532660/sr=8-2/ref=sr\\_8\\_xs\\_ap\\_i2\\_xgl79/102-9585522-8537764?v=glance&s=kitchen&n=507846](http://www.amazon.com/exec/obidos/tg/detail/-/B00021RFY6/qid=1088532660/sr=8-2/ref=sr_8_xs_ap_i2_xgl79/102-9585522-8537764?v=glance&s=kitchen&n=507846)

Here is Overstock's false best price guarantee link:  
[http://www.overstock.com/faq03\\_frame\\_bp.html](http://www.overstock.com/faq03_frame_bp.html)

Thanks for your attention to this.

Created By: AHOWARD Created Date: 06/30/04  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 80.00  
Amt Paid: 80.00 Payment Method: MasterCard Credit Card  
Agency Contact: Internet Complaint Date: 06/29/04  
Initial Contact: Internet Web Site Transaction Date: 06/29/04

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

(b)(6)

City:

Los Angeles

State: CA Zip:

(b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

(b)(6)

Age Range:

30 - 39

**Company**

Company: Overstock.com

Address: 6322 South 3000 East, Suite 100

City: Salt Lake City, UT

State: UT Zip: 84121

Country: UNITED STATES

Email: info@overstock.com

URL: <http://www.overstock.com>

Phone: (800) 843-2446

Ext:

**Company Representative**

Rep Name: T, Brandi

Title:

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4617904 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I purchased furniture throws from Overstock.com I was unhappy with my purchase. I notified them through email. They responded quickly and informed me that since the error was their fault I could receive a refund and even a return label to ship the order back. However I never received any label and was forced to mail it at my own expense. Furthermore, I recently received notice from Overstock that they have processed my return and have charged me a return processing fee of \$15. So I paid \$63 for the order, \$15 for shipping the order back and all they have returned to me is \$45. I am very disturbed by this, it is simply unacceptible. I took extra care to return the items back in their original condition, infact I only opened one of the throws that I ordered. I have saved all of my email correspondence. Can you please offer some help in the matter???

Created By: DBRAHLEK Created Date: 06/29/04

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: 62.92 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 06/26/04

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining

Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

(b)(6)

City:

Centerville

State: OH Zip:

(b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

30 - 39

**Company**

Company: Overstock.com

Address: 6322 South 3000 East, Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: returninfo@overstock.com

URL:Overstock.com

Phone: (800) 8436244

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4720295 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. On March 29, 2004 I ordered a Samson CT11 Toaster from Overstock.com Transaction Item/Product Number:6809414 Invoice ID:(b)(6). When the item arrived, it had a plug designed for a different electrical outlet. with round prongs and for 220 volts. The quality of the product was poor and probably unfinished, compared with the instructions in the manual. When I returned the item at a cost of \$7.75, I expected another, correct item to to be sent and a credit for the cost of returning the item. Instead I was charged a restocking fee and and sent an email notifying me of a small amount I could use for another item.(less than \$7.00). When I complained that the toaster had the wrong plug and I was sent something, they emailed me that "it was described as being for 220 volts on the order page." It was not on the order page, but I looked at my history files which recorded the page on that date and it wasn't on any page so I checked at the Overstock site and the item had been removed. I plan to pursue this matter with legal action if necessary.

Created By: IFCC Created Date: 06/26/04  
Updated By: Updated Date:  
Org Name: Internet Fraud Complaint Center  
Amt Requested:  
Amt Paid: 19.00 Payment Method: Not Reported  
Initial Contact: Internet/E-mail Transaction Date: 03/29/04

Initial Response:

Product/Service: Internet Auction

Statute/Rule:



10/14/2004

JCHARTER

Law Violation:

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)  
(b)(6)

City: CROSS PLAINS

State: WI Zip: (b)(6)

Country: UNITED STATES

Work phone ( ) Ext:

Fax Number: ( )

Home Number: (b)(6)

Email:

Age Range: 50 - 59

**Company**

Company: Overstock

Address: 6322 South 3000 East  
100

City: SALT LAKE CITY

State: UT Zip: 84121

Country: UNITED STATES

Email:

URL:

Phone: (801) 9473100 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4531053 Contact Type:Complaint Source: Consumer TCS? Y

Comments: I ordered a IBM computer from Overstock.com, which i recieved on April 14, 2004. The computer was defective, and wouldn't operate. I returned the computer at my own expense. It was recieved at the overstock warehouse on May 14, 2004. I still have not recieved a refund.(As of June 4, 2004.) I have contacted the company multiple times, and have not gotten the refund issue resolved. I have complied to all of the overstock.com rules regarding returns, to no avail.---All I want is a refund.

Created By: DCRASE Created Date: 06/07/04  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 683.72  
Amt Paid: 683.72 Payment Method: MasterCard Credit Card  
Agency Contact: Internet Complaint Date: 06/04/04  
Initial Contact: Internet Web Site Transaction Date:

**Initial Response:**

Product/Service: Shop-at-Home\Catalog Sales  
Statute/Rule: Mail or Telephone Merchandise Order Rule  
Law Violation: Prompt Refund Not Received

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)  
Address:

First: (b)(6)

City: ridgeland State: MS Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 40 - 49



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 6322 South 3000 East, Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email:

URL:overstock.com

Phone: (801) 947-3100 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4529964 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I ordered a book from Overstock.com on 5/10/04. It was supposed to ship in 2-3 days and no latter than 7 business days. The book was listed as in stock and Overstock.com was to email me when it shipped. I heard nothing from them and my account at Overstock.com showed that the book had not shipped so I contactd them on 5/25/04 (the book was still listed on their website as "in stock"). Their first response was non-responsive and after i emailed them again they told me my concerns had been forwarded and I could expect a response in 4 business days. AGAIN, after the 4 days they did not respond. I emailed them for a third time and they told me on 6/2/4 that the book was no longer in stock and they had made an error. While I do not know why I was not told this months ago, I am complaining to the Federal Trade Commission because Overstock.com has admitted to charging my credit card. I believe that it is improper and outrageous that ANY company charge a customer's credit card BEFORE they even know if they have an item in stock. They should not take money from people for goods they have no way and no intention to deliver.

Created By: BKEENE Created Date: 06/04/04  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 11.39  
Amt Paid: 11.39 Payment Method: American Express Credit Card  
Agency Contact: Internet Complaint Date: 06/03/04  
Initial Contact: Internet/E-mail Transaction Date:  
Initial Response:  
Product/Service: Shop-at-Home\Catalog Sales  
Statute/Rule: Mail or Telephone Merchandise Order Rule



10/14/2004

JCHARTER

Law Violation: Never Received Merchandise

**Consumer**

Complaining

Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

(b)(6)

City:

Tenafly

State: NJ Zip: (b)(6)

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

60 - 64

**Company**

Company: Overstock.com

Address: 6322 South 3000 East

Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email:

URL:www.overstock.com

Phone:

()

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4669260 Contact Type:Complaint Source:Consumer TCS? Y  
 Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO,  
 TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY  
 INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV.  
 Created By: IFCC Created Date: 05/18/04  
 Updated By: Updated Date:  
 Org Name: Internet Fraud Complaint Center  
 Amt Requested:  
 Amt Paid: Payment Method:  
 Initial Response:  
 Product/Service: Other (Note in Comments)  
 Statute/Rule:  
 Law Violation:

**Consumer**

Complaining  
 Company/Org.:  
 Last name: (b)(6) First: (b)(6)  
 Address: (b)(6)  
 City: GAITHERSBURG State: MD Zip: (b)(6)  
 Country: UNITED STATES  
 Work phone () Ext:  
 Fax Number: ()  
 Home Number: (b)(6)  
 Email:  
 Age Range: 30 - 39

**Company**

Company: overstock.com  
 Address: 955 south 3800 west  
 City: SALT LAKE CITY, State: UT Zip: 84104  
 Country: UNITED STATES  
 Email: URL:  
 Phone: () Ext:

**Company Representative**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4427948 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Place order 04/11/2004,only received part of order,balance of order last.Ask for credit to my account,was told I had to wait an additional 10 days until trace is complete.The item is no longer available.Order was not ship within 30 days and not within specified time stated.All I want is a credit to my account.

Created By: JXHEINY Created Date: 05/13/04

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 28.00

Amt Paid: 28.00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 05/11/04

Initial Contact: Internet Web Site Transaction Date: 05/06/04

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: Mail or Telephone Merchandise Order Rule

Law Violation: Prompt Refund Not Received

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Atlanta

State: GA Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 60 - 64



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 6322 South 3000 East  
Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: WWW.Overstock.com

URL:WWW.Overstock.com

Phone: (801) 9473100 Ext:

**Company Representative**

Rep Name: Cody, C

Title:

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4414415 Contact Type: Request for Information Source: Consumer TCS? N  
Comments:

Hello. I have come up on this problem twice recently, where companies operating world-wide have refused to accept money orders in payment for goods, and they insist on credit cards for both payment & identification.

Since the US Supreme Court decided in 1972 that it is a violation of federal law to even ask for a credit card for id, the same as it is to ask for a social security number, and since Money Orders are "demand instruments", and I have been told that it is a violation of federal law to refuse to accept Money Orders in payment for goods, I believe that Overstock.com is in violation of federal law - and I am complaining about this to you.

I have run up on this problem with other companies recently - Yahoo.com and PayPal.com to name 2.

I don't know where else to take this complaint, but I expect you have at least some say in this matter. Thank you for hearing me in a good way now.

Thank you for helping me with this matter. Many blessings. Wise

Created By: JMOORE Created Date: 05/11/04

Updated By: Updated Date:

Org Name: Planning and Information- BCP

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Email Complaint Date:

Initial Contact: Unknown Transaction Date:

Initial Response: Unknown

Product/Service: Other (Note in Comments)

Statute/Rule: Rule / Other



10/14/2004

JCHARTER

Law Violation: Other (Note the Violation in the Comment Field)

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Work phone ( ) Ext:

Fax Number: ( )

Home Number: ( )

Email: (b)(6)

Age Range:

**Company**

Company: OverStock.com inc.

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: ( ) Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4398842 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I purchased a pair of shoes from overstock.com's web site and received two pairs of shoes. I e-mailed and phoned the company to tell them I did not order the second pair. They insist I did order them (even though they were a different size than the ones I wanted and received) and insist I pay to have them returned and pay a \$4.95 re-stocking fee. Not a lot of money, but it's the principle. They offered a \$5.00 credit on a future purchase which I declined, as I don't want to place another order and have the same situation happen. Thanks.

Created By: JXHEINY Created Date: 05/06/04

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 40.00

Amt Paid: 40.00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 05/05/04

Initial Contact: Internet Web Site Transaction Date: 05/05/04

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: Unordered Merchandise

Law Violation: Received Unordered Merchandise

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: Franklin

State: TN Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 40 - 49



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:www.overstock.com

Phone: (800) 8432446 Ext:

**Company Representative**

Rep Name: E., Michelle

Title:

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4369929 Contact Type:Complaint Source:Consumer TCS? Y

Comments: MAIL: The consumer filed a complaint against Overstock Liquidators. He wrote that on 04/15/04 he recieved a recorded call from a computerized dialer at 1:32 A.M. He states he has been on the DNC since 07/02/03. The consumr also mentioned another call at 11PM the previous weekend, but did not have information on that one. The company was soliciting to start franchises to sell surplus goods. No amount. The consumer enclosed a letter emailed to the company.

Created By: DCRASE Created Date: 04/29/04

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Mail Complaint Date: 04/15/04

Initial Contact: Phone Transaction Date: 04/15/04

Initial Response:Internet/E-mail

Product/Service: Bus Opps\Franchises\Distributorships

Statute/Rule: Telemarketing Sales Rule

Law Violation: TSR: DNC: Violating the Registry  
TSR: Telemarketing outside 8 a.m.-9 p.m.  
TSR: Making a recorded sales pitch

**Consumer**

Complaining Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: York

State: PA Zip:

(b)(6)

Country: UNITED STATES

Work phone: ()

Ext:

Fax Number: ()

Home Number:

(b)(6)

Email:

Age Range:



10/14/2004

JCHARTER

**Company**

Company: Overstock Liquidators

Address: 437 E 1000 S

City: Pleasant Grove

State: UT Zip: 84062

Country: UNITED STATES

Email:

URL:

Phone: (801) 7857008 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4456300 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV.

Created By: IFCC Created Date: 04/29/04

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 25.00 Payment Method: Not Reported

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

**Consumer**

Complaining Company/Org.:

Last name: (b)(6) First: (b)(6)

Address: (b)(6)

City: STATEN ISLAND NY State: NY Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 65 - 69

**Company**

Company: Overstock .com

Address: 955 South 3800 West

City: SALT LAKE CITY State: UT Zip: 84104

Country: UNITED STATES

Email: overstock.com URL:

Phone: () Ext:

**Company Representative**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4356855 Contact Type:Complaint Source: Consumer TCS? N

Comments: It has come to my attention that there are bed sheets advertised with a thread count of 1000 in 100% cotton. I happen to believe that it is not possible to weave a 1000 thread count piece of fabric made of 100% cotton. How do I know this?  
24 years experience in the textile industry.  
I have contacted several companies and requested the exact fabric specifications. I've been ignored.  
The general definition for thread count is the number of warp and weft threads added for a square inch of fabric.  
According to my experience it is not possible to make a cotton thread that would allow it to be woven at that high of a thread count.

I believe this is a case of false advertisement.

Looking forward hearing from you

(b)(6)

Created By: AHOWARD Created Date: 04/27/04

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 04/25/04

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Textiles

Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

Campobello

State: SC Zip: (b)(6)

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

40 - 49

**Company**

Company: Overstock.com And others that sell 1000 threadcount bedding

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:Overstock.com

Phone:

(800) 843 2446

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4305420 Contact Type:Complaint Source: Consumer TCS? Y

Comments: Ordered books on-line and never received shipment. Company provided bogus tracking numbers and EMAILS regarding the status of the shipment. Made phone calls and EMAILS with no result. Contacted American Express to dispute charge after over one month of waiting for ordered goods.

Created By: JXHEINY Created Date: 04/15/04

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 158.00

Amt Paid: 158.00 Payment Method: American Express Credit Card

Agency Contact: Internet Complaint Date: 04/14/04

Initial Contact: Internet Web Site Transaction Date: 03/04/04

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: Mail or Telephone Merchandise Order Rule

Law Violation: Never Received Merchandise

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Beverly Hills State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext: (b)(6)

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 40 - 49



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 6322 South 3000 East, Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: info@overstock.com

URL:www.overstock.com

Phone: (801) 9473100 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4436961 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. On 01/28/04, I visited www.ebay.com and bid on item #2376134633 from overstockcloseouts. On 01/31/04, I paid \$44.05 through PayPal. On approximately 02/12/04, I received a used, generic airbed with a Coleman air pump that is not rechargeable and did not come with all required attachments. On approx. 02/13/04, I emailed the seller (overstockcloseouts@comcast.net) with my complaint. I did not hear back from him. On 02/14/04, I emailed eBay's Customer Support as well as their Trust and Safety Department to file a complaint against the seller. I also requested the seller's contact information and telephoned him, and left a message. On approx. 02/23/04, I telephoned seller again, and talked to him. He refused to allow an exchange or a refund. He promised to investigate my charge and call me back. As of today, 04/13/04, I have not heard from him. On 03/30/04, I received an email from Oren with eBay's SafeHarbor Team, and he assured me that (unspecified) action had been taken against the seller. On approx. 03/30/04, I telephoned the seller and left a message notifying him that I would be reporting him for mail fraud. As of today, 04/13/04, I have not heard from him.

Created By: IFCC Created Date: 04/14/04

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 44.00 Payment Method: Not Reported

Initial Contact: Internet Web Site Transaction Date: 01/28/04

Initial Response:

Product/Service: Internet Auction

Statute/Rule:



10/14/2004

JCHARTER

Law Violation:

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)  
(b)(6)

City: SAN DIEGO

State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 40 - 49

**Company**

Company: overstockcloseouts

Address: 845 N. Pine St.

City: ROSSVILLE

State: GA Zip: 30741

Country: UNITED STATES

Email:

URL:

Phone: (706) 8581368 Ext:

**Company Representative**

**Associated Company**







10/14/2004

JCHARTER

**Transaction**

Ref No.: 4238106 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Ordered two rings on 02/04/2004 via internet. Used their sizer. Rings arrived, wrong sizes. Wanted exchange for right sizes. Accused me of "Buyer's Remorse." Many emails exchanged between us. They finally replaced one ring only and have ignored my emails for over a month. Emailed CEO, President, and Board of Directors. Zero response. Have copies of all emails sent by me and from them. I have never been so "jerked around" by a company on or off the internet. Just want replacement ring in correct size, that's all - and an apology from Overstock.com. Thank you.

Created By: JXHEINY Created Date: 03/31/04  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 32.93  
Amt Paid: 32.93 Payment Method:Bank Account Debit  
Agency Contact: Internet Complaint Date: 03/30/04  
Initial Contact: Internet/E-mail Transaction Date: 02/15/04

**Initial Response:**

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: Mail or Telephone Merchandise Order Rule

Law Violation: Never Received Merchandise

**Consumer**

Complaining Company/Org.:

Last name: (b)(6) First: Ms. (b)(6)

Address: (b)(6)

City: Tigard State: OR Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email: (b)(6)

Age Range: 50 - 59



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 955 South 3800 West

City: Salt Lake City

State: UT Zip: 84104

Country: UNITED STATES

Email: info@overstock.com

URL:www.overstock.com

Phone: (800) 8432446 Ext:

**Company Representative**

Rep Name: Via Internet, Via Internet

Title:

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4151340 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Hi

This is going to sound like a petty complaint but i'am still out \$16.29 I ordered a book from them Feb.11 2004 according to their tracking it was mailed on Feb. 11 2004 today is March 16 2004 so i assume that the book got lost in the mail because i never received it.

I e-mailed them to let them know that i never received the book The Item # 6384386 and the Order # 7678010 So they put a coupon in my account for the purchase price of \$16.29 That i had paid them with paypal and to go back though the check out and use the coupon .I did and 4 hrs. later i got a cancellation e-mail. they say the only thing that i can do is go back thru PayPal or call them and give them my Credit Card # Well i closed my PayPal account because i was getting a lot of spoofing e-mail and i won't give them my Credit Card Number. So i guess that i will just have to take it as a loss.

Created By: JXHEINY

Created Date: 03/17/04

Updated By:

Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 16.29

Amt Paid: 16.29

Payment Method: Cash

Agency Contact: Internet

Complaint Date: 03/16/04

Initial Contact: Internet Web Site

Transaction Date:

Initial Response:

Product/Service: Internet Auction

Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Herkimer

State: NY Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 50 - 59

**Company**

Company: OverStock.com inc.

Address: 6322 South 3000 East Ste 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: Overstock.com

URL:OverStock.com

Phone: (801) 9473100 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4192093 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. on 3/4/04 I contacted overstock.com via phone on 3/5/04 Same as above I was told both times that they sent it and will not replace it

Created By: IFCC Created Date: 03/15/04

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 140.00 Payment Method: Not Reported

Initial Contact: Phone Transaction Date: 03/09/04

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule:

Law Violation:

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: RIVER EDGE State: NJ Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 6322 South 3000 East, Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: info@overstock.com

URL:

Phone: (801) 9473100 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4108538 Contact Type:Complaint Source:Consumer TCS? Y

Comments: According to overstock.com website, my order was sent. Shipping Date was 2/25/2004 according to its website My order number is 7808267. This order was placed on 2/20/2004.

It also provided a link to US postal service and a tracking number. But on the USPS website, with tracking number

(b)(6)

This message came up:

"The U.S. Postal Service was electronically notified by the shipper or shipping partner on February 26, 2004 to expect your package for mailing"

That means my order was not sent. Overstock.com website is in error. It claimed that it was sent, but it was not. I want the order cancelled.

This overstock.com is not giving me this option because it claims my order was sent.

I have emailed its shipping department at shippinginfo@overstock.com  
The response I received was not satisfactory.

Please help.

H

Created By: AHOWARD Created Date: 03/09/04  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested:  
Amt Paid: 38.39 Payment Method: MasterCard Credit Card  
Agency Contact: Internet Complaint Date: 03/05/04  
Initial Contact: Internet/E-mail Transaction Date: 03/04/04

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: Mail or Telephone Merchandise Order Rule



10/14/2004

JCHARTER

Law Violation: Never Received Merchandise

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Jamaica

State: NY Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email: (b)(6)

Age Range: 30 - 39

**Company**

Company: Overstock.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: shippinginfo@overstock.com

URL:www.overstock.com

Phone: () Ext:

**Company Representative**

Rep Name: M, Leo

Title:

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4188284 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. On or about January 4, 2004 a (order #(b)(6)) SOFA slipcover was ordered and on January 15, 2004 a LOVESEAT slipcover was delivered. We filled out the paperwork and returned the item and were told that the correct item would be shipped out in 3-5 business days after the wrong item was received. Overstock received the item over 35 days ago and I have made 4-5 phone calls to them and every time I call I am told that they are sorry that the slipcover has not been sent, and that it will go out in 2-3 days, 2nd day air shipment. After a week goes buy I will call back and be told that it is still not shipped and will be shipped in a day or two. I have talked to service reps and managers, and have been mislead and lied to on multiple occasions.

Created By: IFCC Created Date: 03/08/04  
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: Payment Method:

Initial Response:

Product/Service: Nigerian/Other Foreign Money Offers (not prizes)

Statute/Rule:

Law Violation:

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)  
Address:

First: (b)(6)

City: FORT WAYNE State: IN Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 20 - 29



10/14/2004

JCHARTER

**Company**

Company: Overstock

Address: 6322 South 3000 East, Suite 100

City: SALT LAKE CITY

State: UT Zip: 84121

Country: UNITED STATES

Email: [returninfo@overstock.com](mailto:returninfo@overstock.com)

URL:

Phone: (801) 9473100 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 3899921 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I bought an Acer Travelmate C100 computer from them that was supposedly new - they advertised it as such and when I contacted sales reps about it, they maintained it was new. It turned out the computer was refurbished. I am happy with it, however, because it is not new, the smart cards don't work and need to be replaced. Acer charges \$100 for the smart card service.

Created By: NSHOUSE Created Date: 01/28/04  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 1,200.00  
Amt Paid: 1,200.00 Payment Method: MasterCard Credit Card  
Agency Contact: Internet Complaint Date: 01/27/04  
Initial Contact: Internet Web Site Transaction Date:

**Initial Response:**

Product/Service: Computers: Equipment\Software  
Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.:

Last name: (b)(6) First: (b)(6)

Address: (b)(6)

City: Houston State: TX Zip: (b)(6)

Country: UNITED STATES  
Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)  
Email:

Age Range: 30 - 39



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 6322 South 3000 East, Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email:

URL:www.overstock.com

Phone: (801) 947-3100 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 3895058 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Company will not honor repeated "remove me" requests. After 4 or 5 attempts using their web site protocol, I emailed a "remove me" request. I was answered that they would stop within a week (Frank B.) (this was 01/01/04). I repeated trying their protocol, as I was getting an ad every day! I wrote another email the 16th Jan. On Jan 21 got the same word-for-word as the last reply, signed "Lance". Email ads continue to come every day. Even the email promising stopage within a week contain advertisements. This is the 25th of Jan, 04.

Created By: RBROWN1 Created Date: 01/27/04

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 01/25/04

Initial Contact: TV/Radio Transaction Date: 12/15/03

Initial Response:

Product/Service: Internet Access Services

Statute/Rule: Internet Access Related Services Violations

Law Violation: Failure to unsubscribe after request

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Sturgeon Bay

State: WI Zip: (b)(6)

Country: UNITED STATES

Work phone: (Same) Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 60 - 64



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 6322 S. 3000 East

Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: Otherinfo@Overstock.com

URL:Overstock.com

Phone: (801) 9473100 Ext:

**Company Representative**

Rep Name: Blevins, Scott

Title:

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 3830555 Contact Type:Complaint. Source:Consumer TCS? Y

Comments: Customer service refused to honor listed price on web site of 0.99. When item added to the cart a higher price was shown. They said a computer problem was showing wrong values. My claim of false advertising was ignored. I did not place the order.

Created By: SSANDISON Created Date: 01/12/04

Updated By: Updated Date:

Org Name: ECONSUMER.GOV

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 01/08/04

Initial Contact: Internet (Other) Transaction Date: 01/08/03

Initial Response:

Product/Service: Books

Statute/Rule:

Law Violation: Refusal to Sell

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City:

State: CA Zip:

Country: UNITED STATES

Work phone (b)(6) Ext:

Fax Number: ( )

Home Number: ( )

Email: (b)(6)

Age Range:



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 6322 South 3000 East Ste 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: productinfo@overstock.com

URL:

Phone: ((801)) 947-3100 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 3913208 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. 11/19/03 - Placed order11/19/03 - Sent Paypal Payment12/18/03 - Emailed Overstock to ask where these merchandises is.12/18/03 - They said this product are out of stock, will be credited money back for instore account.12/20/03 - Emailed them to ask where my instore credit is.12/23/03 - Emailed them to ask where my instore credit is.12/30/03 - Emailed them to ask where my instore credit is.01/02/04 - Emailed them to ask where my instore credit is.01/10/04 - Never received the credit for \$182.58.

Created By: IFCC Created Date: 01/10/04

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 183.00 Payment Method: Not Reported

Initial Contact: Internet/E-mail Transaction Date: 12/20/03

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule:

Law Violation:

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: ARLETA

State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone ( ) Ext:

Fax Number: ( )

Home Number: (b)(6)

Email:

Age Range: 40 - 49



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 6322 South 3000 East Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: info@overstock.com, returninfo@overstock.com URL:

Phone: (801) 9473100 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 3913416 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. On the 13th of august 2003 the item was sent to me, so I got it about 4 days later. I ended up having technical problems and when I contacted the manufacturer, I found out that this item was a discontinued item and that was the only reason Overstock was able to obtain and resale this item. From 10/13/2003 to 10/24/2003 was when I deal with the technical problems regarding the printer, and on 10/30/2003 I was advised by Sipix, the manufacturer that the replacement thermal ink cartidges were no longer being produced. On 11/03/2003 I was advised by overstock through e-mail, they did not know that the ink cartridges were going to be discontinued as well. To me that incriminates them already. This entire time they have denied me a refund. They sold a previously discontinued printer to hundreds ofcustomers without advising the discontuation of that item. It stated clearly on the sipix website that these printers were discontinued and they would be available through non-traditional resalers and that all warranties were null and void. That one specific e-mail that I received from an overstock associate clearly stated that they did not know that the ink cartridges were going to be discontinued too. That statement alone incriminates them. I do have all of these e-mails and I'm sure you can check them out for their authenticity. I haven't touched one, only to open and view the information, that's it.

Created By: IFCC Created Date: 01/09/04

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 45.00 Payment Method: Not Reported

Initial Contact: Internet Web Site Transaction Date: 08/13/03

Initial Response:

Product/Service: Internet Auction

Statute/Rule:



10/14/2004

JCHARTER

Law Violation:

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: JACKSONVILLE

State: IL Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39

**Company**

Company: Overstock.com

Address: 955 South 3800 West

City: SLC

State: UT Zip: 84104

Country: UNITED STATES

Email:

URL:

Phone: (801) 9473100 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 3791147 Contact Type:Complaint Source:Consumer TCS? Y

Comments: They advertised free express shipping for selected items to arrive before Christmas. I ordered one of the advertised items, but my invoice stated regular shipping. I emailed them ASAP, and called them. They stated (over the phone) that infact their advertisement for free express shipping was a little misleading, and would not let me cancel my order, or allow me to pay extra for the express shipping by christmas. Now my item will arrive after christmas, and they would not let me cancel the order within just hours of processing the order, and being contacted within 10 mins of the order. Please actually do something this time, I am sure many people are going to be affected by this scam.

Created By: BKEENE Created Date: 12/29/03

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 83.95

Amt Paid: 83.95 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 12/22/03

Initial Contact: Internet/E-mail Transaction Date: 12/21/03

**Initial Response:**

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)  
(b)(6)

City: somerville

State: NJ Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6)

Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 18 - 19



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 6322 S Grant Blvd

City: Salt Lake City

State: UT Zip: 84101

Country: UNITED STATES

Email: info@overstock.com

URL:<http://www.overstock.com>

Phone: (801) 9443600 Ext:

**Company Representative**

**Associated Company**





10/14/2004

JCHARTER

**Transaction**

Ref No.: 3753725 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I ordered item 916446 on 12/3 - order number (b)(6) My credit card was charged immediately, but I was not notified that I would be charged before the item was shipped. I was told that the item would ship in 1-2 business days. I received an email on 12/8 stating the item had shipped, but it did not really ship until 12/10. I should not have been charged before the item shipped, and I should have been notified that the shipping info was incorrect and given the opportunity to cancel the order. I contacted customer service several times about this order. They were unable or unwilling to give me correct shipping info, credit back the purchase amount until the item had shipped, or cancel the order. There is no info on their web site about charging before shipping, and they did not tell me they were doing this.

Created By: AHOWARD Created Date: 12/19/03  
Updated By: JOB: Upd\_internet\_related Updated Date: 12/20/03  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 38.95  
Amt Paid: 38.95 Payment Method: American Express Credit Card  
Agency Contact: Internet Complaint Date: 12/16/03  
Initial Contact: Internet Web Site Transaction Date: 12/03/03

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Fairfax

State: VA Zip: (b)(6)

Country: UNITED STATES

Work phone (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39

**Company**

Company: Overstock.com

Address: 6322 South 3000 East, Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: info@overstock.com

URL:www.overstock.com

Phone: (800) 843-2446 Ext:

**Company Representative**

Rep Name: unknown, unknown

Title:

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 3739783 Contact Type:Complaint Source:Consumer TCS? Y

Comments: ORDERED TWO AIR PURIFERS ON NOV 6TH,2003 ONE DELIVERED ON NOV 11,2003 CALLED TO ASK FOR SECOND AND WAS TOLD TO WAIT 10 DAYS NOTHING HAPPEN. CALLED AGAIN AND TOLD TO WAIT TWO WEEKS. EMAILED AND STILL NO RESPONDS. MY ACCOUNT HAS BEEN DEBITED SINCE NOV 10TH AND I HAVE NOT RECEIVED A REFUND OR THE OTHER PRODUCT.

Created By: RBROWN1 Created Date: 12/17/03  
Updated By: JOB: Upd\_internet\_related Updated Date: 12/18/03  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 191.00  
Amt Paid: 191.00 Payment Method: Bank Account Debit  
Agency Contact: Internet Complaint Date: 12/15/03  
Initial Contact: Internet Web Site Transaction Date:

**Initial Response:**

Product/Service: Shop-at-Home\Catalog Sales  
Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)  
Address:

First: (b)(6)

City: LOS ANGELES State: CA Zip: (b)(6)

Country: UNITED STATES  
Work phone: (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)  
Email:

Age Range: 50 - 59



10/14/2004

JCHARTER

**Company**

Company: Overstock.com"

Address: 6322 South 3000 East, Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: WWW.OVERSTOCK.COM

URL:WWW.OVERSTOCK.COM

Phone: (801) 9373100 Ext:

**Company Representative**

**Associated Company**







10/14/2004

JCHARTER

**Transaction**

Ref No.: 3712774 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I inadvertently placed an order on this internet website because, I feel, it has been constructed to lead customers into quickly making an order without disclosing necessary information about all facets of the purchase. Once the order has been made, whether by choice or fraud, they make it impossible to cancel the order and extremely difficult to return any merchandise without first deducting an excessive amount from the refund for so-called handling and restocking fees. In addition, the time allowed for return of the merchandise is exceedingly limited. The customer service telephone number provided on the website has been inoperable since I began trying to contact the company. I received a reply to an email message denying me any recourse and a second email claiming the merchandise had been shipped when in reality it was not shipped until two days later, based on United States Postal Service tracking records. I would appreciate it if you could take a closer look at this company and the way it does business. I believe it operates unethically and possibly illegally. Please do not hesitate to contact me with regard to this complaint.

(b)(6)

Created By: DCRASE Created Date: 12/10/03  
Updated By: JOB: Upd\_internet\_related Updated Date: 12/11/03  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 200.00  
Amt Paid: 200.00 Payment Method: Visa Credit Card  
Agency Contact: Internet Complaint Date: 12/09/03  
Initial Contact: Internet Web Site Transaction Date: 12/06/03

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: Elbert

State: CO Zip: (b)(6)

Country: UNITED STATES

Work phone (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 40 - 49

**Company**

Company: Overstock.com

Address: 6322 South 3000 East, Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: corporateinfo@overstock.com

URL:www.overstock.com

Phone: (801) 9473100 Ext:

**Company Representative**

Rep Name: unknown, Neil

Title:

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 3583583 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Incorrect merchandise was shipped. Received return label and sent item back to warehouse. UPS tracking shows item was received on 11/12/03. Called on or about 11/24/03 re credit not issued on credit card for return. Called again on 12/14/03 still no credit issued on credit card. Company's return policy is "Please allow 10 to 14 days for your return to be processed. Once your return is completed, your bank may take 8-10 business days to process your credit," per e-mail sent to me.

Created By: UKOFTNS Created Date: 12/10/03  
Updated By: Updated Date:  
Org Name: ECONSUMER.GOV  
Amt Requested: 30.00  
Amt Paid: 30.00 Payment Method: American Express Credit Card  
Agency Contact: Internet Complaint Date: 12/04/03  
Initial Contact: Internet Web Site Transaction Date:

**Initial Response:**

Product/Service: Other (Note in Comments)  
Shop-at-Home\Catalog Sales

**Statute/Rule:**

Law Violation: Failure to Honor Refund Policy

**Consumer**

Complaining Company/Org.:

Last name: (b)(6) First: (b)(6)

Address: (b)(6)

City: VISALIA State: CA Zip: (b)(6)

Country: UNITED STATES  
Work phone: (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range:

10/14/2004

JCHARTER



**Company**

Company: Overstock.com

Address: 6322 South 3000 East  
Suite 100

City: Salt Lake City, Utah

State: UT Zip:

Country: UNITED STATES

Email: info@overstock.com,  
returninfo@overstock.com

URL:OVERSTOCK.COM

Phone: (800) 989-0135 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 3581091 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Every advertisement for selling computers shows the computer with a monitor, yet, to show a low price, more than half the time the MONITOR is EXTRA. This is misleading to the public. If a monitor is not included in the price, why are they allowed to show it in the ad??? Thank you.

http://www.overstock.com/cgi-bin/d2.cgiPAGE=PROFRAME&PROD\_ID=547459#

Created By: DBRAHLEK Created Date: 12/09/03

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: Internet Complaint Date: 12/06/03

Initial Contact: TV/Radio Transaction Date:

**Initial Response:**

Product/Service: Computers: Equipment\Software

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Orange State: CT Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 50 - 59



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 3580914 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I purchased a small dirt motorcycle. Seller never shipped it, refuses to refund my money. He eill no longer return my emails. I have discussed this with him on the phone and recieved nothing but excuses.

Created By: BKEENE Created Date: 12/09/03

Updated By: JOB: Upd\_internet\_related Updated Date: 12/10/03

Org Name: PUBLIC USERS - CIS

Amt Requested: 614.00

Amt Paid: 614.00 Payment Method: Check (Personal)

Agency Contact: Internet Complaint Date: 12/08/03

Initial Contact: Internet Web Site Transaction Date: 07/28/03

Initial Response:

Product/Service: Internet Auction

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Never Received Merchandise

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: Hollister

State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39



10/14/2004

JCHARTER

**Company**

Company: overstocks

Address: 711 Willis Rd

City: Sardis

State: TN Zip: 38371

Country: UNITED STATES

Email: overstocks@peoplepc.com

URL:www.floorguide.com

Phone: (731) 858-2655 Ext:

**Company Representative**

Rep Name: Hopper, Don

Title:

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 4848643 Contact Type:Complaint Source:Consumer TCS? Y

Comments: 1/24/2004 LJWisz I purchased small dirt motorcycle from Don Hopper on Yahoo Auctions. After many excuses, then claiming to have sent refund that never arrived, sending a payment to me through Paypal, with insufficient funds, and finally not returning my emails, I still have nothing to show for my \$614.00. This has dragged on for over 4 months

Created By: USPS Created Date: 12/08/03

Updated By: Updated Date:

Org Name: US Postal Inspection Service

Amt Requested: 614.00

Amt Paid: 614.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 12/08/03

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule:

Law Violation:

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)  
Address:

First: (b)(6)

City: HOLLISTER State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39



10/14/2004

JCHARTER

**Company**

Company: overstocks

Address: 711 WILLIS RD

City: SARDIS

State: TN Zip: 383718079

Country: UNITED STATES

Email:

URL:

Phone: (731) 8582655

Ext:

**Company Representative**

Rep Name: Hopper,

Title: :::::::

**Associated Company**





10/14/2004

JCHARTER

**Transaction**

Ref No.: 3541591 Contact Type:Complaint Source:Consumer TCS? Y

Comments: A frequent customer of overstock.com, I purchased a CD player for \$81.99 in July 2003. It quit working 1 month later. Overstock has given me 3 bogus addresses to return this product. iRiver (the manufacturer)states that they NEVER made this model. I feel this product is an imitation or fradulent product. Overstock refuses to take it back.

Created By: BKEENE Created Date: 11/21/03

Updated By: JOB: Upd\_internet\_related Updated Date: 11/22/03

Org Name: PUBLIC USERS - CIS

Amt Requested: 81.99

Amt Paid: 81.99 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 11/19/03

Initial Contact: Internet/E-mail Transaction Date: 09/12/03

**Initial Response:**

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.:

Last name: (b)(6) First: (b)(6)

Address: (b)(6)

City: Blue Bell State: PA Zip: (b)(6)

Country: UNITED STATES

Work phone (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 50 - 59



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 6322 S. 3000 East, Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: info@overstock.com

URL:overstock.com

Phone: (800) 989 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 3541529 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I ordered a book and was told that it would be shipped within TWO business days and that if there was a problem with any orders, I would be contacted by email. The company never shipped my book and I called them NUMEROUS times to find out why. They kept telling me that the book would be shipped. I finally called them again and the service representative said that the order had been canceled WITHOUT my knowledge OR consent! They have NOT refunded my money to me. I paid them with my Bank debit card but they never sent me my book and I never got a refund from them. I want my money back for the item I never received.

Created By: DCRASE Created Date: 11/21/03  
Updated By: JOB: Upd\_internet\_related Updated Date: 11/22/03  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 24.99  
Amt Paid: 24.99 Payment Method: Bank Account Debit  
Agency Contact: Internet Complaint Date: 11/20/03  
Initial Contact: Internet Web Site Transaction Date:

**Initial Response:**

Product/Service: Shop-at-Home\Catalog Sales  
Statute/Rule: Mail or Telephone Merchandise Order Rule  
Law Violation: Prompt Refund Not Received

**Consumer**

Complaining Company/Org.: (b)(6)  
Last name: (b)(6) First: (b)(6)  
Address: (b)(6)  
City: Dolton State: IL Zip: (b)(6)  
Country: UNITED STATES  
Work phone: () Ext:  
Fax Number: ()  
Home Number: (b)(6)  
Email:  
Age Range: 30 - 39



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 6322 South 3000 East Ste 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: info@overstock.com

URL:www.overstock.com

Phone: (1-800) 989-0135 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No. : 3463828 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I ordered a book from Overstock.com 8/9/03 but I never received the book. Julie J. with Overstock.com emailed me on 10/17/03 to explain to me that they don't ship to APO addresses. I emailed her telling her that she had shipped items to me before on two separate occasions to my APO address. Julie J. then emailed me back and told her that they do ship to APO addresses, and that she would credit my account the \$11.39 I paid for the book so that I could reorder the book. I went to the website Overstock.com to reorder, but there was no credit to my account. I emailed Julie J. and told her just to send me another book or give me a refund. I explained to her that it is against Federal Trade Commission regulations to give me a credit on my account and that she must send me a refund. I have never heard back from her nor have I ever received a refund, the book I paid for, or a credit to my account. I

Created By: DBRAHLEK Created Date: 10/23/03

Updated By: JOB: Upd\_internet\_related Updated Date: 10/24/03

Org Name: PUBLIC USERS - CIS

Amt Requested: 11.39

Amt Paid: 11.39 Payment Method: Cash

Agency Contact: Internet Complaint Date: 10/22/03

Initial Contact: Internet Web Site Transaction Date: 10/17/03

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: Mail or Telephone Merchandise Order Rule



10/14/2004

JCHARTER

Law Violation: Never Received Merchandise

**Consumer**

Complaining  
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

APO AE

State: NY Zip:

(b)(6)

Country:

UNITED STATES

Work phone

( )

Ext:

Fax Number:

( )

Home Number:

(b)(6)

Email:

Age Range:

30 - 39

**Company**

Company: Overstock.com

Address: 6322 South 3000 East, Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: info@overstock.com

URL:Overstock.com

Phone: (801) 947-3100

Ext:

**Company Representative**

Rep Name: J., Julie

Title:

**Associated Company**







10/14/2004

JCHARTER

**Transaction**

Ref No.: 3407983 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I got scammed by overstock.com, which is an electronics re-saler, they put totally inaccurate information in their description of a palmpilot (sony clie SJ20) , claiming it has a built in MP3 player, which if it did it would be a good price, but that item has no such feature. they refunded my money but they are still selling the same item with the same misleading information, I wouldn't be surprised if they have similar scams going on various other items. I spoke several times with their customer service and was told that something would be done and nothing has been done and they are still scamming other people. i hope you can do something about this.

Created By: DCRASE Created Date: 09/30/03

Updated By: JOB: Upd\_internet\_related Updated Date: 10/01/03

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 09/25/03

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email: (b)(6)

Age Range: 30 - 39



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:overstock.com

Phone: ()

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 3377143 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Paid for first quality product (sheet set). Received sheets on or about 8/11/03. Sheets seemed to be of good quality but after first washing fell apart. Company was contacted 9/13/03 (they have a 20 day return policy). They refused to refund/reimburse/credit/replace or in any other way compensate me for their faulty product.

Created By: DBRAHLEK Created Date: 09/17/03

Updated By: CIS1 Updated Date: 09/18/03

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 09/16/03

Initial Contact: Internet (Other) Transaction Date: 09/15/03

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)  
Address:

First: (b)(6)

City: Brooklyn

State: CT Zip: (b)(6)

Country: UNITED STATES

Work phone (b)(6) Ext: (b)(6)

Fax Number: ()

Home Number: (b)(6)

Email: (b)(6)

Age Range: 20 - 29



10/14/2004

JCHARTER

**Company**

Company: Overstocks.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: info@overstock.com

URL:www.overstock.com

Phone: () Ext:

**Company Representative**

Rep Name: Noiseux, Kristopher

Title:

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 3366674 Contact Type:Complaint Source: Consumer TCS? Y

Comments: Overstock advertised product with Gigabyte 7DX Ver. 2.2 motherboard as having a "manufacturer's warranty." However, I called Manufacturer(Gigabyte) and they state this particular product is not to be sold directly to public AND thus does not have the Manufacture's warranty. Thus, this is clear case of false advertising.

Created By: AHOWARD Created Date: 09/15/03  
Updated By: CIS1 Updated Date: 09/16/03  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 106.00  
Amt Paid: 106.00 Payment Method: MasterCard Credit Card  
Agency Contact: Internet Complaint Date: 09/13/03  
Initial Contact: Internet Web Site Transaction Date: 09/12/03

**Initial Response:**

Product/Service: Internet Information & Adult Services  
Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)  
Address:

First: (b)(6)

City: columbia State: MD Zip: (b)(6)

Country: UNITED STATES  
Work phone: (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)  
Email:

Age Range: 50 - 59



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 6322 South 3000 East

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: corporateinfo@overstock.com

URL:www.overstock.com

Phone: (801) 947-3100 Ext:

**Company Representative**

Rep Name: owen, linda

Title:

**Associated Company**









10/14/2004

JCHARTER

**Transaction**

Ref No.: 3172160 Contact Type:Complaint Source:Consumer TCS? Y

Comments: First, their 'Service Guarantee' says they will ship with 2 business days unless noted. When it hadn't shipped within 5 business days I contacted Overstock.com by email and phone. Then I get an email from this person where she cites the wrong Order Number and the wrong title and says it is sold out.

What bothers me most is that the email proceeds to say that they have put MY money into an account they control at Overstock.com instead of sending back from where it came. I am supposed to use it on my next purchase at Overstock.com even though I have never used them before and have no intention of using them again. They should have sent this money directly back to me!

Finally, Tiffany P. recommends other books and items I might be interested in at Overstock.com in the same email! Classic bait and switch. I came in, ordered the item I wanted, paid for it and now that they have MY money they tell me they can't send the item, that they are going to squirrel it away in an account at their company, and I can use it buy any of these other wonderful things they are recommending (or anything else).

Created By: DBRAHLEK Created Date: 07/17/03  
Updated By: CIS1 Updated Date: 07/18/03  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 30.39  
Amt Paid: 30.39 Payment Method: Wire Transfer  
Agency Contact: Internet Complaint Date: 07/16/03  
Initial Contact: Internet Web Site Transaction Date: 07/16/03

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining

Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

(b)

City: Eau Claire

State: WI Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 40 - 49

**Company**

Company: Overstock.com, Inc.

Address: 6322 South 3000 East  
Suite 100

City: Salt Lake City

State: UT Zip: 84121-6931

Country: UNITED STATES

Email: info@overstock.com

URL: <http://www.overstock.com/>

Phone: (800) 947 Ext:

**Company Representative**

Rep Name: P., Tiffany

Title:

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 3111470 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I have tried to contact Overstock.com a number of times to ask about a Harry Potter book I pre-orded back in Jan. I was promised to have the book within 1-2 days of the book being released and the book was released on June 21 and here it is on June 26 and still NO book. They will not contact me back and answer my questions. I order over the internet on a daily basis but I will NEVER order from them again and I want other people to be aware of this website.

Created By: CWALLACE Created Date: 06/27/03  
Updated By: Updated Date:

Org Name: ECONSUMER.GOV

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 06/26/03

Initial Response:

Product/Service: Books

Statute/Rule:

Law Violation: Merchandise or Service Never Received

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email: (b)(6)

Age Range:



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 3088676 Contact Type:Complaint Source:Consumer TCS? N

Comments: On May 12, 2003, I purchased a watch, the Pulsar Black Dial Men's Sports Watch, Catalog #: 66977. It was, and continues to be, advertised as having a 'Warranty: 3 years - manufacturer'. However, when the watch was received, inside the box was a slip which says the watch was imported and is now 'guaranteed' by Overstock.com and 'This guarantee is valid only at Overstock.com'. Their warranty or guarantee is very limited when compared to the manufacturer's warranty I thought I was purchasing, which covers the entire watch. Another individual in the same predicament as myself contacted overstock.com about this issue and received the following reply, which he posted publicly on 05/24/2003.

Dear xxxxxxxx,

Thank you for your interest in shopping with overstock.com! I am very sorry for the confusion. The warranty on all watches we sell is covered by overstock.com and I have requested the Copy Writers change the web site. Actually, the overstock.com warranty is better than most manufacturer's warranties as it covers items not normally allowed under warranty work.<snipped rest>

It has been almost four weeks since they responded with the above, yet, as mentioned, the website continues to falsely advertise this watch as having a manufacturer's warranty, along with many others, which, according to the letter above, is also false advertising.

Please let me know if I can be of any further assistance.

Created By: RBROWN1 Created Date: 06/19/03

Updated By: CIS1 Updated Date: 06/20/03

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 06/18/03

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Watches

Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining

Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: Altamonte Springs

State: FL Zip:

(b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39

**Company**

Company: Overstock.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: productinfo@overstock.com

URL:Overstock.com

Phone: () Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 3076326 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I bought what I thought was a book. It turned out to be an Audio Cassette of the book. I clicked on the name of the book to order it. "Added it to my shopping cart." Paid. And didn't receive a book. I was told when I called customer service that there were no returns allowed and that I had to "SCROLL DOWN" to see the word "AUDIO." Well, I didn't scroll down. I just added it to the shopping cart. They should put ADD TO SHOPPING CART "AFTER" they mention it's not a book. I looked it up under book, ("True Believers" and bought the cheapest of the three selections, not know it wasn't an actual book. I am very mad.

Created By: DBRAHLEK Created Date: 06/16/03  
Updated By: CIS1 Updated Date: 06/17/03  
Org Name: PUBLIC USERS - CIS  
Amt Requested:  
Amt Paid: 39.99 Payment Method: MasterCard Credit Card  
Agency Contact: Internet Complaint Date: 06/13/03  
Initial Contact: Internet Web Site Transaction Date:

**Initial Response:**

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.:

Last name: (b)(6) First: (b)(6)

Address: (b)(6)

City: Washington State: DC Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email: (b)(6)

Age Range: 50 - 59



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:www.overstock.com

Phone: ()

Ext:

**Company Representative**

**Associated Company**







10/14/2004

JCHARTER

**Transaction**

Ref No.: 2924804 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I've asked the website to remove me from their contact list a total of 4 times, both by clicking on their customer service link and by e-mailing the service directly. I continue to receive unwanted e-mail from them.

Created By: JXHEINY Created Date: 04/22/03

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 04/21/03

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Access Services

Statute/Rule: Internet Access Related Services Violations

Law Violation: General annoyance

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)

Address:

First: (b)(6)

City: Oakland

State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone (b)(6) Ext: (b)(6)

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 20 - 29



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 2921754 Contact Type:Complaint Source:Consumer TCS? N

Comments: Credit card was charged for membership as a renewal. Called to cancel. Amount credited was less than charged I was promised a refund. Refund received was less than charged and I had to finance charges on credit card.Despite promises, company has not sent forms to request full refund.

Created By: NSHOUSE Created Date: 04/21/03

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 69.99

Amt Paid: .00 Payment Method: MasterCard Credit Card

Agency Contact: Internet Complaint Date: 04/18/03

Initial Contact: Phone Transaction Date:

**Initial Response:**

Product/Service: Other (Note in Comments)

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.:

Last name: (b)(6) Address:

First: (b)(6)

City: St. Charles

State: IL Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 50 - 59



10/14/2004

JCHARTER

**Company**

Company: Overstock or Damark

Address: PO Box 63219

City: North Charleston

State: SC Zip: 29406

Country: UNITED STATES

Email:

URL:dmark.com

Phone: ()

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 2857882 Contact Type:Complaint Source:Consumer TCS? Y

Comments: On March 10 2003 I ordered a Roll-Away Guest Bed on Overstock.com, the total price including shipping and handling was \$ 82.94, after I placed the order in the website I called by telephone to make sure the order was right, it was OK and I was told by the customer service representative, whose name I don't remember, that the bed will arrive at my home in the next ten business days; on March 11 my credit card was charged \$ 82.94 for the full cost of the item I ordered. On March 24 I did not receive the bed yet, so I called Overstock customer service to ask what happened with my order, I was told that the bed had been shipped out and that I will receive it in one or two days, that week went by and I did not receive it. On March 31 I received an e-mail from overstock.com saying that they apologize that I did not receive my purchase because the carrier was unable to locate my shipment and that they were giving me my money back, immediately I called Overstock asking what was going on, then the customer service representative told me that the item I ordered got lost and they were processing a credit to my credit card, I told him that I still want the bed, he said that they did not have the Roll-away Guest Bed in stock at the moment. How this could be if On March 10 I ordered the product that I was suppose receive in the next ten business days, and on March 11 my credit card was charged for the full amount of the purchase, and on March 24 I was told that the item had been shipped out and I will receive my purchase in one or two days? What I think is Overstock.com is using their customers money to run their business and then after a period of time refund that money to their unsatisfied customers like me.

Thanks for your attention.

Created By: TLENTON Created Date: 04/02/03  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 82.94  
Amt Paid: 82.94 Payment Method: MasterCard Credit Card  
Agency Contact: Internet Complaint Date: 04/01/03  
Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

(b)(6)

City:

East Norwalk

State: CT Zip:

(b)(6)

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

40 - 49

**Company**

Company: Overstock.com

Address: 6322 South 3000 East

Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: info@overstock.com

URL:overstock.com

Phone:

(801) 947-3100

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 2854768 Contact Type:Complaint Source:Consumer TCS? N

Comments: On March 10 I ordered an Roll-Away Guest Bed using Overstock's website, to make sure the order was OK I called them by phone, I was told that the item I ordered will arrive in the next ten business days, on March 11 my Master credit card was charged \$ 82.94 for the full amoun of the purchase; on March 24 when I did not get what I ordered I contacted Overstock by telephone asking what was happening with my order, I was told the item was shipped out and it will arrive in one or two days. Today, March 31 2003, I got an e-mail from Overstock telling me that they are very sorry the item I ordered from them was not able to be delivered it to me because it got lost and a credit is being issued to my credit card; immediately I called them and I told them that I still want the bed, but they said that they do not have the item in stock at the moment. How this could be if I was told on March 24 that the item was shipped out and I will receive the bed in one or two days and that my credit card was charged on March 11 for the full amount of the purchase?. What I think is they are using their customers money to run their bussines and later telling the customers the same story they told me.

Created By: JXHEINY Created Date: 04/01/03  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 82.94  
Amt Paid: 82.94 Payment Method: MasterCard Credit Card  
Agency Contact: Internet Complaint Date: 03/31/03  
Initial Contact: Internet Web Site Transaction Date:  
Initial Response:  
Product/Service: Home Furnishings  
Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: East Norwalk

State: CT Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email: (b)(6)

Age Range: 40 - 49

**Company**

Company: Overstock.com

Address: 6322 South 3000 East  
Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: info@overstock.com

URL:overstock.com

Phone: (801) 947 Ext:

**Company Representative**

**Associated Company**







10/14/2004

JCHARTER

**Transaction**

Ref No.: 2733940 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I was searching for a toaster oven; the one I liked on several web sites was about \$120.00, which was more than I was willing to pay. I kept looking for something similar, and came upon the overstock.com web site. I did a search for toaster ovens, and found the one I had been looking at on other web sites -- only this time it was only \$60.95! I looked at the product description carefully, to make sure it was exactly what I wanted; then I ordered it on 2/10/03. I received the toaster oven (Black & Decker Dining-in Toaster Oven) on 2/17/03, and the tape around the outside of the box stated, "refurbished." I went back to the web site to make sure I had not missed this in their description. Nowhere in their information do they let the consumer know that what he or she is purchasing is "refurbished." Had I known this in the first place, I never would have purchased the item. I have already written to overstock.com, informing them that I will never use their web site again for a purchase. I think this is a very deceiving practice, and should be stopped; I believe consumers have the right to know that what they are purchasing is "new" or "refurbished." I don't know if you can do anything about this or not, but I would like to think that you can save other consumers from having this happen to them. I also relearned the lesson, "If it sounds too good to be true, it probably isn't."

Created By: RMCLAUGHLIN Created Date: 02/18/03  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 63.90  
Amt Paid: 63.90 Payment Method: MasterCard Credit Card  
Agency Contact: Internet Complaint Date: 02/17/03  
Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Colebrook

State: NH Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6)

Ext: (b)(6)

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 40 - 49

**Company**

Company: Overstock.com

Address: unknown

City: unknown

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: info@overstock.com

URL:

Phone: () Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 2733704 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I wanted to purchase the new OSX for MacIntosh. They advertised one on their web site at \$59.95 so I bought it. When I received it I noticed that the CD said not for resale, no directions came with it, and in fact it is an old version of the operating system that I already had. They will not take it back - says their web site clearly states that. However, I feel that since it is an old version and says that it is not for resale they have cheated me.

Created By: NSHOUSE Created Date: 02/18/03

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 02/14/03

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Computers: Equipment\Software

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6) First: (b)(6)

Address: (b)(6)

City: San Francisco State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 60 - 64



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:overstock.com

Phone: ()

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 2875184 Contact Type:Complaint Source: Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. On 12/8/02 I ordered the product at www.overstock.com website and paid for it via Pay Pal.On 12/20/02 I contacted the company at their e-mail address: info@overstock.com and informed them that I did not receive the item ordered.On 12/21/02 I received an e-mail from "Scotty B" stating that it would take 15 days to track my orderOn 1/6/03 I received an e-mail from "Gregg G" informing me that it would take another 10 days to trace my order and that I would be receiving an e-mail from them on 1-16-03.On 1-17-03, I wrote to the company and requested a refundOn 1-17-03, I received a reply from "Terry E" informing me that a special representative from the company will be contacting me within four days regarding issuing an in-store credit since they do not issue refunds.On 1-17-03 I responded to "Terry E" and told her that an in-store credit was not acceptable and requested that the company issue a refund payable to my Pay Pal account.To date, I have not heard from overstock.com regarding my refund.

Created By: IFCC Created Date: 01/20/03  
Updated By: Updated Date:  
Org Name: Internet Fraud Complaint Center  
Amt Requested:  
Amt Paid: 33.00 Payment Method: Not Reported  
Initial Contact: Internet/E-mail Transaction Date: 12/08/02

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule:



10/14/2004

JCHARTER

Law Violation:

**Consumer**

Complaining  
Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

City:

WOODHAVEN

State: NY Zip: (b)(6)

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

(b)(6)

Age Range:

50 - 59

**Company**

Company: Overstock.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: info@overstock.com

URL:

Phone: (801) 9474984

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 2656199 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I purchased a rug on overstock.com. However, I disliked the rug and contacted them to let them know that I wanted to return the rug. They sent me a return number, which I placed on the rug, when I sent it back to them. Now they are telling me that they cannot find the rug so they cannot refund my money. I don't know what to do to get my money back. Please help me.

Created By: JXHEINY Created Date: 01/14/03

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 180.00

Amt Paid: 180.00 Payment Method: American Express Credit Card

Agency Contact: Internet Complaint Date: 01/13/03

Initial Contact: Internet Web Site Transaction Date: 03/28/02

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: Mail or Telephone Merchandise Order Rule

Law Violation: Prompt Refund Not Received

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: North Bay Village

State: FL Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6) (b)(6)

Email:

Age Range: 20 - 29



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 6322 South 3000 East

Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: info@overstock.com

URL:www.overstock.com

Phone: (801) 947-3100 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 2632177 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I bought an item on-line, and when it arrived it was not what I ordered. It was a refurbished unit where www.overstock.com now wants to charge me 15% to return it. The Confirmation, thank you and check-out pages all do not state Refurbed unit. I have copies of all documents printed at time of order. When I received the item I notified the company that I wanted to return it for a complete refund. I can fax you a copy of the email and printed documents.

What are my consumer rights? Do I have 3 days to return it? The box has not even been opened.

Created By: NSHOUSE Created Date: 01/06/03  
Updated By: JBLAND Updated Date: 01/07/03  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 231.43  
Amt Paid: 231.43 Payment Method: MasterCard Credit Card  
Agency Contact: Internet Complaint Date: 01/03/03  
Initial Contact: Internet Web Site Transaction Date:

Initial Response:Unknown

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: Mail or Telephone Merchandise Order Rule

Law Violation: Prompt Refund Not Received

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: Lancaster

State: NY Zip: (b)(6)

Country: UNITED STATES

Work phone (b)(6) Ext:(b)

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 40 - 49



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 6322 South 3000 East

Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: [orderinfo@overstock.com](mailto:orderinfo@overstock.com)

URL:[www.overstock.com](http://www.overstock.com)

Phone: (800) 989-0315 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 2595902 Contact Type:Complaint Source: Consumer TCS? Y

Comments: Dear Madam or Sir,  
On Dec. 12 2002 I had made a valid internet order (# (b)(6) electric scooter prized at \$ 83.94) with overstock.com which was confirmed by return email. In a later email, the company informed me that they had unilaterally cancelled the contract because of my use of a European MasterCard credit card for my order, and that they were unable to reach me to confirm the information I had provided (in fact, the company had not tried to reach me). Nowhere had I been informed in the process of the purchase that I should use a US credit card, which incidentally I could have easily done, had I been informed. I called overstock immediately upon receipt of the unilateral "cancellation", but when I reached a sales person I was informed that the purchased item was sold out, and overstock was unwilling to replace my order with my U.S. credit card. This procedure discriminates against holders of foreign credit cards without valid information, and in the present case an already existing purchase contract was breached unilaterally. I still want to exert my already confirmed right to the purchase of the purchased item at the price announced and agreed upon by overstock.com.

Sincerely,

Dr. (b)(6)

Created By: RMCLAUGHLIN Created Date: 12/17/02  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 83.94  
Amt Paid: .00 Payment Method: MasterCard Credit Card  
Agency Contact: Internet Complaint Date: 12/16/02  
Initial Contact: Internet Web Site Transaction Date: 12/12/02

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: Harvard University, (b)(6)  
(b)(6)

City: Cambridge State: MA Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range:

**Company**

Company: Overstock.com

Address: 6323 South 3000 East  
Suite 100

City: Salt Lake City State: UT Zip: 84121

Country: UNITED STATES

Email: info@overstock.com URL:www.overstock.com

Phone: () Ext:

**Company Representative**

Rep Name: Lynch, John Title:

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 2591149 Contact Type:Complaint Source:Consumer TCS? Y

Comments: ordered an item from Overstock.com (a present for a friend). Next day I called my friend to tell him about it, but it seems that he already had the item. Thus I called overstock and cancelled the order (before it shipped). Overstock still shipped the item and then charged me 15% restocking fee plus shipping fee. I tried to cancel the order, I tried to change it to a different credit card and I can't do either. If nothing at all can be changed on the order once you place it, they should have a big statement during checkout stating that nothing can be changed on the order once it is placed.

This is the first store that I dealt with that doesn't allow cancelling/changing an order.

Created By: CPHELPS Created Date: 12/13/02

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 50.00

Amt Paid: 50.00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 12/12/02

Initial Contact: Internet/E-mail Transaction Date: 12/12/02

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Wantagh State: NY Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number: ( )

Home Number: (b)(6)

Email:

Age Range: 20 - 29



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 6322 South 3000 East, Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: returninfo@overstock.com

URL:www.overstock.com

Phone: (800) 9890135 Ext:

**Company Representative**

Rep Name: H, Anrea

Title:

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 2571640 Contact Type:Complaint Source:Consumer TCS? Y

Comments: On Nov 22nd 2002 I placed two Identical orders with Overstock.com 6 hours apart. The first order shipped on the 25 and arrived on Dec 2. On the 27th of Nov I sent an E-mail to their customer service asking why the other on had not shipped. This E-mail was not replied to until Mon Dec 2. Prior to the reply my wife called the morning of Dec 2 to also inquire about the status of the order. She was told by the customer service agent that the item had gone out of stock and would not be back in stock. She told him to cancel the order and he said it was done and our money would be refunded within 3 days. Later on Dec 2 I recieved an E-mail reply telling me that if I wanted my money back I would have to fill out the RMA form and send the product back.I called customer service again on Dec 3 and again was told that the order was canceled, my money would be refunded.During the course of all this I purchased the product elsewhere, since I was told there was no product to ship to me and there would not be. On Dec 4th they shipped me the product. When I called back again they told me that I should not have been told by the two previous people that I could cancel my order and that because of the Holiday it was just delayed in shipping. Their website specifically says in the case of out of stock items:  
In this case, we will notify you via e-mail that it is on backorder and do our utmost to fulfill the order as soon as possible. You will also have the option to cancel the order. They did neither.  
I definitely feel like I was strung along until they got the item back in stock to make sure that they kept my money. They had PLENTY of time to cancel it in accordance with their stated policy, told me they did but never did.It became "We have your money and we WILL not give it back", regardless of what our stated policy is and in spite of what not 1 but 2 of their employees told me.

Created By: DHARRIS Created Date: 12/06/02  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 88.00  
Amt Paid: 88.00 Payment Method: Bank Account Debit  
Agency Contact: Internet Complaint Date: 12/05/02  
Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales



10/14/2004

JCHARTER

Statute/Rule: Unordered Merchandise

Law Violation: Billed for Unordered Merchandise

**Consumer**

Complaining

Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Lacey

State: WA Zip: (b)(6)

Country: UNITED STATES

Work phone (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email: (b)(6)

Age Range: 30 - 39

**Company**

Company: Overstock.com

Address: 6322 South 3000 East Ste 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: info@overstock.com

URL:overstock.com

Phone: (801) 9473100 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 2506275 Contact Type:Complaint Source: Consumer TCS? Y

Comments: I subscribed to overstock.com months ago. When I decided I didn't care for their offers I went to the unsubscribe link. I must have done that about 50 times & I'm still on their mailing list. I have tried e-mailing them & asking to be removed but that doesn't work either. I would appreciate it if you get me off their list. Thank you.

Created By: RMCLAUGHLIN Created Date: 11/08/02

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Internet Complaint Date: 11/05/02

Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Internet Access Services

Statute/Rule: Internet Access Related Services Violations

Law Violation: Failure to unsubscribe after request

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Chicago State: IL Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:Overstock.com

Phone: ()

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 2325706 Contact Type:Complaint Source:Consumer TCS? N

Comments: REFERENCE: PLATINUM DIAMOND ENGAGEMENT/WEDDING SET(.63TW)  
I ORDERED THIS SET ONLINE ON 7 AUGUST 2002. TOTAL PRICE WAS \$903.00, AND WAS PAID FOR BY CREDIT CARD. ORDER WAS CONFIRMED AND PROCESSED THE SAME DAY. I RECEIVED THE SET ON 16 AUGUST 2002 AND LOOKED AT THE SET, BUT DID NOT REMOVE THE RINGS FROM THE CASE. THE NEXT DAY I DID REMOVE THE RINGS FROM THE BOX WITH THE INTENT OF GIVING THE ENGAGEMENT RING TO MY FIANCEE' AND KEEPING THE WEDDING RING UNTIL THE WEDDING. TO MY HORROR THE RINGS WERE JOINED TOGETHER. I E-MAILED OVERSTOCK.COM AND TOLD THEM THE PROBLEM AND I WANTED A REFUND. THEIR REFUND POLICY SAID I NEEDED TO OBTAIN A RMA NUMBER TO SHIP THE ITEM BACK. AFTER THEY FAILED TO NOTIFY ME VIA E-MAIL, I CALLED THE COMPANY, TALKED TO DAN ON 20 AUGUST@ 1530 CST, AND TOLD HIM THE PROBLEM AND OBTAINED THE RMA NUMBER. I MAILED THE RINGS BACK ON 26 AUGUST WITH RETURN RECEIPT AND INSURANCE. THE RECEIPT WAS RECEIVED ON 30 AUGUST AND I GOT IT ON 6 SEPTEMBER. OVERSTOCK.COM RETURNED THE ITEMS TO ME ON 13 SEPTEMBER AND HAD A LETTER UNDERLINING THR REASON FOR RETURN. VIA TELEPHONE TO THE COMPANY ON THE SAME DAY @ 1110 CST, (CORY) THEIR REASON WAS DIFFERENT OTHER THAN THE LETTER THEY SENT. THEY ALLEGE THAT THEIR "CERTIFIED GEMOLOGIST" WOULD NOT HAVE ALLOWE THIS SET TO LEAVE THEIR PREMISES JOINED TOGETHER. THE GEMOLOGIST WAS ALLEGING THAT I HAD JOINED THE RINGS TOGETHER. HOWEVER THERE WAS NO DOCUMENT CERTIFYING THAT THIS GEMOLOGIST INSPECTED THE MERCHANDISE IN THE SHIPMENT.

Created By: AVONDERSAAR Created Date: 09/18/02  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 903.00  
Amt Paid: 903.00 Payment Method: Visa Credit Card  
Agency Contact: Internet Complaint Date: 09/17/02  
Initial Contact: Internet (Other) Transaction Date: 08/07/02

Initial Response:

Product/Service: Jewelry

Statute/Rule: Magnuson-Moss Warranty Act



10/14/2004

JCHARTER

Law Violation: Failure to Honor Refund Policy

**Consumer**

Complaining

Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

(b)(6)

City:

ANNISTON

State: AL Zip:

(b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

40 - 49

**Company**

Company: Overstock.com

Address: 6322 SOUTH 3000 STE 100

City: SALT LAKE CITY

State: UT Zip: 84121

Country: UNITED STATES

Email:

URL: <http://overstock.com>

Phone:

(801) 947-3100

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 2305223 Contact Type:Complaint Source:Consumer TCS? Y

Comments: IF I WANTED ANOTHER DEFECTIVE, SALVAGED COMPUTER THE STORE CREDIT WOULD BE  
> FINE, BUT CLEARLY THE COMPUTER DID NOT WORK CORRECTLY BECAUSE I TRIED 2  
> FRIENDS DIFFERENT COMPUTERS AND THEY BOTH CONFIGURED AND EASILY SET UP USING  
> DIRECWAY SATELLITE, THIS COMPUTER HAD TO BE SHIPPED BACK TWICE, THIS IS  
> MONEY I HAD SET ASIDE FOR MY KIDS FOR SCHOOL AND HOMEWORK, I DO NOT HAVE THE  
> TIME OR PATIENCE TO BE SHIPPING COMPUTERS BACK AND FORTH FOR REPAIR.

Created By: NZMCPAR Created Date: 09/11/02  
Updated By: Updated Date:  
Org Name: ECONSUMER.GOV  
Amt Requested: 548.00  
Amt Paid: 548.00 Payment Method: Bank Account Debit  
Agency Contact: Internet Complaint Date: 08/27/02  
Initial Contact: Internet/E-mail Transaction Date: 06/20/02

Initial Response:

Product/Service: Computers: Equipment\Software

Statute/Rule:



10/14/2004

JCHARTER

Law Violation: Defective/Poor Quality  
Failure to Honor Refund Policy  
Failure to Honor Warranty or Guarantee

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: GREENWOOD

State: NR Zip: (b)(6)

Country: LOCATION NOT REPORTED

Work phone: (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range:

**Company**

Company: Overstock.com

Address:

City: SALT LAKE CITY

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: INFO@OVERSTOCK.COM

URL:WWW.OVERSTOCK.COM

Phone: () Ext:

**Company Representative**

Rep Name: BYRNE, MR

Title:

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 2282324 Contact Type:Complaint Source:Consumer TCS? Y

Comments: SOLD A DEFECTIVE COMPUTER, SENT BACK TO THEM FOR A REPLACEMENT, THEY SENT BACK THE SAME COMPUTER N WORSE SHAPE, THE SIDE PANEL HAD FALLEN OFF AND THE COMPUTER DID STILL NOT WORK, THEY WILL NOT REFUND MY MONEY BECAUSE IT WAS PAID ON A BANK DRAFT

Created By: KDEEM Created Date: 08/30/02  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 548.00  
Amt Paid: 548.00 Payment Method: Bank Account Debit  
Agency Contact: Internet Complaint Date: 08/28/02  
Initial Contact: Internet/E-mail Transaction Date:

**Initial Response:**

Product/Service: Shop-at-Home\Catalog Sales  
Statute/Rule: Mail or Telephone Merchandise Order Rule  
Law Violation: Proper Refund Not Received

**Consumer**

Complaining Company/Org.:

Last name: (b)(6) First: (b)(6)

Address: (b)(6)

City: GREENWOOD State: AR Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email: (b)(6)

Age Range: 30 - 39



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address:

City: Salt Lake City

State: UT Zip:

Country: UNITED STATES

Email: INFO@OVERSTOCK.COM

URL:WWW.OVERSTOCK.COM

Phone: ()

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 2231506 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Company is providing "garage sale" quality electronics as first quality/refurbished equipment. They sent us Toshiba cordless phones on two separate occasions. One was missing critical components, was obviously very used and worn, and the other was beat up, worn and had obviously been in use for a very long time. They accepted all returns but it is apparent they are processing junk to consumers and hedging that most consumers will just accept junk and not take the time to send back inferior gear.

Created By: NSHOUSE Created Date: 08/12/02

Updated By: HBUCKMON Updated Date: 08/14/02

Org Name: PUBLIC USERS - CIS

Amt Requested: 60.00

Amt Paid: 60.00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 08/09/02

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Computers: Equipment\Software

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Denver State: CO Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 40 - 49



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 955 South 3800 West

City: Salt Lake City

State: UT Zip: 84104

Country: UNITED STATES

Email: otherinfo@overstock.com

URL:overstock.com

Phone: (800) 9890135 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 2169467 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I purchased 2 used 333mhz Pentium II processors based on the information advertised on Overstock.com's website. What I had not known at the time was that heatsinks, a vital part for operating a cpu, were not included. I have never seen a cpu sold without a heatsink unless it was advertised as such. Processors are always assumed to have one otherwise. By the time I found heatsinks for the processors and found one was inoperable, the 15 day warranty had run out. Overstock.com has been contacted and refuses to do anything claiming their advertisement broke no laws. I feel that they omitted the fact that these processors came without heatsinks and may have purposely warranteed them for 15 days with the knowledge that finding and engaging heatsinks onto the processors would take much longer. I feel that that this omission of the facts and shortened warrantee is meant to take advantage of consumers.

Created By: AMAGEE Created Date: 07/17/02  
Updated By: HBUCKMON Updated Date: 07/19/02  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 43.95  
Amt Paid: 43.95 Payment Method: MasterCard Credit Card  
Agency Contact: Internet Complaint Date: 07/16/02  
Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Computers: Equipment\Software

Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Windsor Locks

State: CT Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 40 - 49

**Company**

Company: Overstock.com

Address: Unknown

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:<http://www.overstock.com>

Phone: () Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 2128103 Contact Type:Complaint Source:Consumer TCS? N

Comments: This company is advertising products (comforters/pillows) as 100% Down. They send out products that are labeled "minimum 75% Down". The FTC has a whole page on this type of deception. Here is the link: <http://www.ftc.gov/bcp/online/pubs/buspubs/down.htm>

They should be warned and corrections should be made. According to the link noted, this is illegal. If you can check it out and make them aware of the problem, they will probably change. They won't listen to me though. I have the proof with the comforter they sent me. It clearly states "minimum 75% Down" while the ad and description states 100% down. They have many such products running right now. Thanks in advance.

Created By: SMBAILEY Created Date: 07/01/02

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 150.00

Amt Paid: 150.00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 04/27/02

Initial Contact: Internet Web Site Transaction Date: 04/26/02

**Initial Response:**

Product/Service: Feather\Down Products

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.:

Last name: (b)(6) First: (b)(6)

Address: (b)(6)

City: Gold Canyon State: AZ Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 6322 South 3000 East, Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: info@overstock.com

URL:www.overstock.com

Phone: (801) 947-3100 Ext:

**Company Representative**

Rep Name: Customer Service Rep, Chanell Title:

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 2033812 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Stole my private e-mail while I was browsing their site and send spam to me without any kind of remove link. I have never bought anything from them nor gave them any information.

Created By: SAMICK Created Date: 06/04/02

Updated By: HBUCKMON Updated Date: 06/05/02

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Internet Complaint Date: 06/02/02

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: Internet Access Related Services Violations

Law Violation: Failure to unsubscribe after request

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: State: FL Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email: dhudyakov@earthlink.net

Age Range:



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 6322 South 3000 East Suite 100

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email:

URL:www.Overstock.com

Phone: (800) 9890135

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 1997766 Contact Type:Complaint Source: Consumer TCS? Y

Comments: On March 9, I received an e-mail that was part of a mass-mailing by Overstock.com to their pre-existing customer base. The e-mail advertised a Sony PlayStation 2 for the price of \$249.99. The day before the e-mail (March 8th), Overstock.com was out-of-stock on the Playstation 2. I returned to the Overstock.com a minute after they sent the e-mail on March 9th, and learned they were still out of the Playstation 2. To date, the Playstation 2 has not returned to stock. They are advertising products for sale that they do not have and, apparently, do not intend to have at any point in the future. I believe this is fraud. I wrote a complaint letter to Overstock.com, which offered to make good on their offer to me (in what they represented as a one-time transaction), but I am concerned because their e-mail advertisement was presumably sent to thousands of people and a company representative has indicated that they will not offer the same remedy to those other customers.

Created By: JBLAND Created Date: 05/21/02

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 250.00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Internet Complaint Date: 03/29/02

Initial Contact: Internet/E-mail Transaction Date: 03/09/02

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Cambridge

State: MA Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email: (b)(6)

Age Range: 20 - 29

**Company**

Company: Overstock.com

Address: 6322 South 3000 East  
Suite 100

City: Salt Lake City

State: UT Zip: 02138

Country: UNITED STATES

Email: jhyde@overstock.com

URL:www.overstock.com

Phone: (801) 9473104 Ext:

**Company Representative**

Rep Name: Hyde, James

Title:

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 1984749 Contact Type:Complaint Source:Consumer TCS? Y

Comments: This was a purchase through amazon.com Books, via a 3rd party seller link. Amazon has coordinated the visa charge, but I never received the item. This 3rd party seller has poor feedback from other customers. I can forward more information and e-mail communications, if needed.

Thank you for your time!

(b)(6)

Created By: JWILLARD Created Date: 05/15/02  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 8.99  
Amt Paid: 8.99 Payment Method: Visa Credit Card  
Agency Contact: Internet Complaint Date: 05/10/02  
Initial Contact: Internet Web Site Transaction Date:

**Initial Response:**

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: Mail or Telephone Merchandise Order Rule

Law Violation: Never Received Merchandise

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: Salt Lake City

State: UT Zip: (b)(6)

Country: UNITED STATES

Work phone (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email: (b)(6)

Age Range: 30 - 39



10/14/2004

JCHARTER

**Company**

Company: overstocks

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: abowlin@cfl.rr.com

URL:

Phone: () Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 1893651 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Purchased IBM Computer from them in October which turned out to be defective. Contacted them by phone the same week I received the computer to advise them of defective network card...they sent another which also turned out to be defective. Took computer to be repaired and found out the memory card was also bad...disputed charge with Amex, however, they have been unsuccessful in reaching an agreement with Overstock to re-imburse me for cost of repairs. Also, computer repairman advised computer they sold me was "outdated" and not worth more than \$150.00!

Created By: SMBAILEY Created Date: 04/04/02  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 432.00  
Amt Paid: 432.00 Payment Method: American Express Credit Card  
Agency Contact: Internet Complaint Date: 03/01/02  
Initial Contact: Internet/E-mail Transaction Date:

**Initial Response:**

Product/Service: Computers: Equipment\Software  
Statute/Rule: Magnuson-Moss Warranty Act  
Law Violation: Defective Product\Poor Quality

**Consumer**

Complaining Company/Org.:  
Last name: (b)(6) First: (b)(6)  
Address: (b)(6)  
City: Upper Darby State: PA Zip: (b)(6)  
Country: UNITED STATES  
Work phone: () Ext:  
Fax Number: ()  
Home Number: (b)(6)  
Email:  
Age Range: 60 - 64



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: www.overstock.com

URL:

Phone: () Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 1704495 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION, ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT (304)363-4312 AND SPEAK TO SSA CINDY ALLARD, SSA STEVE ANDERSON OR SSA MARK SYKES. On July 26, 2001 I orderes two appliances at the overstock.com web site. A refurbished Oster Frysmart Deep Fryer \$44.99, with timer, but received a refurbished Sunbeam Fryright Deep Fryer of lesser value without a timer. A refurbished Sunbeam Expressbake bread maker \$42.99, received as adverised and ordered. Both items received August 2, 2001. August 2, 2001 I called Overstock.com to inform them of the mistake and was told that I would receive instructions by email in order to return the purchase. Overstock and I have communicated by email since I received my credit card bill and they will not acknowledge that I am returning a Sunbeam Deep fryer or to release me of any liability as to the condition of the Sunbeam Deep Fryer upon return. I have not used the deep fryer and is in the box it arrived in. I do not agree to there instructions and do not understand why I should pay \$13.30 for shipping, confirmation and insurance to return the item that was not wanted or ordered.

Created By: IFCC Created Date: 09/11/01  
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: .00 Payment Method: Not Reported

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



10/14/2004

JCHARTER

Law Violation:

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: GRAND BAY

State: AL Zip: (b)(6)

Country: UNITED STATES

Work phone ( ) Ext:

Fax Number: ( )

Home Number: (b)(6)

Email:

Age Range: 50 - 59

**Company**

Company: OVERSTOCK.COM or Specialty Surplus Co.

Address: 113 Armstrong Street

City: ROME

State: GA Zip: 30165

Country: UNITED STATES

Email: info@overstock.com

URL:

Phone: (706) 3780244 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 1400563 Contact Type:Complaint Source:Consumer TCS? N

Comments: ADVERTISEMENT:The consumer stated that she ordered a stereo from the company, but she wanted to return it. She didn't open the stereo when it arrived. The company stated that it will be a 15 % return fee. The consumer did not see that information listed until you stroll down 12 pages than it is listed. The consumer is stating that it is false advertisement because that piece of information should have been listed on every page.

Created By: ASELLERS Created Date: 05/16/01

Updated By: PSTREETS Updated Date: 05/17/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Mail Complaint Date: 04/22/01

Initial Contact: Internet Web Site Transaction Date:

Initial Response:Internet/E-mail

Product/Service: Home Furnishings

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: TSR: Other Deception or Abuse (note in comments)

**Consumer**

Complaining

Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Havertown

State: PA Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range:



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: Unknown

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 1374634 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I did not buy anything from this organization. It is full of Deceptive advertizing. Overstating the selling price and how much you can save. The above web page may or may not be available but their company is practicing theft, by not telling you the actual price of a company's refurbished products. (Their Internet web site is at <http://www.overstock.com>) Like they are going to sell for "New" products pricing. The camera product displayed in their ad, says a "refrurnished" camera, sells for more than a "new one" from a camera store. Their ad. (An Olympus D460L sells for \$599.00) when a new one, sells for \$399.00 or less. They are selling at camera stores now, for around \$350.00

Created By: CWHITNEY Created Date: 04/30/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 299.00

Amt Paid: .00 Payment Method:

Agency Contact: Internet Complaint Date: 04/27/01

Initial Contact: Internet/E-mail Transaction Date: 04/17/01

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Longview State: WA Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 65 - 69



10/14/2004

JCHARTER

**Company**

Company: Overstock.com Internet business?

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:[http://www.overstock.com/cgi-bin/d2.cgi?PAGE=PROFRAME&PROD\\_ID=12405&fp=T](http://www.overstock.com/cgi-bin/d2.cgi?PAGE=PROFRAME&PROD_ID=12405&fp=T)

Phone: ()

Ext:

**Company Representative**

Rep Name: none, none

Title:

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 1324287 Contact Type:Complaint Source:Consumer TCS? Y

Comments: I ordered a cordless phone for my daughter for Christmas. I was told after the fact that this phone was refurbished. After one month the phone does not work. I have tried to get in touch with overstock.com but to no avail. I would like a refund and the fact they sell refurbished products without telling the consumer, to me, is fraudulent.

Created By: JMOORE Created Date: 03/19/01  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 59.99  
Amt Paid: 59.99 Payment Method: Discover Credit Card  
Agency Contact: Internet Complaint Date: 03/17/01  
Initial Contact: Mail Transaction Date:

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: Mail or Telephone Merchandise Order Rule

Law Violation: Never Received Merchandise

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6) First: (b)(6)

Address: (b)(6)

City: Bethel State: CT Zip: (b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 50 - 59



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: overstockcom

URL:

Phone: ()

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 1254523 Contact Type:Complaint Source:Consumer TCS? Y

Comments: My experience was that the discounts were not as significant as the Company claims. For example, I purchased a SZUL diamond pendant for \$169 which is advertised at a 39% discount (retail of \$275) on their website at the following link <http://www.overstock.com/cgi-bin/d2.cgi>

I visited the SZUL website (because the pendant came in a SZUL box; SZUL does not appear on Overstock's website probably for the reason I am about to describe) and noted the retail price is \$199 and it is on sale for \$169 [http://www.szul.com/product\\_details.asp?ProdId=PDF1342&CategoryId=13](http://www.szul.com/product_details.asp?ProdId=PDF1342&CategoryId=13) . Thus, there are NO savings. I purchased the pendant because I thought it was a significant discount and a good value. Clearly, Overstock's practices, at least in this situation, are misleading.

Created By: SMBAILEY Created Date: 02/05/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 02/03/01

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining

Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: Austin

State: TX Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 20 - 29

**Company**

Company: Overstock.com

Address:

City: Salt Lake City

State: UT Zip:

Country: UNITED STATES

Email:

URL:Overstock.com

Phone: () Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 1246039 Contact Type:Complaint Source: Consumer TCS? Y

Comments: This company is providing fraudulent and misleading advertising on their website. I just purchased a product from them at the following URL:

[http://www.overstock.com/cgi-bin/d2.cgi?PAGE=PROFFRAME&PROD\\_ID=6232&fp=T](http://www.overstock.com/cgi-bin/d2.cgi?PAGE=PROFFRAME&PROD_ID=6232&fp=T)

The page shows an incredible discount of 37% off of the retail price of \$99.95 by offering a price of \$62.99. On the web page, they make no mention of the manufacturer or the model/part number. Having just received the product, and seeing who the manufacturer is and the product information, you can go to the manufacturer's page at <http://www.mahaenergy.com/products/consumer/powerbank.htm> and see that the retail price of the product is in fact \$59.95 (the NiMH version). Further, numerous other merchants provide the same product for the manufacturer's stated retail price or less:

[http://alfenterprises.com/maha\\_powerbank.htm](http://alfenterprises.com/maha_powerbank.htm)  
[http://www.epc-online.com/maha\\_powerbanks.html](http://www.epc-online.com/maha_powerbanks.html)  
<http://www.thomas-distributing.com/maha-powerbank.htm>

I believe overstock.com is misleading consumers with their advertising and should change their name to "overpriced.com".

Thank you for your time and understanding.

Created By: HBUCKMON Created Date: 01/31/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 62.99

Amt Paid: 62.99 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 01/26/01

Initial Contact: Print Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining

Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

City: Franklin Park

State: NJ Zip: (b)(6)

Country: UNITED STATES

Work phone:

(b)(6)

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range: 30 - 39

**Company**

Company: Overstock.com

Address:

City: Salt Lake City

State: UT Zip:

Country: UNITED STATES

Email: info@overstock.com

URL:www.overstock.com

Phone: (801) 9473100

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 1243447 Contact Type:Complaint Source: Consumer TCS? Y

Comments: i ordered 3 travertine items from overstock.com 2 vases and a bowl order date 11/26/200 received 12/09/2000 they say 2 days shipping . when i received the merchandise finally it was spray painted metal and not very good at that. i went right to the web sight for there return policy. you needed to email them to get a return number that took several days to get back to me . when they finally did they tell me i have to pay to send it back. this merchandise is junk and misleading false advertising etc. not only did i wait for shipment forever i got a bad piece of metal.i then went to www.planetfeedback i wrote the company a letter on 12/22/2000 letting them know my complaint with there company.i felt they should return the merchandise and pay for the return. i had to send the letter 3 times finally a response came on 01/22/2001 now they can't help me because they have a 30 day return policy. is it my fault that they did not answer my emails . they have no phone number any where. this is unacceptable i am in the retail business and this is not how you treat a customer. can you please look in to this for me . thank you, (b)(6)

Created By: HBUCKMON Created Date: 01/29/01  
Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 60.00  
Amt Paid: 60.00 Payment Method: Visa Credit Card  
Agency Contact: Internet Complaint Date: 01/25/01  
Initial Contact: Internet Web Site Transaction Date: 01/22/01

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address: (b)(6)

City: henryville

State: PA Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email: (b)(6)

Age Range: 80 and Over

**Company**

Company: Overstock.com

Address: 2855 east cottonwood parkway  
suite 500

City: salt lake city

State: UT Zip: 84121

Country: UNITED STATES

Email: info@overstock.com

URL:overstock.com

Phone: () Ext:

**Company Representative**

Rep Name: don't know, lara

Title:

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 1236615 Contact Type:Complaint Source: Consumer TCS? Y

Comments: On 1/13/2001 I purchased items from the overstock.com web site. These items were clearly labeled with a shipping deadline of "Ships within 2 business days." My credit card was subsequently billed on 1/17/2001, however the products have not been shipped to date (1/21/2001.) I have received no further information from the company, and my customer service requests have gone unanswered.

Created By: HBUCKMON Created Date: 01/23/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 118.57

Amt Paid: 118.57 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 01/21/01

Initial Contact: WWW Transaction Date:

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: Mail or Telephone Merchandise Order Rule

Law Violation: Never Received Merchandise

**Consumer**

Complaining Company/Org.:

Last name: (b)(6) First: (b)(6)

Address: (b)(6)  
(b)(6)

City: Redmond State: WA Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 20 - 29



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 2855 E.Cottonwood Parkway  
Suite 500

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: info@overstock.com

URL:<http://www.overstock.com>

Phone: (801) 9473100 Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 1223746 Contact Type:Complaint Source:Consumer TCS? Y

Comments: overstock.com has been advertising refurbished compaq computers with 1 year "limited manufacturer's warranty". But Compaq tells me that they only offer 90-day warranties on their refurbished machines. overstock.com addmitted that they are mistaken, but after almost 2 weeks they have still not changed the ads on their website.

(This issue was brought to my attention because I had a \$230 repair charge on a 4.5 month old Compaq bought from overstock.com.)

Created By: JBLAND Created Date: 01/11/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 01/11/01

Initial Contact: Internet/E-mail Transaction Date:

**Initial Response:**

Product/Service: Computers: Equipment\Software

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.:

Last name: (b)(6) First: (b)(6)

Address:

City: Wooster State: OH Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number: ()

Home Number: ()

Email: (b)(6)

Age Range: 20 - 29



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email: info@overstock.com

URL:overstock.com

Phone: () Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 1199105 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Several weeks ago I ordered 32mb and 16mb Lexar Smartmedia cards from Overstock.com. (Overstock's main address is in Utah.) When I received the cards, it was obvious they were used. The Overstock's web site did not describe them as used, and implied they were new.

Overstock has at least agreed to return my money. When I called them they said yes, the cards had been described as new to them when they agreed to sell them, but only later learned they were used.

Overstock continues to adverstise these cards for sale, however.

[http://www.overstock.com/cgi-bin/d2.cgi?PAGE=PROFRAME&PROD\\_ID=12444&fp=T](http://www.overstock.com/cgi-bin/d2.cgi?PAGE=PROFRAME&PROD_ID=12444&fp=T)

[http://www.overstock.com/cgi-bin/d2.cgi?PAGE=PROFRAME&PROD\\_ID=12742&fp=T](http://www.overstock.com/cgi-bin/d2.cgi?PAGE=PROFRAME&PROD_ID=12742&fp=T)

I have emailed them on 12/16 and 12/18 pointing out that their advertisement is misleading, yet they continue to list the product with no indication it is used.

Created By: SMBAILEY Created Date: 12/21/00

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 59.72

Amt Paid: 59.72 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 12/20/00

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)  
Address:

First: (b)(6)

City: Perry

State: KS Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 40 - 49

**Company**

Company: Overstock.com

Address:

City: Salt Lake City

State: UT Zip:

Country: UNITED STATES

Email: info@overstock.com

URL:www.overstock.com

Phone: () Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 1006917 Contact Type:Complaint Source:Consumer TCS? Y

Comments: On 5/17/00 I went to the Overstock.com web site and placed and order for a Blue Primrose Duvet Cover Set (King). Upon receipt of my order I found that I had not received 2 King size pillow shams. The set was advertised to consist of a king size duvet and two king size pillow shams. I contacted Overstock.com and apprised them of the situation. After much interaction I was advised that they did not have king size pillow shams and would I accept \$20.00 in coupons. I said I would keep the duvet. When I went to their web site again I found that they were still advertising the Blue Primrose Duvet Cover Set (King).

Created By: SMBAILEY Created Date: 07/11/00  
Updated By: IBOLEN Updated Date: 08/21/00  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 83.60  
Amt Paid: 83.60 Payment Method: MasterCard Credit Card  
Agency Contact: Internet Complaint Date: 07/10/00  
Initial Contact: Internet Web Site Transaction Date: 05/17/00

**Initial Response:**

Product/Service: Shop-at-Home\Catalog Sales  
Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.:

Last name: (b)(6)  
Address:

First: (b)(6)

City: Morgan Hill State: CA Zip: (b)(6)

Country: UNITED STATES  
Work phone: (b)(6) Ext:

Fax Number: ()  
Home Number: (b)(6)

Email:

Age Range:



10/14/2004

JCHARTER

**Company**

Company: Overstock.com

Address: 2855 E. Cottonwood Parkway Ste 500

City: Salt Lake City

State: UT Zip: 84121

Country: UNITED STATES

Email: info@overstock.com

URL:www.overstock.com

Phone: ()

Ext:

**Company Representative**

**Associated Company**



10/14/2004

JCHARTER

**Transaction**

Ref No.: 946151 Contact Type:Complaint Source:Consumer TCS? N

Comments: These guys routinely advertise prices and promote discounts that are not true. I was almost going to buy a TV from them, a reconditioned TV and they showed the MSRP to be \$1,999 but I went to the RCA site and the price was \$1,799 and the company had already discounted it to \$1,499. The TV Overstock was promoting was a reconditioned model on sale for \$1,299 and they were saying it was a huge discount.This also happen @ Christmas when I bought a product that they said was on sale. The sale price was the MSRP on the package. WHEN I called them on it they said it was a mistake and they gave me more \$ off the product. I was a pocket fisherman I bought for my brother.I don't have their address. I hope you can discipline these guys!Here' s an email I sent the company:From: Overstock.com To: Malcolm Campbell Sent: Wednesday, May 03, 2000 12:05 PMSubject: Re: RCA TVsHello Mr. campbell,Thank you for your e-mail about our pricing. Overstock.com takes great care to ensure we provide quality products at great bargain prices. Our average markdown is 52% from the Manufacturer's Suggested Retail Price (MSRP). Occasionally, lower prices may be found at local retailers at below cost. These are usually limited-time offers created to entice you into the store to buy additional products at non-discounted prices. Our buyers are dedicated to continuous price comparison reviews of other on-line stores and retailers in order to bring the best possible prices to our customers. Your e-mail will be forwarded to our purchasing department to assist them in their future price comparisons. We encourage you to visit us in the future to compare our prices on brand-name products.Thank you,(b)(1)@www.Overstock.com

Created By: SMBAILEY Created Date: 05/05/00

Updated By: IBOLEN Updated Date: 06/29/00

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 05/04/00

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Home Appliances

Statute/Rule: FTC Act Sec 5 (BCP)



10/14/2004

JCHARTER

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

City: Hopkinton

State: MA Zip:

(b)(6)

Country: UNITED STATES

Work phone ( )

Ext:

Fax Number: ( )

Home Number: (b)(6)

Email:

Age Range:

**Company**

Company: Overstock.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:www.overstock.com

Phone: ( )

Ext:

**Company Representative**

**Associated Company**



