Description	opt-out\opt-out mechanism does not work
Complaint Info Statute Code	GP
Complaint Info Statute Description	General Privacy
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I initially ordered vitamins, but they keep billing my credit card and sending products that I have not requested nor authorized. I e-mailed the company asking them to stop and provide a return address for the items sent. I have not opened the boxes Melaleuca sent. To date, they have not responded to my e-mail asking for a return address, nor have they stopped billing my credit card without my consent.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 62 of 291	
Reference Number	34749963
Created Date	12/15/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008847681
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	12/15/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	12/15/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	WEST COVINA
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Dear BBB,I am not the type who really complains in public but this time was different. Sometime around June of this year, I returned the automatic May product shipment unopened to Melaleuca. I also called their office to inform them that I was cancelling & that I've just returned the May shipment unopened and that for them not to ship since anything they will ship to me I will return unopened anyway. The guy that took my call didn't tell me of their shipment policy that is customers will pay the shipment back to Melaleuca. My contention was that had I been told that was the case then I would not have returned the mdse. Im cancelling because I needed to save money & I was just getting overstocked with their products, but if returning the products would mean more loss to me, then why bother returning the mdse? Anyway, they still sent me the June & July shipment which I returned unopened as I had advised s. Again, I was never informed when I called that I will be paying the shipment cost back to Melaleuca. What was worse - Melaleuca's rep that recruited me advised that I can always return mdse, no questions asked & they will even give me the products instead of shipping it back to Melaleuca. Anyway sometime in August, I started aggressively pursuing for my refunds. I remembered that after negotiationg with their management, I was finally given an assurance about refund of everything that Melaleuca took from my checking account:May, June & July around $190.I called another time around a month after to find out how much was credited in my behalf & I was told that someone will call me & assured me that they will credit my account.So that when I received a letter on 12/10/11 from Melaleuca telling that I have a credit and that I will get a $10 deduction

	on the credit if I do not attend to it.I was wondering which credit the letter was referring to since my refund should have been processed already so I got shocked to know that they were referring to the May June & July refun --- Additional Comments: Please advise Melaleuca to refund me everything they took out of my checking account including all the shipping charges as a result of me returning May June & July shipment unopened. They needed to be taught a lesson of honoring the right of consumers to:1) receive our refunds on a timely basis.2) full disclosure on their shipping policy3) training their phone & field reps on giving out full disclosure (unless they too do not know)4) stop victimizing consumers who do not have the time.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 63 of 291	
Reference Number	34808836
Created Date	12/20/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008852995
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	12/20/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	12/20/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	PRINCETON
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I requested to cancel my subscription in November and was unable to download a form they said I needed to fill out. I explained I was unable to download the form and instead of sending me the form they charged my credit card with an invalid expiration date and I had not renewed the credit card. When the automatic shipment arrived which I asked them not to send and they sent it anyway I refused the package and it was returned to them. They sent me an email that said they received the package and IF I requested a refund I would see it in 3-10 business days. When they charged my card they charged $63.74 and when they refunded my card they only refunded $48.06. This is not acceptable since I did what I needed to do to stop this shipment. I am requesting the refund of $63.74. I have been a customer since 2007 and I think being treated like this was wrong. I am writing hoping that you can intervene and get me the full refund. Thank you for your time, (b)(6) --- Additional Comments: I am requesting a full refund and would like an apology of how this matter was handled from Melaleuca.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 64 of 291	
Reference Number	34827221
Created Date	12/13/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008842684
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	12/13/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	12/13/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	COMANCHE
Consumer Address, State Code	OK
Consumer Address, State Name	Oklahoma
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I signed up with Melaleuca on November 8. At that time I authorized them to draft ONLY one dollar ($1.00) from my bank account. Last week I got a package that I have every intention of returning to them. I then received a notice from my bank that the check I had written to pay my phone bill had bounced. The bank paid it, but I now realize that Melaleuca drafted the cost of the package from my account, which I did NOT authorize! At NO time was ANY mention made that would have told me that would happen. Now I have to wonder how many more of the checks I wrote to pay bills will bounce! They have left me in the unconscionable position of having to make good on about $250.00 worth of checks I wrote to pay my bills and that is money I do NOT have. I made it clear that I am on a fixed income and I told them the amount. I believe they did this knowing what my situation is and willfully chose to disregard it. They call me several times a day and I am constantly receiving emails from them. --- Additional Comments: I want ALL money refunded back into my bank account IMMEDIATELY! I want the calls and emails to cease and desist at once, and I have sent Jane Hyndman an email to that effect. I want NO further contact of any kind with them.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 65 of 291	
Reference Number	34827347
Created Date	12/14/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008845672
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	12/14/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	12/14/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	AUSTIN
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I called on Sept. 9, 2011 to cancel my membership. I explained to the representative I spoke with that I was unable to fill out the form and she advised me that she had cancelled my membership. I requested a copy of the recorded conversation and have not received it. I am continuing to get products shipped to me and billed to my credit card even after canceling my account three months ago. It is illegal to continue to ship products and request payment - please see the Postal Reorganization Act of 1970. I also sent an email Oct. 16, 2011 notifying them my account had been cancelled and I wished to not receive anymore products. Please see the Uniform Commercial Code for canceling goods. I went on-line to download the form, but it will not download. They are saying I need to pay my bill (which I did not authorize anymore products to be sent) before I can download the form. Based on Melaleuca's stance on this issue, I feel they have had their shady business practices brought to their attention several other times as well. --- Additional Comments: I will like a refund for September, October, and November and for my account to be officially cancelled. The refunded amount is $62.56 for three months for a total of $187.68.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 66 of 291	
Reference Number	34827363
Created Date	12/13/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008844380
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	12/13/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	12/13/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	AUBURN
Consumer Address, State Code	NE
Consumer Address, State Name	Nebraska
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I quickly found out when I realized I had to spend (35 pts) which equals to $60 to $70 dollars monthly to be a 'Preferred Customer' that I did not want anything to do with this company. I was also told if I did not put in an order monthly I would automatically receive an automatic 'back-up order'..I contacted the company then and told them to cancel my membership immediately..this was back in November..I received a 'back-up order' anyway which I promptly returned and called/emailed the company again. Another thing I did not realize and was not told that this company retains your credit card. I received a phone call from this company that I had to fax them a form to suspend my membership and that they had to receive it by Nov 28, in which I did...again today I received a 'back-up order', I then called the company again and I got another run around..was told to return package, my credit card would be reimbursed, but shipping charges would not be. I requested several times to this company via phone or email that I wanted them to destroy my credit card information. Is this legal --- Additional Comments: I want this company to destroy my credit card information. Refund any charges occurred in November and December...which would be the shipping charges..I have returned their product. I have cancelled my membership with this company, so why would they still have my credit card on file....I feel I am being harrassed! I want them to leave me alone!'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 67 of 291	
Reference Number	34881600
Created Date	12/20/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008852893
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	12/20/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	12/20/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	BRYN MAWR
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I entered into an agreement with Melaleuca to order products from them. There was 'information overload' during the presentation. I ordered monthly without realizing that if you skip a month, they will send unordered and unwanted products. Somehow, this point was never stressed and understood. They were rigid and unhelpful when I called about it. They offered to reimburse for unwanted product but this has not happened yet. They say it will. Ifnai had known, I never would have purchased their products in the first place.They odd not send a return label. They did not identify me on the invoice that came with the unwanted order. I have to take measures to be sure they know it came from me.BTW, the unwanted order was processesd on the same date as the desired order. Thus, this order should never have been sent.I am no longer a member of this organization. --- Additional Comments: See above'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 68 of 291	
Reference Number	34881923
Created Date	12/20/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008852237
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	12/20/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	12/20/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SAN JOSE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have contacted Melaleuca several times, but they continue to text my cell phone with advertisements. I have never used their products, and I wish for them to stop contacting me. --- Additional Comments: I want their written assurance that they will remove my cell phone from the advertisement list, and never contact it again, with consequences for their actions if they do contact me.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 69 of 291	
Reference Number	35143592
Created Date	01/12/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008878668
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/12/2012
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	01/12/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	PEABODY
Consumer Address, State Code	MA
Consumer Address, State Name	Massachusetts
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	i was introduced to this company by an old friend, she explain most of it to me and help me out filling the paper work, after we done. she also help me to do my first order online! they charged me like 50 or 70 dollars, which it was fine! but then they send me a message saying i need to make my next order! like it was mandatory! and i ignored that cuz i though they just wanted to let me know they got some special! but they automatically made the order for me and sent out the products, they also billed me for it automatically, then i called them up, and they explained everything to me over the phone! they said you must make a purchase every month! and i told them hey the woman who got me on this she didnt say that! otherwise i would of say no!, then the melaleuca company told me you need to download a form and fill it out and fax it over to us, and i did so, i still have the form filled up with the date which it was 11-04-2011, so they kept sending me melaleuca products and i never received them i just get to see the note on the front door from UPS saying to pick up!, i never pick up anything so i guess usp send products back, now yesterday my brother deposit 70 dollars on my debit card so i can buy milk eggs and pampers for my 2 kids, cuz im only working 3 days, im not making much money my kids are first then anything, so now today 11-01-12 i tried to buy food for my babies, and guess melaleuca charged me like 60 dollars, the money to buy food for my kids! i called them up! they were telling me they didnt receive any form, and i said its not my problem i did faxed it! he said probably my fax machine wasnt working and i said im not stupid i know how to work with those machines, maybe probably you are not doing you job right, he even said bbb cant do nothing about it

	because they got legal documents that i signed! and i told him you instructor didnt explain to me how it really works because it she would of educate me the right way she knew i would say no! --- Additional Comments: i want them to put back my 60 dollars they took from me, plus 50 dollars i had to borrow to buy food for my kids! and cancel my account i got the same original form in my hand fillup the same one i faxed them! if you need a copy let me know.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 70 of 291	
Reference Number	35143593
Created Date	01/09/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008871891
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/09/2012
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	01/09/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	AURORA
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)

Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	To whom this may Concern: I (b)(6) former adrs was 10070 S Hill TerranceBldg 19 Apt 216,was a customer of melaleuca back in 2004 under the Perferr customer Brenda Bettts who is now deceased.when my products arraived I never new people was stilling my products from the door,also the rep claim she spoke to me in july about the products i've received which she never spoke to me about oweing $94.99 because itb wasn't me she spoke to.also i don't like giving my social security number because i didn't give them permission to save my number,spoke to a rep today Jan 6th 2012 today informing her (Kayla) Melaleuca never sent me any bills she said they sent me e-mail which i don't have whatever e-mail i've hade before, also i've fiel bankruptcy on everything and everyone i may have owed for yrs of 2001,2002,2003,2004,2005,2006,2007,and part of 2008 which was discharged in Septemeber of 2008 the discharge number they wouldn't take.08-17328 --- Additional Comments: remove my name from their data base and my social security number from their data base, plus send me written notice that i have been remove from their collection data base and give me a call to inform me that i will be receiving a letter.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info CRA Dispute Resolved	

Record 71 of 291	
Reference Number	35147772
Created Date	01/09/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008871968
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/09/2012
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	01/09/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	HONOLULU
Consumer Address, State Code	HI
Consumer Address, State Name	Hawaii
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Dear BBB:Melaleuca acknowledges they show on record, approximately 14 uncleared/stale checks totaling roughly $75 they paid to us for commissions. At first, they explained there would be a $10 admin fee to replace the checks. We acknowledged and asked them to cut one replacement check for the total amount less the admin fee. On 1/1/12, the same cust svc rep called to inform us Melaleuca would only be willing to provide product in lieu of a replacement check, and only to the extent we are able to mail back the uncashed stale checks (we have about 1/2 of them). I asked multiple times why Melaleuca was unwilling to send us a replacement check for the full amount owed since they acknowledge the debt and I was given different frivolous reasons each time. The last excuse was that we were no longer 'marketing execs' and did not earn the commissions but rather obtained them from people below us, and if we had continued to be mktg execs, Melaleuca would have replaced the checks. We explained that the reasons given make no sense at all and that they were breaking unclaimed property laws. The rep's rudeness escalated and his reply was that their large team of lawyers made sure they were within the law. We believe he is mistaken.Although the total amount owed to us is relatively small, we feel in principal that we are being wronged and Melaleuca should not be treating their customers as such. The commissions earned were based on a consistent auto-replenishment of products purchased by us and we feel Melaleuca should replace the full amount they show owing to us with a check as would most companies in this situation. We do not appreciate the way they have handled this matter, treated us rudely, unfairly and insincerely, and made us spend

	an exorbitant amount of time challenging their questionable business practices.Thank you for your time and consideration, and in advance for your follow-up. --- Additional Comments: A replacement check for the full amount they show on their records as owed to us. The exorbitant amount of time we have had to spend on this matter should, at a minimum, negate any 'administrative fees' they would normally charge in these types of situations so they should not offset any such fees from the total amount owed. Thank you.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 72 of 291	
Reference Number	35216375
Created Date	12/23/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008856780
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	12/23/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	12/23/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	RANCHO CORDOVA
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I placed my last order with Melaleuca on 10/24/11. I cancelled my membership before the deadline of the 25th and received confirmation that my membership was cancelled. I was charged 8.95 on 11/18/11 and 12/20/11 even though my membership cancelled prior to the deadline in November. I was told that only 50% of the unauthorized debits on my checking account will be reversed, and it will take 10 business working days for those funds to be available. This is an unethical practice and an untimely resolution timeframe. --- Additional Comments: I desire a full refund in the amount of $17.90 for charges incurred AFTER my account was cancelled with Melaleuca.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 73 of 291	
Reference Number	35216689
Created Date	01/10/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008874408
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/10/2012
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	01/10/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	NEW CASTLE
Consumer Address, State Code	DE
Consumer Address, State Name	Delaware
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was a customer of Melaleuca from March through August of 2010 and as such, purchased $65-75 worth of products each month under a contract agreement. I disliked all of the products from the limited product catalog offered by Melaleuca. The cleaning products were ineffective and the Tough and Tender cleaner left a residue on my kitchen table which has ruined my kitchen table. Since I cannot get the Melaleuca cleaner residue off my table, I will be forced to purchase another at the cost of $300-500 at minimum. The laundry detergents did not clean my clothes effectively and caused them to wear down more quickly than with my usual effective detergent, Arm and Hammer, the vitamins made me very nauseous and sick. The toothpaste was disgusting, the cleaning products were NOT effective, were overly expensive and did not work. The fat burning bars were loaded with sugar, low in protein and not clinically proven to work at all. The liquid hand soap was horribly scented and could have been pure water for as effective as it was not. I spent a lot of money on these horrible products and in the past, I have had a very difficult time dealing with their customer service and have had no choice but to utilize the Better Business Bureau to resolve matters. Melaleuca is nothing more than a pyramid scheme, which does not affect me other than the fact that I have spent hundreds upon hundreds of dollars on their products and now I will need to replace a kitchen table because of their 'Tough and Tender' cleaner. I have urged others interested in Melaleuca to stay far away from Melaleuca and its pushy sales reps due to the negative experiences with their ineffective overpriced products.I received a refund of $59.97 for the vitamin 90 day guarantee in 2010. I received a check in the

	amount of $127.80 in December 2011 following several months of waiting, several 'no refund' statements and the utilization of the Better Business Bureau (Samantha, who is extremely helpful and has been a godsend! --- Additional Comments: I want every penny I spent on Melaleuca products, including shipping and handing charges (WAY overpriced at 10 dollars a box) refunded via check within 14 days. I received refunds of $59.97 and $127.80 already. Now I want the remainder of my money refunded. *Note - the only reason I had previously asked for $127.80 and not my entire money refunded is because I thought you had to send back empty or full packaging. Also, I would like compensation toward the new kitchen table I will need to buy.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 74 of 291	
Reference Number	35222874
Created Date	12/28/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008858954
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	12/28/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	12/28/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	WESTHAMPTON BEACH
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	After 3 months of going back and forth to cancel my membership to this company I recieved a confirmation of cancelation on dec 13, 2011.I just recieved a charge on my credit card on dec.23.I had removed my credit card information from the account two months ago.Is this legal? --- Additional Comments: Return money to my account as i have returned all merchandise.Investigate the legality of charging someones credit card after the customer elected to remove this information.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 75 of 291	
Reference Number	35224397
Created Date	01/10/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008874678
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/10/2012
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	01/10/2012
Transaction Date	-
Member of armed forces or dependant?	-
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, City	PORTLAND
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-
Consumer Cell Phone, Area Code	-
Consumer Cell Phone, Number	-
Consumer Email	b(6)
Consumer Age range	-
Consumer Military Status	-

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I canceled my membership and sent notice to Melaleuca on 12/30/2011. I sent back the package that was sent to me unopened on 1/5/2012. I have not been refunded my $243.32. --- Additional Comments: I would like my $243.32 refunded back to me as per my request that I sent to the company. I have never heard back from the company. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 76 of 291	
Reference Number	35269864
Created Date	11/21/2011
Complaint Source	Idaho, Attorney General
Originator Reference Number	211751
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	11/21/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/21/2011
Transaction Date	11/03/2011
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	BROWNS MILLS
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	

Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	11/03/2011
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$54.02
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation	

Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The business continues to charge complainant's account and send products after she has told them to cancel her account. --- Law Violation Code: Unordered Goods/Services
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 77 of 291	
Reference Number	35269931
Created Date	10/25/2011
Complaint Source	Idaho, Attorney General
Originator Reference Number	211635
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	10/25/2011
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	10/25/2011
Transaction Date	09/29/2011
Member of armed forces or dependant?	-
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, City	MERIDIAN
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-
Consumer Cell Phone, Area Code	-
Consumer Cell Phone, Number	-
Consumer Email	b(6)
Consumer Age range	-
Consumer Military Status	-
Consumer Military Station	

Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	09/29/2011
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$30.74
Complaint Info Product Service Code	2106
Complaint Info Product Service Description	Buyers Clubs (not travel or lottery)
Complaint Info Law Violation Code	
Complaint Info Law Violation	

Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The complainant's wife signed up as a customer. The business placed an unauthorized charge on her card. The complainant asked for a refund and an explanation in writing, but the business did not provide any. --- Law Violation Code: Unauthorized Charges/Account Withdrawals
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 78 of 291	
Reference Number	35304117
Created Date	02/09/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008912242
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/09/2012
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	02/09/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	PHOENIX
Consumer Address, State Code	AZ
Consumer Address, State Name	Arizona
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	due to the economey we needed to close our account. The frustration is Melaleuca process to close the account is very difficult. Had Melaleuca had an on-line process where we could have suspended then we would have chosen this option. Melaleuca's process to make the customer call, request a form, fill out the form, fax the form and await a confirmation is old school in this age of technology. --- Additional Comments: none'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 79 of 291	
Reference Number	35306040
Created Date	01/17/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008879283
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/17/2012
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	01/17/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	MATTHEWS
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have contacted Melaleuca by phone trying to cancel my account and to avoid any more product. I also sent them two emails with all of my contact info and membership info asking them to cancel my account (one sent on DEC.1st and the second on Dec. 2nd). They then said I have to go online and fill out a form. I tried to do that and it did not work for me. I then followed up with a third email (sent Dec. 6th - I have all these emails stored) stating that I wanted my account cancel immediately and to stop any shipments. I thought all was taken care of since I did not hear anything more back after that second email. To my surprise I get a package in the mail on 1/12/2012 (4 weeks after I told them not to do it). They said they will refund my money but still charge me shipping. I made 4 attempts to cancel my account and avoid any other products being sent yet they still did so. They are making it difficult for people to cancel and try to keep people on autoship who have asked for it to stop. I told the customer service rep that if she did not refund all my money that I would report them. I also have told them I would pursue legal action if needed so others do not have to go through this. --- Additional Comments: Full refund of all fees: shipping, product etc...'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 80 of 291	
Reference Number	35306298
Created Date	01/09/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008871809
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/09/2012
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	01/09/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	FAIRFAX
Consumer Address, State Code	VA
Consumer Address, State Name	Virginia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I signed up for Melaleuca because a friend told me about their 'great' products. The deal was to sign up for $1, but I did not realize there was a $63 minimum order you had to place each month. AND, if you did not do that you would automotically be billed.I tried to cancel and could not do so by phone, they directed me to a web site where I did cancel. HOWEVER, it was not clear that I had to actually print the form and sign it to complete my cancellation. So, I am now out another $63 that they REFUSE to refund because they say it is my fault for not signing the form.They need to be more clear on the committment and make cancelling easier. I feel very mislead and taken advantage of. --- Additional Comments: Since I tried to cancel last month, I would like this month's fee of $63 plus dollars refunded to ME. I don't want their products that were automatically sent to me. I also want them to cancel my account'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 81 of 291	
Reference Number	35391710
Created Date	01/27/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008896799
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/27/2012
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	01/27/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SCARSDALE
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I had the misfortune of calling the customer service department of Melaleuca on December 4th to amend an order before it was shipped because I missed placing an order for some products prior to the end of November. However, the person I was talking with could not have cared less and was so disagreeable that I decided then and there to cancel my account. In addition, I also informed them that the products that they insisted on shipping were being returned and informed them of my decision to cancel my account and return their products while I was speaking with them, for which they once again could not have cared less. Without them informing me and subsequent to that conversation I learned towards the end of December that they would require a form to be submitted to cancel the account to stop any future shipments of product to my home and my wife and I complied with that request on December 25th. I also made arrangements to send back the previous order and advised that a reimbursement check should be issued for the erroneous charges. Additionally, I know the return order was received because it was confirmed to me by email on January 5, 2012 stating that I would have a refund within ten days.It has now been three weeks since the notice was received and I have not received reimbursement. In addition, I have received communications that a January order was supposedly shipped and they are trying to collect on this fictitious order as well; however, we have received nothing during the month of January and in fact dont want anything. I have been in the hospitality industry for over 35 years and I know what customer service is all about and after ten years of doing business with Melaleuca I am appalled at the way this company is now being run.At this point our account should

	have been cancelled for over seven weeks, we have no additional product from them and we should have already received a refund for approximately $65.00 for the merchandise which was returned. --- Additional Comments: We would like a refund for the invoice number (b)(6) for which we have an email from them acknowledging receipt of these products and we would like the fraudulent claims that they shipped additional product to us, which they are fraudulently trying to collect from us to cease.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 82 of 291	
Reference Number	35391735
Created Date	01/30/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008899799
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/30/2012
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	01/30/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	EWA BEACH
Consumer Address, State Code	HI
Consumer Address, State Name	Hawaii
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I am disputing a billing charge for the amount of $53.41 for products ordered on a suspend account and cancelled account. Melaleuca Inc. is claiming that I owe $53.41 because my account was never suspend or cancelled. On Dec. 9, 2011 I had a verbal arguement with customer service for products being charged on the wrong credit card. Melaleuca Inc. claimed that I have never changed my credit card on file either online or over the phone. Because Melaleuca Inc.,claimed that they were right and I was wrong, even after I found proof that the mistake was theirs. I decided to cancel my account with them. I was told that my account was suspend, but would not be full cancelled until I faxed them a Melaleuca's cancellation form but under a suspend account I would not be charged or will I be able to place orders for products. Now Melaleuca Inc. is claiming that I never cancelled my account and is billing me for product never recieved or wanted. I have expressed to Melaleuca Inc. on the phone and in writing but I still keep getting different stories from them. I do not want anything to do with Melaleuca and feel I should not be charged for something I didn't not receive nor want. --- Additional Comments: I want this matter solved and I do not want to owe Melaleuca Inc nothing.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 83 of 291	
Reference Number	35644977
Created Date	09/21/2011
Complaint Source	Tennessee, Department of Commerce and Insurance, Consumer Affairs Division
Originator Reference Number	11-04193
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	TN34-USER
Entered Date	09/21/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/21/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)||
Consumer Last Name	b(6)|b(6)|b(6)
Consumer Address, Line 1	b(6)||
Consumer Address, Line 2	b(6)||
Consumer Address, City	CROSSVILLE||
Consumer Address, State Code	TN||
Consumer Address, State Name	Tennessee||
Consumer Address, Country Code	USA||
Consumer Address, Country Name	UNITED STATES||
Consumer Address, ZIP Code	b(6)||
Consumer Home Phone, Area Code	b(6)||
Consumer Home Phone, Number	b(6)||
Consumer Work Phone, Area Code	||
Consumer Work Phone, Number	||
Consumer Fax, Area Code	||
Consumer Fax, Number	||
Consumer Cell Phone, Area Code	||
Consumer Cell Phone, Number	||
Consumer Email	||
Consumer Age range	||
Consumer Military Status	||

Consumer Military Station	||
Consumer Complaining Company/Org	||
Consumer Military Service Branch	||
Company Name	Melaleuca
Company Address, Line 1	5301 National Drive
Company Address, Line 2	-
Company Address, Line 3	-
Company Address, City	KNOXVILLE
Company Address, State Code	TN
Company Address, State Name	Tennessee
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	37914
Company Address, ZIP Code Extension	-
Company Phone, Country Code	-
Company Phone, Area Code	888
Company Phone, Number	5282090
Company Phone, Extension	-
Company Email	-
Company Website	www.melaleuca.com
Company Rep First Name	-
Company Rep Middle Name	-
Company Rep Last Name	-
Company Rep Salutation	-
Company Rep Comments	-
Complaint Info Initial Contact Method	-
Complaint Info Initial Contact Date	-
Complaint Info Initial Response Method	-
Complaint Info Initial Response Date	-
Complaint Info Amount Requested Method	-
Complaint Info Amount Requested Value	-
Complaint Info Amount Paid Method	-
Complaint Info Amount Paid Value	$20.79
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	-
Complaint Info Law Violation	

Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	NOTE: In addition to the complaint notes immediately below, the Tennessee Division of Consumer Affairs provided additional information in fields whose header titles are quoted and follow the complaint notes. In these notes, C stands for Consumer and R for Respondent. --- C claims R shipped an unordered medical product. --- Date Complaint Closed: 10-Nov-11 --- Closure Code: Successful Mediation - Full Resolution --- Amount Recovered: 20.79
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 84 of 291	
Reference Number	35679230
Created Date	01/17/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008881233
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/17/2012
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	01/17/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	INDEPENDENCE
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I ordered vitamin suppliments for Melaleuca, which I received ok, but they refuse to stop billing my credit card for items that I have not ordered. I have authorized only one billing by Melaleuca to my credit card. I have not authorized, placed or authorized to be placed any backup order. I e-mailed Melaleuca directing them to stop sending products, remove my name from their systems and requested an address where I could return (unopened) what they had sent. The did not respond to my request for a return address and keep billing and sending products that I have not oredered and do not want. I have also filed a complaint with the Federal Trade Comission. --- Additional Comments: I want Melaleuca to immediately cease billing my credit card and all shipments stopped. I want a return address for the two boxes that they have sent and I want my Visa credited for what was billed. I want all personal information to be deleted from their systems.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 85 of 291	
Reference Number	35683661
Created Date	01/23/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008888610
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/23/2012
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	01/23/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	WESTLAKE VILLAGE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	product was shipped that I did not want funds were taken from my account product was returned via UPS I have confirmation on this called company and they only want to credit me with half of the funds that were taken from account this has been going on since Dec 5th and to no avail this has not been resolved and again today I was charged again for product that has been refused since Dec 5th explained to customer service rep numerous times that I don't want and yet I get emails from company advising that they have product and funds will be returned in 10 business days and this email was rev'd on Dec 20th and again Jan 20th for purchases I did not make to me this is a fraudulant company --- Additional Comments: funds to be returned and a black mark against this company'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 86 of 291	
Reference Number	35718080
Created Date	02/06/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008906894
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/06/2012
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	02/06/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	REESEVILLE
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was customer of this company until I realized i was being duped....I cancel via phone call and email and now 4 times in writing as they told me and 2 times faxing...My wife had an allergic reaction to their products resulting in a trip to the emergency room and that's why we canceled our membership. However since we cancelled, 2 months ago they still have sent me products and charged my debit card. I even changed my cc number to a prepaid account deleted the other account and they still charged my debit card since they couldn't charge my pre-paid acct. Yet they claim they DON'T save CC or Debit card information, WELL, they apparently do cause when I logged into my acct (which I shouldn't have considering I was supposedly dropped) there was my original Debit card# !! so how did they get it if they 'Don't' save the information? to prove this, I re-entered the pre-paid # and this is what I get 'This card is all ready in our system' well didn't that surprise me! As a result of their negligence 3 checks have bounced resulting I am paying 135$ in NSF fees plus the emergency room visit for my wife's reaction (425$) I called the customer service and told them about this and they said 'impossible, our products are all natural' I myself developed a rash after washing clothes with their so called 'Hypo-allergenic' detergent! This company is a pyramid scheme. I even called the rep that signed me up and his supervisor and they wouldn't even help me. I want to be cancelled and re-reimbursed for the orders I have sent back, and the bills for the nsf fee..Ill eat the emergency room fee if I have too. --- Additional Comments: 135$ in NSF fees for using my Debit card without permission and storing that information after I deleted it along with the 134$ they withdrew using

	that same card without my permission and storing the information after I deleted it. 400$ for emergency room visit to show good faith and a letter of apology for putting me through hell in trying to cancel my membership!'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 87 of 291	
Reference Number	35722431
Created Date	01/30/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008899590
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/30/2012
Updated By	BBBBOID-USER
Updated Date	04/22/2012
Agency Contact	External Agency
Complaint Date	01/30/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	BROOKLYN
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	in October ups came with a package from Melaleuca and I refuse the order and it went back at which that time I call the Melaleuca spoke with several people about my refund the original price of the merchandise was $73.25 they took out for shipping and handling cost so that left my balance of $64.73. a letter came in the mail on Saturday January 28,2012 stating that we are writing about your currently account balance that you may have with Melaleuca you may use to buy products. Or either by re-enrolling as a preferred customer again from the letter doesn't seem like they want to give me my refund in the amount of $64.73 cents also in this letter all attempts will results in a $10.00 deduction from my credit on this account. --- Additional Comments: just return my refund in the amount of $64.73 cents that all that you.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 88 of 291	
Reference Number	35723279
Created Date	01/26/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008894649
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/26/2012
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	01/26/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	JAMAICA
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	i have been doing business with melaleuca for some years now. for a couple of months i told the company that i didnt want to do business with them no more and to stop taking money out of my account. they refused to honor my wishes and they continue to take money out of my account. i called them last month december to see when i would be receiving my voucher, the man told me that i was a month behaind, and that i had to make a payment. he also told me that i have a $900.00 credit. in the end of december they went into my account again to take money out, which cause an over draft on my bank account. i called them once again to tell them that i didnt want to do business with them and to let me get either my $900.00 in product or my money in a form of a check. the man on the other end of the phone told me that now i was two months behaind, before i could tell him to take the money outmy product money he started talking down to me like i was his child and being very disrespectful. i ended our conversation by hanging up the phone. i was not going to allow him to talk to me in a rude matter when i wasnt rude to him. i would like my $900.00 in product or in a form of a check mailed to me. --- Additional Comments: i would like to have either my money back to me in the form of a check, $900.00 in product or they can split it in half $450.00 in a form of a check and $450.00 in product.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 89 of 291	
Reference Number	35762718
Created Date	02/01/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008901919
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/01/2012
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	02/01/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	ST. LOUIS
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I became a representative, (over the phone) on Jan. 17, 2012. I decided to become a representative, and see how things would go, because I was told that the fee at the time was only $1.00 to join, and if I decided that I didn't want to do it, I could cancel within 30 days. Since I couldn't find anyone who was interested in the products, and the monthly commitment was too much for me at the time, I decided that this wasn't for me, and to cancel my account. I tried to cancel my account online, but I couldn't, since I didn't have my membership number. I called the company. I was very disappointed to find out that my card would still be charged, and the products would be sent out anyway, because I didn't cancel by the 25th. I spoke to about 3 supervisors, telling them that I was unaware that I had to cancel by the 25th, in order for my card not to be charged, because no one told me that. All they said is that I had 30 days if I wanted to cancel. I didn't see why they couldn't resolve this issue, when the products hadn't been sent out yet. I explained that I didn't want my account to go into overdraft, with my card still being charged for unwanted items. Also, I would have to pay shipping and handling to send back those unwanted items. As one of the supervisors suggested, I called my enroller, to see if she or anyone she knew, would take over my order, with their method of payment. However, she was very rude. She said that she didn't know anyone who wanted to do that, and she had already placed her order. Then, before I could finish talking to her, she interrupted me, and was getting ready to hang up on me. (She was friendly and helpful when she was trying to make money off of me, but when she found out that I wanted to suspend my account, her attitude completely changed.) I think it's very unfair that I have to still be charged for

	those items, risk my account going into overdraft, and pay shipping and handling to send back unwanted items, all because no one from the company explained that to me. --- Additional Comments: I would like for the products not to be sent out, to avoid unwanted charges on my card, and to avoid shipping and handling charges to send the unwanted products back. However, if the products are sent out anyway, before this issue is resolved, I would like to be reimbursed in full, for the products, shipping and handling, and any bank fees, due to the charge for those products.'
Complaint Info CRA Dispute Flag	-
Complaint Info CRA Dispute Responded	-
Complaint Info CRA Dispute Resolved	-

Record 90 of 291	
Reference Number	35762741
Created Date	02/01/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008902670
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/01/2012
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	02/01/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	LUBBOCK
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I joined Melaleuca to assist a friend who was looking to start a new business. At the end of November, I was sent a shipment of products I did not order, and my credit card was charged. I discovered that the company used my credit card info from my enrollment despite no authorization to do so. I accepted the products and gave the company a chance. For December, I again did not place an order because I was not satisfied with the products. I received an email that my order for December was canceled, so I accepted this as evidence I would not be charged. I discovered a charge for $52.99 on my credit card from Melaleuca. I waited to see what products I would receive from the company. After a full month, I received no products, so I called in to inquire. I was told that the company changed my order to a certificate for products in the amount of $52.99 without my authorization. I never received this certificate and do not want it. I have requested a refund as I did not order nor authorize this certificate, but I have been told it cannot be refunded. The manager I have spoken to, Beth, has only provided me with benefits of the product and attempted to talk me into purchasing more. Obviously, I have no interest in doing so. At the time of this complaint, my call was disconnected while waiting for a second-level manager. --- Additional Comments: I expect a full refund for the $52.99 that was charged for a product certificate without my authorization. I accept the charges for the products I received as part of my November order because I did receive and attempt to use them. However, because I did not request this certificate and did not authorize its purchase on my credit card, I expect a full refund.'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 91 of 291	
Reference Number	35793029
Created Date	02/13/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008916212
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/13/2012
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	02/13/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	HAWLEY
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was sent an email that asked be to participate in a Webcast for this company. I responded to this email and was given a date to watch the webcast. After the webcast a representative called me on the phone asking me to enroll in this company and also to place and order. I told the representative that i was not interested in placing an order at that time and that i would have to think about this, she then told me that i would not be charged for anything until i placed my order. THen on Feb. 10, 2012 i recieved and email that there had been a shipment for something from Melaleuca. I called and informed the Customer Service Representative that i want any part of this company. she told me that i would have to fill out a Suspend Preferred Customer Benefits Form. I filled out this form and faxes it to the company the same day. I received a Document Receipt Confirmation (b)(6) I woke up this morning and i got an email from my Bank that there was an Incoming ACH Debit for Melaleuca in the Amount of $30.74. I contacted this company and informed them that i did not authorize this charge and that i want my mone they told me that would have to return a welcome package that was sent and i informed them that i had not recieved a package. I was also told by the Agent that contacted me that there would not be any charge to my account until i placed my first order. I have not to this date and nor will i ever place an order with this company. --- Additional Comments: I want my money refunded to me ASAP. This Company does thing without contacting it customer or employees.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info CRA Dispute Resolved	

Record 92 of 291	
Reference Number	35864553
Created Date	02/06/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008906084
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/06/2012
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	02/06/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	LONG BEACH
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have been a customer of Melaleuca for over a year now, their products are good, however their service to a customer is like dealing with gangsters. they are only out for money and it seems like that is all they want. Melaleuca requires that you order products each and every month if you want to be their customer. I tried to have them hold my order for last a month due my financial problems, they would not hold off on my order in January, they made me order products at a lesser amount with fewer products. I called them about January 20, 2012 with pleanty of time for my order to be cancelled for February. they not only refused to stop my order, they sent out an order anyway, they illegally charged my Bank card for the fees for products on February 2, 2012 without my premission, the charge card they have on file is my credit card (Bank for the west). I didn't have any room on my charge card for the products, so they rip me off with an illegal charge to my bank card (Farmers and Merchants Visa). I had told them that because I had financial problems I would be able to buy products, I even told than how hard it is for me, and that they were taking my money that I need to help support my family, They have no heart at Melaleuca, all I am to them is a sale and money in their pockets, no matter how it hurts someone. --- Additional Comments: I want them to refund my money and close my account without fraudulent changes in closing my account. I will be filing a compliant with the Department of Corprations And Consumer Affairs. I would like letter sent to me from Melalecua within the next 30days. (b)(6)
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info CRA Dispute Resolved	

Record 93 of 291	
Reference Number	35999512
Created Date	02/09/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008911735
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/09/2012
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	02/09/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	OROFINO
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I had requested to suspend my membership in December of 2011. They (melaleuca) stated that if I didn't get the form in by the 25th that I would recieve another package and my debit card would be charged. I faxed that form in before 12/25 and still was charged and recieved an order for January. I now have been charged as of 2/2/12 for another package at $70.75 which I did not order. I asked then and sent prper forms to suspend my membership and remove my billing information. Ihave contacted them via e-mail with no response and I would like my card refunded for both purchases. When I spoke with them about refunded they stated I had to send the package back,the package I shouldn't have recieved. --- Additional Comments: I would like the total of the 2 packages refunded. Amount equaling $141.50'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 94 of 291	
Reference Number	36105983
Created Date	02/14/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008917469
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/14/2012
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	02/14/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	BEAVERTON
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	This is a complaint that involves myself and one other person. (b)(6) (b)(6) opened an account with Melaleuca back in September, and because she didn't have a bank account of her own we agreed to use mine and I would deduct whatever her order total was from the daycare services that I owed her. At the end of December (b)(6) called melaleuca to cancel her account. She informed the c/s rep that she needed to cancel and wanted to make sure she wouldn't be charged for the month of December. She was assured that her account had been cancelled and she would not be charged for any orders in the month of December. Around January 5th I checked my bank account and noticed that melaleuca had withdraw $109.96 for Anjanets backup order. When she called melaleuca, she was informed that her account had not been cancelled because she did not follow proper protocol, which she had not been informed of when she called to cancel. She downloaded the correct form as she was instructed at that time and sent it in and her account was eventually cancelled. In the mean time she had received her backup order the same day that she talked to a c/s rep at which time they informed her to open the package and write on the invoice to be returned and issue credit back to bank account. She did that and sent it back same day. Melaleuca received the package and proceeded to resend the order. We then payed for separate postage to have tracking proof that it went back. It has now been almost 20 days, and when I called melaleuca this afternoon they informed me that the credit was just put on her account, the account that she had cancelled. This has been an ongoing battle with them that has sent my account negative and I have received several overdraft fees as a result.

	Their c/s has been very unfriendly and uncooperative in helping us settle this in a reasonable amount of time. --- Additional Comments: I would like $224.96 refunded. This total equals the full $109.96 for the order that wasn't supposed to be shipped, plus the $10.00 that I had to pay in additional shipping, and $105.00 for the overdraft fees I received as a result of them not cancelling (b)(6) account as they said they had.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 95 of 291	
Reference Number	36579350
Created Date	04/05/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008983437
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	04/05/2012
Updated By	BBBBOID-USER
Updated Date	04/16/2012
Agency Contact	External Agency
Complaint Date	04/05/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	CASTAIC
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$53.39
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was sent an e-mail saying they needed payment for a certificate that they sent me on March 31. 2012. I did not receive it since it was sent to the wrong address. I told them I did not have the money right now, but I will pay then when I was able at the end of the month. I have to have a credit card on file. I keep changing the expiration date on the card so they can't charge me until I am ready. You can not delete your card. They charged it anyways. I called them and they said they would not refund the money and they have the right to run the credit card as many times as possible including changing the numbers on the card to get the payment. I told them I want to cancel the account. They said they would send me paper in my e-mail that I have to fill out and send in by April 25. Have not come yet. I called the bank and they have advised me to cancel my card, file a dispute, and to file a police report. Is is illegal for them to change numbers on a card to get a payment. I am unemployed right now and things are tight. Things are going to bounce and my husband needs gas to get to work until he gets paid on Wednesday. It's such a shame since they have excellent products, but they way they run their business is horrible. I am very disappointed. --- Additional Comments: I would like my money back since I didn't receive the certificate, it was illegal to get a payment by changing the numbers on the card, and I don't have the money right now. Thank you'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 96 of 291	
Reference Number	36616388
Created Date	03/12/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008950490
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	03/12/2012
Updated By	BBBBOID-USER
Updated Date	04/14/2012
Agency Contact	External Agency
Complaint Date	03/12/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	BERMUDA DUNES
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was called about starting my home based business. I kept asking what kind of business is it. Lucy wouldn't tell me until finally I was able to talk to her. She said it only costs a dollar to sign up. When in fact it was over $72.00 because you had to order product in order to be a member but she told me I could cancel at any time just let her know.So I decided this business wasn't for me. I went onto my bank account and tried to cancel the debit account that I put in. I couldn't cancel anything. I called Lucy and told her that I wanted to cancel my membership, she said I would have to print a form and fax it into Melaleuca. I didn't have access to a computer at the time. I told her I didn't sign anything saying they could take money out of my account monthly. But she said in order for me to cancel my account I have to print a form and fax it in. When in fact I couldn't even find the form. I used my friends computer. So they still ended taking money out of my account now I can't pay my rent on time. I don't understand how people can get away with this. Taking money out of someones account when they don't want this. I need help. --- Additional Comments: I would like a refund of what they just took out of my account ($65.10) and for the trouble they have put me thru. Now I can't pay some of my bills because they are taking money out of my account I think all of my money should be refunded. ($84.93) this is what the first bill was. A total of $150.03 This is not fair they could do this to anyone. I can't believe how people takes advantage of others.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 97 of 291	
Reference Number	36616393
Created Date	03/06/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008943285
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	03/06/2012
Updated By	BBBBOID-USER
Updated Date	04/14/2012
Agency Contact	External Agency
Complaint Date	03/06/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	FRANKFORT
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006

Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Very upset with the roadblocks it takes to cancel my membership. I did as they told me and faxed (old fashioned method) a cancellation sheet to them. They claim they didn't get it (very convenient) and still sent a backup order over a month later and charged my debit card for the amount. I called customer service and they would refund the order, but not the shipping or tax! I did my part and faxed my cancellation sheet to them. They claim that I should've received a fax back from them confirm it's receipt, which I didn't but also wasn't aware to expect one, because I don't have my fax set up to receive fax...only send. I asked if they had an email to email the scanned sheet instead (as that method is more reliable) and there is one....dataentry@melaleuca.com. It took a lot of complaining and reasoning to get thsi information from them and I'm still not happy about how difficult they make it to end my membership with them. It seems like a nice, although apparently, legal SCAM! So, BEWARE! --- Additional Comments: I just want them to leave me alone and never send me any of their products or information about them again.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 98 of 291	
Reference Number	36616406
Created Date	03/06/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008943464
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	03/06/2012
Updated By	BBBBOID-USER
Updated Date	04/14/2012
Agency Contact	External Agency
Complaint Date	03/06/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	MOBILE
Consumer Address, State Code	AL
Consumer Address, State Name	Alabama
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was billed for an automatic ordered that i did not want and when i contacted melaleuca about this matter they said they could not stop the order because it has already shipped and i would have to return it for a refund. This was in the beginning of december and i did not receive the package until late january. i returned the package for a refund but never got refunded. when i again contacted melaleuca about this refund they said they did not owe me a refund. ive been calling and emailing them and they refuse to give me a refund its now march and ive been battling with them since december and still have no refund. i would appreciate any help in this matter. --- Additional Comments: a refund for a package i returned in the amount of 65.00$'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 99 of 291	
Reference Number	36616432
Created Date	03/08/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008947193
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	03/08/2012
Updated By	BBBBOID-USER
Updated Date	04/14/2012
Agency Contact	External Agency
Complaint Date	03/08/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	JONESTOWN
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I had called Melaleuca to let them know I canceled my credit card due to them Automatically charging my account for the products (without my permission mind you). They said it was in the contract for them to do that. I said well I don't recall that and If it was and I would of seen that then I wouldn't of allowed that because I don't allow business's to automatically charge things to my account, I proceded to tell them that I don't even have my bills set up that way due to there could be times I don't have the proper funds. I then had seen they still had sent me another box full of stuff from there business. I called them and asked why I'm still getting stuff from them when I canceled my card. Not 100 percent sure of there response but I then had said 'Ok, knowing that in the past you automattically charged my account without my permission and then when you try and charge my account and got denied, why wouldn't you think to call me instead of just sending it out to me. I said if I was in that situation I think I would of called and asked the person what is going on in this situation. This company has cost me overdraft fees with my bank. Plus me getting stuff that I didn't have the funds for or really even wanted but had to deal with trying to balance my budget to fit this in. I then talked with someone from the company around Febuary I believe the 14th or sometime there after. I had exhausted to them I don't want this stuff they had sent me and said again why would you send it to me and not question it along with how they kept automatically charging me again it was a circus of this and that. I then said about returning the product along with any additonal ones I did not want. I was told yes that would be fine, I was told I can return stuff up to 90 days of having it sent to me. Long Story Short I returned both boxes the

	ones I paid for and the one that had a owing balance. I had called them yesterday March 7th 2012. I was speaking to a gentleman I believe his name was Austin or maybe Dustin. --- Additional Comments: continued. I told him about me returning the stuff and asked about my refund. The way it was explained is still confusing stil confused by it. The total for the product was 65.11 and it came out I'm only getting a refund of $41.32 plus he said he is going to throw in a free Mela Soap Powder... Truth is, I don't want more products and only about half of my return what I want is my full $65.11 plus the overdraft fees I had to pay for. Hope to hear from you soon. Thanks (b)(6)
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 100 of 291	
Reference Number	36685324
Created Date	03/12/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008951242
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	03/12/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/12/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	JOPLIN
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Under my Customer Membership agreement Terms and Conditions-Section Payment Authorization- I agreed only to have Melalueca try and to collect up to 60 days and multiple times within that time frame. They collected $62.36 on March 1 2012 for a November 30 2011 order. This is past the authorized collection period. I did not authorize Melalueca to collect for 91 days. they have withdrew payment of $62.36 from my card. Also I have sent in the Cancellation form on the 1st, so there should be no further withdraws from Melalueca. --- Additional Comments: I would like my refund on my card, and I would not like any products.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

As a Consumer Sentinel Network member, you must properly protect any information printed, downloaded, or otherwise removed from the Network as stated in OMB Memo M-06-16. Please delete or destroy this information within 90 days unless its use is still required for law enforcement purposes. When destroying the information you should burn, pulverize, or shred the information saved in paper format and destroy or erase information that has been saved electronically so that it cannot practicably be read or reconstructed. Proper erasure of electronic information must include the overwriting or "wiping" of the information from the electronic media on which it is stored.

Provided by the Federal Trade Commission

CONSUMER SENTINEL NETWORK

Law enforcement's source for consumer complaints

CIS COMPLAINT

Record 101 of 291	
Reference Number	36739950
Created Date	02/27/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008933131
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/27/2012
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	02/27/2012
Transaction Date	-
Member of armed forces or dependant?	-
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, City	RAMONA
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	-

Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	On 12/1/11 I ordered 6 bottles of RENEW, a skin lotion, and was referred to representative CANDY LOBB, who took my order, signing me up as a PREFERRED CUSTOMER. The order was received and paid for in due course. In February, 2012, I received email notification of a shipment being sent to me that I had not ordered. I immediately telephoned customer service, saying I had not ordered the product, and would return it unopened if sent me. I was told I had agreed to make at least one purchase each month, and if I did not do so, a shipment would be sent to me anyway. A package arrived a day or two later, and I returned it unopened (REFUSED). On 2/7/12 I faxed the company a SUSPEND PREFERRED CUSTOMER BENEFITS FORM. On 2/15/12 the company emailed me their receipt of my return from invoice number (b)(6) and advised a refund to be expected within 10 business days. On 2/24/12 I received my monthly DISCOVER PREMIUM CARD statement on which included an entry dated 2/2/12 in the amount of $65.10 for the unwanted and unordered Melaleuca shipment. I never agreed orally or in writing to make monthly purchases on pain of having shipments sent to me unordered. --- Additional Comments: Credit my Discover Card account in the amount of $65.10, and NEVER send me ANYTHING I have not ordered.'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 102 of 291	
Reference Number	36739954
Created Date	02/23/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008929818
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/23/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/23/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	WASHINGTON
Consumer Address, State Code	DC
Consumer Address, State Name	District of Columbia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	

Consumer Home

Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402

Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info	

Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	http://knoxville.app.bbb.org/complaint/view/8032105/b/1907fc --- Additional Comments: Unspecified'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 103 of 291	
Reference Number	36739985
Created Date	03/02/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008939276
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	03/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/02/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	WOODFORD
Consumer Address, State Code	VA
Consumer Address, State Name	Virginia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I signed up for a membership to Melaleuca on February 5, 2012. The sales rep and the catalog both stressed that I would be able to buy products at cheaper prices than in my local grocery store. The catalog compares prices of their products to other comparable national brands which is what the sales rep was showing me (I convinced she was just following what the company was telling her). After doing some of my own price comparing I discovered that they were significantly more than products in my local store and to boot I would have to pay shipping. They also advertise a money back guarantee if not satisfied. So i have waited a whole month for my membership kit to which I just received an email today saying it was being processed for shipment as of yesterday (February 28). I called to cancel the membership and get a full refund as I have not used the membership due to the high prices and not yet receiving my membership kit, after getting the run around and being pressured to make a purchase after it was clear I was unsatisfied, I was told in order to get a refund I would have to wait to receive the very late membership kit and then return it at my own expense to get a refund of the membership fees. This all seems contrary to a money back guarantee especially when I feel I was falsely advertised to about pricing in their catalog. --- Additional Comments: A full refund with no out of pocket expense to me. They should give me a return shipping label for the membership kit to be sent back and a full refund on the card which i was charged a total of $30.45.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved	

Record 104 of 291	
Reference Number	36739995
Created Date	03/05/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008941608
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	03/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/05/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	DENVER
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	This business refuses to cancel and order which I did not want, send me the order even when I clearly said I did not need it and treatment to send any unpaid balances for stuff I do not want to collections and credit reporting agencies. They make it difficult to cancel the membership and lie when trying to bring you into the company by not telling you all the terms of the contract. --- Additional Comments: I want the order and membership cancel with no unpaid balances left.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 105 of 291	
Reference Number	36740001
Created Date	04/02/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008977990
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	04/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/02/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	MIAMI
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	This is a MLM company that does not express how hard it is to cancel. They force you to pay for something that you dont want and it is against the law for them to do that in the United States of America. If a person is living in THE USA and clicks on there computer to agree and there computer is in the USA then that company has become liable to the UNITED STATES CONSTITUTION! They have to answer to the laws of the USA and they are bullying and they are like Thugs with there canceling policies. If it is so easy to sign up and push a button it should be just as easy to cancel but it isnt they are asking me to send in a cancelation by mail that they can loose very easily. They even have rules to that also. You should not give this company a good rating I will never trust the BBB sign on any website again! --- Additional Comments: I will not trust the BB sign because this company is a bad company and not honest! please retract the BBB Logo from this company or else I am going to write negative comments to all BBB websites because you the company have not been careful on who you rate. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 106 of 291	
Reference Number	36923551
Created Date	03/14/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008954286
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	03/14/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/14/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	YORK
Consumer Address, State Code	SC
Consumer Address, State Name	South Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	see Attached document --- Additional Comments: see Attached document'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 107 of 291	
Reference Number	36923553
Created Date	03/23/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008968736
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	03/23/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/23/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CALGARY
Consumer Address, State Code	AB
Consumer Address, State Name	Alberta, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	An order was automatically sent out to me and I can not afford this product sent to me every month any longer. I'm willing to pay for this order, since I didn't notify them in time only when this company cancels my membership. I've asked for confirmation in an email that this has been done and each time I speak with them they only speak of sending the money.It feels like harassment as they have phoned me repeatedly and I feel if I send the money they will just repeat sending another order which I don't want, and I'll have to send it back or pay for it. --- Additional Comments: I'd like Melaleuca to please cancel my membership'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 108 of 291	
Reference Number	36924223
Created Date	03/13/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008952169
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	03/13/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/13/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	DILLWYN
Consumer Address, State Code	VA
Consumer Address, State Name	Virginia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have contacted this company a total of 4 times to cancel the membership started in Feb. 2012. They continue to say that they have not received my letters, emails and copies of letters and also, stating that I did not sign the letter with my signature. This is nothing but lies and attempts to steal more money from my bank account. Again, today 3.12.12 a rep contacted me stating that they would continue to send products that I have not ordered and do not want and that I would have to send another letter before the 25th of this month to cancel. I have no doubt that we would continue with this scam unless I put a stop to this disruptable behavior. To date I have informed my bank that the company does not have permission to use my account to withdraw funds for their products. Therefore, Malaleuca can continue to send all the products they want but will receive no payment for such. I advised their rep. today of this outcome and that I would be contacting the BBB and posting this situation on FACEBOOK. This I have done along with other letters of complaint that I found on the internet stating the same problems that I am having with this SCAM company. --- Additional Comments: If they do not desist with this I want appropriate compensation for my time and for enduring this harassment.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 109 of 291	
Reference Number	36924228
Created Date	03/13/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008952857
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	03/13/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/13/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	RENSSELAER
Consumer Address, State Code	IN
Consumer Address, State Name	Indiana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	My wife and I have been trying to cancel with Melaleuca for three months. We have called, written letters, faxed their cancellation form (several times). They tell us they have no record of calls, no letters and never received our faxes. They know that we want to quit and instead of cooperating with us, they keep pretending they don't know what we're talking about. We're frustrated and fed up with this kind of service. --- Additional Comments: We want our membership cancelled. We would like a refund for the past three months of stuff we got that we did not order because we were trying like mad to cancel and they know it. And if they charge our card another time (while they are in the process of resolving this complaint), in addition to the last three times, we would like that refunded as well. We want nothing else to do with Melaleuca.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 110 of 291	
Reference Number	36987557
Created Date	03/19/2012
Complaint Source	Idaho, Attorney General
Originator Reference Number	212466
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	03/19/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/19/2012
Transaction Date	03/01/2012
Member of armed forces or dependant?	
Consumer First Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	MARIETTA
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	

Consumer Complaining Company/Org	Bole H. Bradley
Consumer Military Service Branch	
Company Name	Melaleuca Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	03/01/2012
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$53.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation	

Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complainant is on a program where he is required to purchase a minimum order each month. His bank account is automatically debited each month. He decided to cancel the monthly order/withdrawal. He followed the business' requirements to cancel. His account was debited after he requested a cancellation of his membership. --- Law Violation Code: Unauthorized Charges/Account Withdrawals
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 111 of 291	
Reference Number	36987560
Created Date	01/02/2012
Complaint Source	Idaho, Attorney General
Originator Reference Number	211987
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	01/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/02/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	MOUND
Consumer Address, State Code	MN
Consumer Address, State Name	Minnesota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	

Consumer Complaining Company/Org	Sladek Mary
Consumer Military Service Branch	
Company Name	Melaleuca Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation	

Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complainant canceled her contract five months ago. The business is still debiting her account and sending products that she does not want. --- Law Violation Code: Contract
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 112 of 291	
Reference Number	37022639
Created Date	03/28/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008973430
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	03/28/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/28/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	HONLULU
Consumer Address, State Code	HI
Consumer Address, State Name	Hawaii
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I applied for the membership on March 16, 2012. I was never informed that I could not cancel the membership after the 25th of this month. I just found out that my membership will be canceled only if I send them a written and signed form by the 25th of April. In the meantime, the Melalecua Customer Service Rep informed me that they will be withdrawing from my checking account for the products that I did not even order, regardless of my request to cancel my membership account. --- Additional Comments: If Melaleuca should withraw any funds from my checking account for the products that I did not order, I want a refund for the 'purchase' and any bank overdraft/transaction fees.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 113 of 291	
Reference Number	37028127
Created Date	03/28/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008973429
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	03/28/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/28/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	MANCHESTER
Consumer Address, State Code	NH
Consumer Address, State Name	New Hampshire
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$22.20
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Melaleuca automatically sent me a shipment of product that I did not order or request. They charged $70.73 to my credit card for it. Upon receiving the shipment, I wrote 'return to sender' on the box (which I never even opened), and dropped it off with UPS. I later found that Melaleuca credited my account with them for $48.53. I emailed them twice to request that amount ($48.53) and the missing remainder ($22.20) be credited back to my credit card. They refuse to refund the $22.20 with the invalid excuse that I owe the shipping charges both ways and an extra restocking fee. --- Additional Comments: I would like the full amount they stole ($70.73) credited back to my credit card.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 114 of 291	
Reference Number	37381617
Created Date	04/06/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008984977
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	04/06/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/06/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	GROESBECK
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$200.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	In January I started going thru the correct channels of trying to cancel membership with Melaleuca, inc. I was not impressed in the least with their products nor with the fact that each month the shipments cost $60-$70. It has now been three months, they continue to send shipments, which have been returned to them as refused. They now owe me more than $200 in refunds from where they have charged my debit card. I requested refund for first returned shipment back in January. At the beginning of April, due to the fact that they sent an email stating they were sending another shipment, I had to pay to have my debit card cancelled and another number and card assigned to me. This is my debit card thru the Texas Attorney General for child support payments. Yesterday 4/5/2012, I received an email stating there seemed to be a billing problem. I am tired of sending request, talking to customer service and getting nothing but the run around and mostly, I'm tired of being ignored and having my money stolen for shipments that I refuse. Can someone PLEASE help me? --- Additional Comments: I want my membership w Melaleuca cancelled permanently and I want a refund of the money they owe me. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 115 of 291	
Reference Number	37411976
Created Date	04/05/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008984063
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	04/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/05/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	HARTSVILLE
Consumer Address, State Code	SC
Consumer Address, State Name	South Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	After discovering some charges that were made against my credit card account, I decided to see what happened as far as Melaleuca trying to charge me $65.25 for a backup order. I took the issue up with customer service and informed them that at the time that I was to only be charged $1.00 for membership costs, it was unknown to me that I would be charged another $65.25 for backup order that was not properly explained to me. I was highly upset about the situation. I let them know that I will return the order and expect to not be charged for the cost of the order due to me not even using the the products. I have contacted customer service several times about this issue but have been given the run around and no clear resolution on the issue of cancelling my account and returning the order. I have copies of emails of my contact with them letting them know of my request but it has yet to be honored. --- Additional Comments: The settlement that I desire is for my account to be cancelled and wiped cleaned from their records and any monies that were charged to my account to be returned to me due to their incompetence in the matter of solving this issue. I was misinformed of the fact when I originally signed up with them and highly disappointed that this issue is still going on today. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 116 of 291	
Reference Number	37455865
Created Date	05/14/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/14/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	05/14/2012
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Springville
Consumer Address, State Code	UT
Consumer Address, State Name	Utah
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca Inc
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	84604
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.melaleuca.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters

Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have provided some of this information to the FBI. However, I believe these issues may be best handled by the FTC. I have documentation showing that Melaleuca, and its CEO Frank VanderSloot, have perpetuated multiple frauds on the companys customers, employees and shareholders. These frauds value in the hundreds of millions of dollars and include, but are not limited to, knowingly making multiple fraudulent product claims, defrauding employees of ESOP shares, and defrauding other shareholders of their ownership.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 117 of 291	
Reference Number	37466567
Created Date	04/09/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008986705
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	04/09/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/09/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	WESTFIELD
Consumer Address, State Code	MA
Consumer Address, State Name	Massachusetts
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Wife canceled subscription to MELALEUCA in February and now were in April and they are still shipping a so called backup order to my house and charging my bank account without my wife's or my permission, since we cancelled the order back in February. --- Additional Comments: What the subscription cancelled like we were told it was and my refund for charged amount'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 118 of 291	
Reference Number	37478945
Created Date	04/11/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008989896
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	04/11/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/11/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	WAYNESBORO
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was told when I signed up that I needed to purchase a certain amount for the first six months and then order what I want after that. I did that and just received more product that I did not order in the mail. When I called them they stated I would get these products every month whether I order them or not for as long as I was a member. I asked to no longer be a member which I was told I need to fill out a form and send in to do. Could not be done over the phone. I then asked if I could just write return to sender on the product received and she said I could but I would still be charged for shipping the product to me and shipping the product back. I do not feel I should be liable for this since I did not order and it was not what I was told. --- Additional Comments: I do not feel I should have to pay for the shipping and I don't ever want to get any product from them again.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 119 of 291	
Reference Number	37596817
Created Date	04/11/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008989049
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	04/11/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/11/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	WEST SACRAMENTO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$400.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I ordered some products from this company in Feb 2012. I received items that I did not order, that i returned and asked not to be sent anymore products from this company again. The company received the letter and the items back and refuded me for the unordered porduct.A few days later I get a call asking for a new credi ard number because my card had expired. I told them no, that I was not giving them a credit card number and that I wated no further dealing with this company at all.In April 2012 two months later I see a charge from this company. I did not order any product. Furthermore they did not have a curent credit card number on file for me so they attempted to charge my cedit card using various expiration dates until they finally stumbled upon the correct credit card expirations. My bank calls this 'fishing' and tells me it is illegal and highly unlikely that an reputable company would do this. It's sneaky and illegal.They charged my card illegally and fradualently. --- Additional Comments: I would like a full refund as well as something extra for the hours it has taken me in phone calls and having to cancel my credit card and get my finances all straightened out after they caused me to be late on other bills for this. I would also like written notice that they will not be charging ANYONES credit card that has expired in the future. If a credit card expires then be honest and behave in a business like manner and contact the customer and obtain the new credit card information.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 120 of 291	
Reference Number	37600086
Created Date	04/23/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009003956
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	04/23/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/23/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CAMAS
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I ordered from Melaleuca based on a friend's recommendation and was told that there was no risk because, if for any reason, I was not satisfied, 100% of my money would be refunded. After trying the product, it did not relieve my joint pain as I was told it would. So I decided to cancel my monthly order. I called the company and cancelled the order by telephone and they told me that I would need to download a cancellation form, sign it and mail it to the company. Which I did on the same day. A week later, saw another charge to my credit card so I called the company and asked why they would send me another order after I had cancelled. They told me that because they had not received my signed cancellation order prior to the 25th of the month, that it is their policy to ignore my telephone cancellation and send the product anyway. When the product was delivered, I refused the shipment and about 10 days later, they credited my account with a refund. Unfortunately, they didn't refund the entire amount. They charged my account $75.77 and the refund was for only $58.49. When I called, they informed me that the difference of $17.28 was for shipping the small lightweight package. I do not consider this to be a 100% refund, as advertised. Furthermore, I think their policy of refusing to cancel my order by telephone is nothing but a scam. I will be putting a description of my Melaleuca experience online and will warn everyone I know about this company's unconscionable business practices. --- Additional Comments: I would like a FULL refund for the money they took from my account.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved	

Record 121 of 291	
Reference Number	37882700
Created Date	07/26/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008678267
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	07/26/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/26/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SANTA FE
Consumer Address, State Code	NM
Consumer Address, State Name	New Mexico
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	We 'joined' Melaleuca as a 'special' customer to receive discounts, on products ordered. We are totally dissatisfied and feel mislead as to the facts, and honesty, integrity, value of the program. We were automatically shipped product and called to complain numerous occasions and always given the run around for example, the employees are at a picnic please call back another day after spending time navigating the automated attendant. I called and cancelled our 'membership' and was told to return product, which I did on June 1, 2011 at a cost of $12.46 from the UPS Store #2317. Again after not seeing my refund on my credit card numerous times, today, July 23, 2011 I reached a representative who confirmed they did in fact receive the product back and Melalueca made no attempt to refund to my valid Visa credit card they had charged in the first place, NOR any attempt to contact me/us. I think they appear to be 'lilly' white but hide behind the BBB logo and membership to overpromise and underdeliver. I was transfered again to talk to someone else about my refund and told they had received the product back and could issue a refund of $42.30 about $10.00 less than I had been charged. I want a full refund and a full refund of the 'membership' fee. --- Additional Comments: Refund my return in full approx. $52 not $42.30 they say they will credit me, my $12.46 UPS charge to return product, and my membership 'fee' premium or initial extra

	costs to become a 'member'.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 122 of 291	
Reference Number	37882706
Created Date	07/29/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008684819
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	07/29/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/29/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	WILMINGTON
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I signed up with Melaleuca as a marketing exec/preferred customer on 6/27/11 hoping it would be a viable career option for me as I have been out of work for over a year. Realizing I couldn't afford to continue I returned my order, received by the warehouse on 7/13/11. While waiting for my refund I tried to log onto my Melaleuca acct but was not able to, the user name and/or password was invalid. I thought my acct had been closed. On the return form I chose the option to have my refund credited to the original method of purchase. I waited two weeks and when I hadn't received the refund I called customer service on 7/28/11. I spoke with cust serv rep, Sandra, she said the refund had been posted to my acct and not my debit card. Sandra processed the refund and told me that my acct had not been closed and because it was after the 25th it was too late to cancel for July so an order would automatically ship on the last day of the month. I explained that I didn't want the order and if the order processed the funds were not available in the acct and if the order processed I would incur fees I couldn't afford. I had to hang up so I called back and spoke with Alex. I explained my situation and how upset I was that no one was willing to help me. She placed me on hold to see about making an exception on closing my account by phone. The call disconnected, I called back and spoke with Mark, I explained my circumstances again and asked if there was any way possible someone could help me get the acct closed. I was told nothing could be done. He also refused to transfer me to someone higher up or to offer additional info to aid in escalating my issue. Now I will be shipped an order I don't want, have to pay shipping both ways and will incur a 35.00 fee from my bank as the funds aren't available. I can't afford this. There

	should be some flexibility when situations are going to have such a negative impact on their customers. The lack of customer service is appalling. --- Additional Comments: A change to their policy regarding flexability in the closure of accounts. A signed request should not be required as there is no signature kept on file to validate using a signed form and customers can verify account information verbally.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 123 of 291	
Reference Number	37882905
Created Date	01/06/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008868944
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/06/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/06/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	RIO RANCHO
Consumer Address, State Code	NM
Consumer Address, State Name	New Mexico
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	First of all: I applied at Melaleuca for a marketing position. The representative informed me the job consisted of creating ads marketing their products then posting them on a range of medias in my area. Upon several phone-interviews and an online-seminar, and after multiple questions I asked, the reps continued to stand by their original claim about the job description. So i signed up and became a preferred customer. I was never informed of the cancellation process, hence i believed it was a simple phone call that could cancel the acount. The very next day, during the first training session, i was told the real job consisted of a pyramid type scheme. I had to become a member in which i had to pay around $50 a month for their products (35 product points worth.) The ads that i had to create were 'want ads' for their company. I had to recruit other people to become preferred customers and i would recieve a commission from their purchases. NOT AT ALL WHAT THEY DISCLOSED IN THE ORIGINAL JOB POSTING OR DURING THE INTERVIEW PROCESS!!Secondly- The second i found out about the real job, i called the company to cancel my membership. The rep assured me it was canceled however my card was charged immediately $64.91 for a 'backup order.' The rep informed me that once i received the order to send it back and my card would be refunded. 3 weeks later, i checked my account and not only was the $65 not there but they had also charged me a seperate $23.64 for another back up order. I called and was informed my account was still active and i needed to print out a cancellation form and send it to them. I was also informed that they had received the returned order TWO weeks ago!! I asked why wasnt my card refunded. They said i had to call back and confirm the refund.

	THEY NEVER DISCLOSED THIS BEFORE!! All i wanted was a job and instead i was lied to and charged just under $100 for products i never opened!! Today, i was told that they had no record of the other $25 charge yet its on my statement. --- Additional Comments: I am unemployed with very limited funds. Due to the charges from melaleuca, my account was negative and i could not pay my electric bill. This has really disrupted my finances and my search for a PAYING job. My card, at first, was charged $65 but they are only refunding $56 saying that i am responsible for the remaining shipping charges. I never even wanted the products yet i have to pay $9 out of my pocket to ship the order back?! I want the full $88.55 plus $61.45 for damages. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 124 of 291	
Reference Number	37883026
Created Date	07/26/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008678856
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	07/26/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/26/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SAYVILLE
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	MY complaint with Melalecuca deals with a refund of a canceled order in the amount of $62.77.Paid to them on line on 7/2/2011.I call them on 7/5 which was the next business day because of the hoilday. I was told at this time I would recive the refund minus a $10.00 rerouting fee, which I agreed to. After a two week wait I called them the week of 7/18/2011. I advised them that I still had not received my refund yet. I was told at this time that I would have to be charged an additional shipping and handling fee. Even though the merchendise was never shipped out of the warehouse. I am agreeing to pay the rerouting fee. I called the corporate headquarters, which transfered me to a CSR. operator, who I told my story to, who then tranfered me I belive to some one in accounting. Who told me again about the S&H charges. At which at this time I asked to speak to a supervisor. My call was tranfered (again) to what I assurme was a supervisor EXT. which was never picked up. All I am asking for is the full refund minus the $10.00 rerouting fee I originally agreed to when I first canceled the order. --- Additional Comments: Refund in the amount of $52.77'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 125 of 291	
Reference Number	37883044
Created Date	07/26/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008680622
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	07/26/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/26/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	MIDLOTHIAN
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	After cancelling my membership with Melaleuca Inc, they shipped a backup order to me. I called the customer service line and they informed me to return the package for a full refund. After I received the package, I went to the ups store and had the package returned. Which cost me 13.79 to return. 4 weeks after the package was returned did not see a credit to my account. Made 3 calls to the customer service department in which the only credit I received was for 34.00 and not the 68.74 for the order that was shipped and then returned. Made an additional 2 calls after my final call, I was told that it would take 10 days for full credit. They still have never made the full refund to my account. This has been going on since February 2011. --- Additional Comments: To be fully reimbursed for the total amount and not a partial.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 126 of 291	
Reference Number	37883105
Created Date	07/09/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008659580
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	07/09/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/09/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	ANAHEIM
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have just been contacted by phone and email today by Melalueca telling me: I Owe Them $62.85. As of June 27, 2011, I notified the Melaleuca Representative that signed me up for the program and the email message wa clear: I No Longer Have Any Means of Finances to be obligated to pay any Financial payment. This is shady business. I was sick, in the bed with the Flu. As there are many cases across the USA,okay. However, come June 27, 2011, I was notified that i no longer had an income. This is the same day that I contacted Holly Tsihlis. Instead of receiving a confirmation from Ms. Tsihlis, I received a phone call today, July 7, 2011 at 4:09 PST and when I checked my mail, I have a 9:59 a.m. PST email demand for payment from Melaleuca in the amount of $62.85. When I enrolled in the '$1.00' enrollment program with Holly Tsihlis on the phone with a Melaleuca representative during the first week of June 2010, the agreement over the phone was that I would be calling in OR mailing in a payment for the required $35.00 monthly product purchase program. Now, instead I am receiving phone calls demanding I pay an amount I have not agreed to, have not authorized and have not sent a payment in for products! Additionally, I also receiving demanding emails from Melalueca in spite of the notification that I am Financial Incapable of doing the monthly $35.00 product payment or ANY amount for that matter. Indeed, I did Inform the Melalueca Representative on June 27, 2011 of my Incapability to agree to a Financial Commitment with Melalueca. --- Additional Comments: I will be returning this product package that the Representaive told me they went ahead and sent to me, regardless of what I informed them early June 2010. Accept this package back and REMOVE the

	amount that you state that I owe you, when I clearly stated to the Melalueca Representative that I would be sending IN my payment and Most Definitely that I Notified Holly Tsihlis of My Inability to move forward with ANY Financial Agreement, due to not having ANY Financial Income.'
Complaint Info CRA Dispute Flag	-
Complaint Info CRA Dispute Responded	-
Complaint Info CRA Dispute Resolved	-

Record 127 of 291	
Reference Number	37883108
Created Date	08/04/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008692670
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/04/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/04/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	STROUDSBURG
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	They have been charging my account for a back up order and I stated that I no longer want to be a member with their company. I can't delete my charge information from their website even though there is a button that says 'delete'. When I click on it, it will not delete. My rep that signed me up stated 2 weeks ago that my records show that I am canceled and now they are telling me that I need to send in a form. I spoke with a rep on 8.3 and he stated that a supervisor will call me and as of yet I still have not heard back from a supervisor yet. They are telling me that they are going to charge my card regardless of the fact that I canceled with them. I spoke with Linden and Monica in customer service and they are all refusing to help me with this. --- Additional Comments: I have asked them not to take the $ from my account but they are refusing and don't seem to care.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 128 of 291	
Reference Number	37883171
Created Date	08/24/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008715696
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/24/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/24/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	ALISO VIEJO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I joined Melaleuca as a preferred customer and made the commitment to purchase 35 points worth of products each month. When I signed up as a customer I selected a backup package for times when I forget to place my monthly order. There were 2 seperate unconsecutive months that I didn't place an order and instead of them sending me my backup order they just gave me a certificate for 35 points worth of products. I recently called to cancel a shipment and also to cancel my membership. They told me I had to mail in a form to cancel my membership so I did. However the package was still delivered. The products weren't paid for because my bank issued a new card to me but I don't want to pay for these products because I still have certificates worth over $120. I called to see if they could apply the certificate to my balance but now I'm told that I could only use those certificates for products and not to a balance. But I received products which is why I'd expect them to credit my balance. The products I received are worth about $65. I don't want to pay the $65 because I would still have $120 balance. When I joined I assumed that I would be committed to purchasing 35 points worth or products monthly not purchase a certificate. They are unwilling to work with me as now they state that it is their policy to only use certificates for products but I in fact received products. This is very frustrating and I don't want my account to end up in collections. --- Additional Comments: I want Melaleuca to credit my account from the certificates that I have'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved	

Record 129 of 291	
Reference Number	37883437
Created Date	08/01/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008687496
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/01/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/01/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	NASHVILLE
Consumer Address, State Code	TN
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have tried for five months to cancel my Melaleuca account. A rep informed me that it was too late to cancel that month's automatic shipment. The rep instructed me to cancel in writing and the letter had to be submitted via mail or fax before the next month's shipment.I sent my cancellation letter,as instruted and received several calls from Melaleuca asking for details about my decision to cancel. The next month, another automatic shipment arrived. I called to find out why more unwanted products were shipped and charged to my credit card after I canceled my account. The rep instructed me to mail the unwanted shipments to Melaleuca's return address: 5301 N. National Drive Knoxville, TN 37914. The rep explained the current month's shipment would be refunded, while the previous shipment could only be exchanged for products of my choice. My husband returned the items via Fed Ex 06/27/11. Two days later, we tracked the pacakge, which was received 06/29/11 by J.Jordan. I received email confirmation both returns had been delivered and that the refund and exchange would take ten business days. As of 07/29/11, I had not received my refund or the exchanged items. I called Melaluca again! The rep, Shelly,told me the exchanged items had not been shipped because they did not have the details of my order. She completed my order and forwarded yet another confirmation to my email address. Ten minutes later, she called me back stating I missed the 60 day deadline to receive a refund or to exchange items. I disputed her statement and cited the months the items were mailed and the exact date the items were returned to via Fed Ex, gave the tracking number and the person's name who signed for the shipment. Shelly apologized and stated she would contact the returns

	department immediately and notify them of the error. She stated the exchanged items would be sent as indicated in the earlier email confirmation. --- Additional Comments: 1. A full refund for the unauthorized credit card purchases. The complete order was returned, unopened. 2. An even exchange for requested products in lieu of the second order that was returned unopend.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 130 of 291	
Reference Number	37883453
Created Date	07/19/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008672862
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	07/19/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/19/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SHELTON
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Melaleuca\par 3910 S Yellowstone Hwy\par Idaho Falls, ID 83402-6003\par \par melaleuca.com\par 1800-282-3000\par \par Several times in the past, this company has withdrawn money from my bank account when I had in sufficient funds. They were notified that I had little money before the 3rd of each month, but they did not honor my request. this last episode cost me $51.00 + dollars, and have not received any product. I have made several phone calls requesting paper work to cancel my account. It took a month for them to respond. --- Additional Comments: To cancel my account and to refund money in the amount of $71.00 dollars to me or to my bank. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 131 of 291	
Reference Number	37883479
Created Date	08/17/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008708284
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/17/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/17/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	RIO RANCHO
Consumer Address, State Code	NM
Consumer Address, State Name	New Mexico
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	We received two fraudulent charges on our bank account from Melaleuca. One was a renewel fee of $6 and the other was a $199 charge for something. We have NOT been customers with Melaleuca for over two years and have no binding contracts or affiliation with them. I am not sure why they charged are bank and withdrew $205. They did not have permission and they were not authorized to do so. We called in on the 11th do ask them why they did this. Apparently there was a 'mistake' with an order, and they promised us that they would fix it. After 3 business days I noticed that nothing had been done, so we called in Monday the 15th to ask why the credit was still not back into our account, they told us that they were going to process it and get it back into our account as of that day. The service representative told us that it could take up to 10 business days to see the credit back in my bank account. As of today the 17th, there is no credit and I am furiously upset! This is wrong in every sense possible. First off, I consider this theft; they had no permission to take money from us when we gave them no permission to do so. Secondly, after our first call, there had been no action to credit us back (we were not a priority). Thirdly, after our second call, they told us that we are going to have to wait up to 10 business days before we get our money back(not acceptable)? I know for a fact that they charged us and that very same day the money was withdrawn from my account. If they have access to do that on their accounting side, then they have access to refund the theft of my funds in ONE business day.

	I am not happy at all with this situation; I have a family of 6 with a newborn at home and as the provider of my family, I am responsible to pay the bills and put food on the table. I am upset because I need my money back to do exactly this. They had no right to take my money and to assume that it is okay to SLOWLY give it back to me. --- Additional Comments: That Melaleuca is charged with theft! Look, I understand that mistakes happen but this is ridiculous. It does not seem that they would have the right to do such a thing. Is there any type of investigations that could take place or enforcements that would regulate the credit card transactions or speed up the process of refunds?'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 132 of 291	
Reference Number	37883480
Created Date	08/09/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008698375
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/09/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/09/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	UNICOI
Consumer Address, State Code	TN
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	see Attached document --- Additional Comments: see Attached document'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 133 of 291	
Reference Number	37883482
Created Date	08/04/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008692884
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/04/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/04/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	OTEGO
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	see Attached document --- Additional Comments: see Attached document'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 134 of 291	
Reference Number	37883538
Created Date	07/29/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008683168
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	07/29/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/29/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	DILWORTH
Consumer Address, State Code	MN
Consumer Address, State Name	Minnesota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I ordered products from Melaleuca as a favor to a friend who had just started working there. I did not want to continue to buy products from them. I contacted them this morning (July 27). I was told by a customer service represetitive, a supervisor, and a manager that they would not close my account and that I would have to order products from them for their July order. I was not overly impressed with their product and simply don't want any more. I want them to close my account. They claim that 95% of their customers order from them again the next month. I bet they do when they make it so difficult to close the account. --- Additional Comments: I just want my account closed and not be obligated to buy anything else from them.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 135 of 291	
Reference Number	37883560
Created Date	08/12/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008702433
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/12/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/12/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	WEST PALM BEACH
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	when i joined melaleuca i saw on the internet that it was impossible to cancel with them but i did not believe it. now i know its true. i cancelled in writing by fax and on the phone. i told the rep. that i had filed bankruptcy and had no credit cards and was unable to pay. they were so polite and said just fax over a very difficult to find fax and i did within the time frame necessary. then the harassment started. day and night text phone calls email. etc. finally now even shipping an order/ when i spoke to someone today they said they never recieved the fax. of course total lie. you should def remove them from the bbb approved status they do not deserve it. --- Additional Comments: just to warn people about there shady dishonest practices. so they cannot prey on people and victimize them to death behind there phoney bs company lies'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 136 of 291	
Reference Number	37883584
Created Date	08/01/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008687494
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/01/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/01/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	MONTROSE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Very difficult to cancel. I am so unhappy with the services. There is no other options to cancel account other than sending it by fax, which i have done for several times and still did not process. Such a waste of time! That is besides the fact that I had severe allergies to the products that I have to consult my dermatologist for. I had to re-send the cancellation more than 5 times and still did not process. In between that, they kept sending me products that I was responsible for shipping back to them. I have wasted my time, money and effort since I attempted to cancel beginning in December 2010 and not it's August 2011, it's still not taken cared of. --- Additional Comments: Melaleuca needs to clear my account and cancel it. No negative in my credit.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 137 of 291	
Reference Number	37883604
Created Date	08/03/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008690098
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/03/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/03/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	FOLEY
Consumer Address, State Code	MN
Consumer Address, State Name	Minnesota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	My wife signed up for the Melaleuca product. We recieved one order and did not reorder due to not being satisfied with the product. The next month we recived another shipment that we did not order and were charged from our checking account without our approval. The box had spilled products and when my wife went to ask them about the shipment and cancel Melaleuca customer service rep said the day to cancel was the 25th of Jul and she called on the 29th. We are unable to cancel our subscription and unable to return packages for a refund. Plus they deducted another amount for this amount and told us if we want to send the products back we will have to pay for it. The customer service was rude and did not carry herself in a professional matter. I am a displeased customer and we are not satisfied with the product, company and how they handled financial matters out of our checking. --- Additional Comments: I would like a refund and cancel our subscription to Melaleuca. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 138 of 291	
Reference Number	37883653
Created Date	04/17/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008995954
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	04/17/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/17/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SHAFTER
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$140.80
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	these company make charges to my account without notification a email and digital signature without the complete explanation how these company 'choose' the products for us to sell/usedI been having overdrafts in my account for payments I suppose to paid but is sad to see MELALUCA is not way to explain us 'human touch business in all'everything is base with videos and lectures Evelyn call me from San Diego I live Shafter after I contact and ask about the MELALUCA businessPlease Complete Your Direct Customer EnrollmentDear (b)(6) has started your online Melaleuca enrollment process. We are excited for you to enjoy the exceptional value of Melaleuca's products! To complete your enrollment, click on the link below. Please be aware that after 72 hours this link will no longer be active.Complete EnrollmentOnce your online enrollment is completed, you can shop right away. You may place your first order by visiting Melaleuca.com or by calling Melaleuca Customer Care at 1-800-282-3000.We'll work hard to ensure your shopping experience is exceptional and give you many reasons to share Melaleuca with everyone you know!Sincerely,Justin SummersDirector of Melaleuca Customer Care --- Additional Comments: + the extra overdrafts my bank is doing until Melaluca decide to return the money back took me 4 hours for them to give the the UPS label's UPS Label Delivery, (b)(6) UPS Label Delivery,
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 139 of 291	
Reference Number	37883666
Created Date	08/12/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008702606
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/12/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/12/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	MEDIA
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I signed up approximately 5 months ago for a multivitamin pack to be delivered. I never received any confirmations that the product had been ordered or sent. I unexpectedly had to move and the product was still being delivered to my previous address. All of the shipments except for one apparently were returned. The company only agrees to refund me 2 out of the 5 shipments never recieved. The first product that they did receive and have likely resold will not be refunded because I did not call in time. Even though they had the product. The company made no attempts to contact me about the returned product. To a legitimate company this would likely be a concern adn mandate a phone call. The cancellation process is tedious and cannot be done over the phone or computer. it requires a letter to be signed and mailed or faxed. This company does not utilizae the technologies available and used by most companies in this current day and age. All technology is used to take your money, but not to help solve a claim. I had trust in this organization because of the BBB's endorsement and I feel that my trust has been misplaced. When I see a the BBB accreditation I feel that this is a company that will do the right thing. I have spent $300.15 in product that I have never seen. My total refund is approximately $90. Keep in mind that most items were returned in a condition to be resold. I understand paying for the item that never made it back, but this is ridiculous. I realize that my situation changed but is customer satisfaction even somewhere in the minds of these people. When discussing my dissatisfaction in the monies lost it was reccomended that I sell these products. It

	makes me sick to my stomach when I think about how unethical and uncaring this company is. I think it should take more than phone operators with cheery voices that are telling you where to put your complaint. I appreciate your help. (b)(6) -- Additional Comments: Is a full refund for all product returned.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 140 of 291	
Reference Number	37883711
Created Date	08/30/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008722090
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/30/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/30/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CLERMONT
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	This company is a ripe off,you get an order from them. Once you do this they keep sending you orders and charge you credit cards. It is almost impossible to cancel. Even if you tell them to stop they keep sending you orders without your ok.I never signed a contract. --- Additional Comments: I would like to get this canceled. And all my money back that I have paid. I never signed a contract.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 141 of 291	
Reference Number	37883761
Created Date	08/23/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008714247
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/23/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/23/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	TEMPE
Consumer Address, State Code	AZ
Consumer Address, State Name	Arizona
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	On August 11, 2011 Melaleuca charged my Discover card for $50.93 after I had already changed that card in their online system to a Visa card in July. When I called them on August 22, 2011 they informed me over the phone that they have permission to use an older card if the new card that was stored did not work, I was using a pre-paid Visa for budgeting purposes. That is extremely unethical, why would they give the option to change the payment method if they are able to go back and basically use whatever payment method they want. When I called the company they told me they are not going to refund my money and said that I signed their agreement so they can charge whichever card they want. I never received $50.93 of products from the company and I will not continue to use their products so I do not agree that they are able to basically keep $50.93 of my money for absolutely nothing in return. That company is a scam and never actually received a signature from me so I would like to know how they are able to charge me for something that I never agreed to. --- Additional Comments: Refund me my $50.93'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 142 of 291	
Reference Number	37883939
Created Date	01/03/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008864376
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/03/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/03/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	MOUND
Consumer Address, State Code	MN
Consumer Address, State Name	Minnesota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Hello. I am wondering if the BBB has done any investigation into the pratices of Melaleuca. I'm not referring to their products, but rather the inability for a customer to drop their account readily, excuses made by the Melaleuca company that they didn't recieve the mandatory fax the customer was required to send them to cancel the account and thus the customer's account remains active and product continues to be charged to the customer's account, the 'Return's Dept errors' excuse that Melaleuca claims when recieving the product back and thus not giving the customer credit; the kicker - lack of crediting my credit card when I requested it but rather they continued to place my money into their Melaleuca account and would deduct $10.00 for every time they send a letter indicating for the former customer to continue to buy product as they still have money in the Melaleuca account that was never reimbursed back to the customer's credit card. I apologize for rambling, but I strongly believe their practices are unethical, misleading and suspect illegal. It, in fact, reminds me of the misleads that credit card companies got themselves into. You are welcome to do a search online for complaints against Melaleuca/scams - these complaints sound highly familiar to my experience and I believe it would be worthwhile investigating. I can fax you the letter I received from them indicating the $10 fee. I would be interested to know if other individuals have had the same recurring problems and also what action the BBB has taken. I'm interested in my refund which after 5 months I still do not have and to make you be aware of their highly concerning business transactions. Thank you for your time. --- Additional Comments: I want my refund. I also wish to know if

	Melaleuca's practices and error excuses are illegal/fraudulent. Thank you.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 143 of 291	
Reference Number	37883963
Created Date	08/11/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008701254
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/11/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/11/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	OCALA
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	i use to sell fo this company and requested no more products starting in november of 2010 I mailed the cancelation notice 5 times now and still every m;onth my account is robbed by them for at least 60 to 100 dollars called a back up order i do not want. please help me i am at my wits end and money is tight. thank you so much in advance .this is a very corrupt organization to deal with and i have called so many times i lost count. still l get these products and money stolen from my account monthly. --- Additional Comments: stop sending stop taking money from my account for things i have canceled the best outcome would be no one else would go throu;;gh what i have with these unsavory business people'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 144 of 291	
Reference Number	37884102
Created Date	04/18/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008997591
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	04/18/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/18/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	JACKSONVILLE
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I had contacted Melaleuca to work for them. I was roped into them making me buy products instead of working for them like I wanted. They picked out a backup order for me and placed it January 31st, 2012 and billed me for $53.42. i never received any products from them but they want me to pay for the items anyway. NO WAY WILL THAT EVER HAPPEN. You can't make someone pay for products that they never received. I have told them I never got the products and nothing was ever done about it. I do not want or ever wanted them in the 1st place all I wanted to do was try and work for them. I got roped into this big time. I have asked them to delete my account and they will not. I have no way of deleting my account with them there is no way too. This is the worst company in the world that I have ever in my life dealt with. --- Additional Comments: I either want the products I was supposed to get for the $53.42 they want me to pay and I will have no problem paying them then and I want my account with them closed since they mislead you alot into thinking u will be working for them all the while just wanna take your money. If they refuse to send me the products that they said I would get than they need to stop sending me bills for the $53.42 they want from me. I will not pay anyone any money for anything products that I have no received.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 145 of 291	
Reference Number	37884735
Created Date	07/09/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008660912
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	07/09/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/09/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	SAN ANTONIO
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I had signed up with Melaleuca and received the membership kit and products. After further decision I decided that I did not want to continue membership. I was told I would receive a full refund by the representative that signed me up. I returned both the membership and products as well as submitting a membership cancelation form. I received a refund for the products minus the shipping and have yet to receive the refund for the membership kit. The company is stating that they did not receive it. I believe that they have the returned kit and are refusing to credit that I am due. Upon further research online I am finding that I am not the only one that has had this same problem. --- Additional Comments: I would like to have my account credited the $30.00 for the membership kit that was returned to them.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 146 of 291	
Reference Number	37884738
Created Date	07/29/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008683800
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	07/29/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/29/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SWEDESBORO
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	i was hoping that using the cleaning products will lessen the asthma attacks of my child so i bought the conversion pack with all the cleaning supplies. i used the melaleuca products exclusively and the prducts did not lessen the amount of asthma attacks. i called the customer service to cancel and faxed the form as they mentioned. but they said they didn't receive it so i have to place another order for $90 for something i'm very unhappy about since it DOES NOT WORK! i am a stay at home mom and i watch what i spend but tried melaleuca even though i know it is VERY EXPENSIVE for the sake of my children. the customer service does not (kelly manager) want to hear my concrens and instead said that the books state that since they did not receive the fax i have to place a july order. i hope those parents of a child with severe allergy and asthma will view this and think otherwise. i hope that the company will help me cancel my july order because i would much rather spend the money on my son's future asthma medicines or Method products (which works very well for us. thank you. --- Additional Comments: i would like to cancel my memberhip effective immediately and not place an order for month of july.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 147 of 291	
Reference Number	37884802
Created Date	01/04/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560008867988
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/04/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/04/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	ASTORIA
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I wanted to have a refund on a back of order, because I cancel my account. They told me I had to mail a cancellation letter, which needed to be received by the 25th of the month. I sent the letter last month. Now my card was charged for a backup order. I called, and informed them that I cancelled my prefered account, and wanted them to stop shippment, and refund the money they just withdrew from my account. Back up order has not yet been shipped (I have not received tracking shippment, it was just charged, and they refused to refund my money or stop the order. They told me I have to wait for the shippment and them complete a refund!!My bank account will now over draw because of them. I informed them of the cancellation letter I submitted last month and they send they had not received, and they refuse to help in anyway. All they would do, is wait for me to resubmitt a cancellation letter and once received cancel any future orders.I felt this customer service rep/company is all about the money and zero on customer satisfaction!! I will NEVER recoment this company. --- Additional Comments: I want my account cancelled and I want a refund immidiatly!!!!!!!
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 148 of 291	
Reference Number	37885426
Created Date	08/11/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008701255
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/11/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/11/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	FORT MORGAN
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I requested to go from preferred status, where I would no longer receive automatic shipments billed to my credit card each month, to non-preferred, where I would pay more for the product but it would be when I chose to buy. I was told that I would have to go to an outide website, download a PDF form, fill it out and either fax or mail it into the company. I called my bank and canceled my debit card and informed my bank that I was no longer authorizing any more charges from this company. I received the unauthorized shipment in July and attempted to get a return shipping label to return the unordered, unwanted product back. I was told they could not do that. I shipped the product back at my own expense. I again told the company I will not provide a new credit card number, I did not want anymore product and the form had been mailed to them canceling my preferred status. I was notified via e-mail that another shipment was being sent. I called explaining that I did not want this shipment, it was not authorized, I havr cancel my preferred staus. If they could not stop the shipment then please send out a return label so that I caould return the product. I have not been notified that they can or will do that, but the package will arrive at my house tomorrow. There is also a question about the amount of credit that was sent to my bank in August (approx $20). One agent alluded to more than one credit that had been on my account for some time, despite the monthly billing to my credit card. Can you help get the shipments stopped and the proper refunds sent to me? --- Additional Comments: I would like to get the monthly shipments stopped, and any back refunds given to me.'

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 149 of 291	
Reference Number	37885484
Created Date	08/29/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008720190
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/29/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/29/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	TIPP CITY
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Went to party & joined Melaleuca 27 May 2011. Membership was $29+product purchase. Had a money back guarantee & membership refund if not satisfied. 5 days after I joined, membership fee went to $1. Called to see about getting $1 fee but was told no that is just how it goes. I also asked about shipping, why it was so expensive, but was not provided good answer. After week of being in, already experiencing horrible customer service. Then special came out that I wanted but it sold out riduculously fast & was unable to order it. With all this I decided to cancel my membership & get fee back which I did on 19 Jun. I then called to see how to get my refund. Had to actually mail back brochures they sent me which I did on 30 Jun & it cost me $6.80. I waited a few weeks & then called for status. From here out I just kept getting run around. I made several phone calls to Customer Service but never could get any answers. I had to verify that I did it all right & I did. I even called the Postal Service to verify the package should be there & the answer is yes. Melaleuca has no contact to the place where returns are sent & they keep putting it back on me not having a tracking #. I was never informed I needed one & the Postal Service is sure it made it to its destination. It was sent priority mail. After several weeks of getting the run around, being given a wrong fax, & having to email a copy of my postal receipt which Melaleuca has, I finally got a Customer Servcie rep tell me Tues/Wed last week that a supervisor had taken care of it & I should see the refund in a couple days. I gave it until the end of the next week, 26 Aug, & called for an update only to get the run around yet again. Furthermore, the rep I talked to today was not helpful but condescending. I could not even talk so I just hung up. They tried calling back but I

	did not answer. When talking to the rep she said she was doing me a favor & when I mentioned filing a complaint she said 'to do what I feel I have to do'. So I am by filing w/bbb. --- Additional Comments: I want a FULL refund. Not only for the membership fee, but for the postage I paid to send back the brochures. In addition, I want a refund for the products I purchased when I joined to make up for all the stress I have had to deal with in just trying to get a refund that is rightfully due to me. The total was $97.13 for the products plus shipping plus tax plus membership fee. That plus the $6.80 I had to pay to return brochures brings the desired settlement total to $103.93. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 150 of 291	
Reference Number	37939224
Created Date	06/03/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	06/03/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	06/03/2012
Transaction Date	05/21/2012
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	Garland
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, The Wellness Company
Company Address, Line 1	4777 W, 65th South
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	www.melaleuca.com
Company Rep First Name	Brandi
Company Rep Middle Name	
Company Rep Last Name	Hemmingsen
Company Rep Salutation	
Company Rep Comments	Marketing agent
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	05/21/2012
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	05/21/2012
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$1.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I thought I would be selling the product, like Avon or Tupperware online. I have to not only sell memberships, but I must purchase no less than $60.00 of merchandise per month. If I do not place an order they will sent out something, anything, and charge your bank account. I knew I would be self employed, but there is a vast difference between selling a product and being forced to buy it. I have had time to be "trained", and therefore have made any money, but they have already deducted $60 out of my checking account to send me vitamins. I do not consider this employment.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 151 of 291	
Reference Number	38733717
Created Date	06/11/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009072938
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	06/11/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/11/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	SEBASCO ESTATES
Consumer Address, State Code	ME
Consumer Address, State Name	Maine
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Sometime on May 24, 2012, Melaleuca IT began a transition from their email providers to a Microsoft (Office 365) platform. My wife and I had been using the iglide.net email service, and our email addresses there, as our primary email for more than ten years. We were never notified that this transition was going to happen, we lost all access to our email accounts, and in spite of repeated attempts on my part, unfulfilled promises on their's, we still do not have access to the emails that were sent to our old accounts. The email inboxes were not properly transferred to the new inboxes, and the emails are not being forwarded to the new accounts. I was informed that a 'glitch' had caused iglide.net customers like us to continue to receive the service for free even though we should have signed up for their new 'MyMelaleuca' service. Be that as it may, we were never informed that the service was going away, or that we were required to switch to a new service.In an effort to recover our emails, I have since signed up for, and paid for, the new service. But the emails have not been transferred as promised, and the service personnel are not following through on their promises to help.That's why, out of pure frustration, I'm turning to you. --- Additional Comments: What I am asking for is that we be told straight-out if our old emails can be recovered, and if any new emails will be forwarded to the new accounts. This should be a simple matter, but it seems elusive to the people I've talked with.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 152 of 291	
Reference Number	38733723
Created Date	06/05/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009066736
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	06/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/05/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	HUNTINGTON
Consumer Address, State Code	WV
Consumer Address, State Name	West Virginia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Company requires written cancellation of membership and then denies receiving it in order to continue sending products. --- Additional Comments: Confirmed cancellation of membership, no more deliveries or charges on credit card.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 153 of 291	
Reference Number	38733894
Created Date	05/29/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009049973
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	05/29/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/29/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	EDMONTON
Consumer Address, State Code	AB
Consumer Address, State Name	Alberta, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The service called 'my melaleuca' is automatically billed to your account after the trial period. I understood from the paper signup that would not continue after the trial period unless the subscriber requested it. No so, customer service tells me it is automatic enrollment when subscriber makes an online account to order their product. I made an online account to order product, i don't recall that 'my melaleuca' business service being added in the online sign up. I've cancelled my account in nov/2011 & i thought that cancels my obligation to melaleuca, but i was still being billed $10.45 per month. Now i find out what it is, & this 'my melaleuca' has to be cancelled seperately. I never used that service, i'm only getting a refund for april/2012 fee, not back from july/2011 when they started charging for it. It took awhile to notice since since it's easy to miss on bank statements. They would only refund april/2012. This service fee and cancellation method is not obvious to subscriber, and is not mentioned during the sign up at the presenters house. Even though i faxed in their cancelation form & get a fax back from them stating they received it, & later i got confirmation they did cancel my membership, it does not cancel the 'my melaleuca' service. Not good business practice on their part, not upfront with all the details. Customer service told me they can only refund back 30days only, even the manager i talked to said the same thing, poor in my opinion since automatic enrollment is hidden. Without an account, i can't have a business, so the 'my melaleuca' service should automatically be cancelled by nature. --- Additional Comments: I would like a refund from july/2011 to march/2012 for the fees charged for the so called 'my melaleuca' of $10.45 per month for a total of $94.05 cdn. Or complimentary product sent

	to me for a value of $94.05 cdn.thankyou.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 154 of 291	
Reference Number	38799527
Created Date	05/29/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009050719
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	05/29/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/29/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	BEDFORD
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service	Business Opportunities\Work-At-Home

Description	Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Melaleuca Company is constantly emailing me about a supposed 'backup' order that I received from them for the month of March. They are requesting that I pay $53.42 for an order that I have repeatedly told these people I didn't receive. I had a short lived business proposal with Dr. Angela Sims, one of the Marketing Directors, but cancelled my account with them on April 3. I've sent several emails and called the company several times to no satisfaction. I've also asked them to check their shipping records to reconcile that they've never shipped me anything other than the basic membership materials.Below I will give copies of relevant emails:Dr. Angela D. Sims drangelasims@thenldgroup.net via srs.bis6.us.blackberry.com Apr 25to me (b)(6) Call the toll free number, remind them your membership cancellation was processed first week in April & you did not receive a March backup order. They may need to check their UPS shipping records.Let me know if we need to coordinate a three-way call.I hope you've found a work at home option that's more to your liking.AngelaAngela D. Sims, PhDP O Box 25431Kansas City, Mo 64119Copy of email cancelling membership:Dear (b)(6) (b)(6) We have received your cancellation form to suspend your Melaleuca Preferred Customer status. Your Preferred Customer account is suspended as of 4/3/2012.Remember, you can still shop anytime as a Direct Customer with no monthly obligation. So, shop again anytime for your favorite products like MelaPower or Renew. We'd love to help you in any way we can. You can shop online or call us at 1-800-282-3000.Thanks for shopping at Melaleuca and we hope you are able to

	enjoy Melaleuca's products again soon.Thank you,Justin SummersDirector of Melaleuca Customer CareThe only items I received were printed materials that were part of the intial membership and I paid $1.06 for that. Other than that, I've received no cleaning supplies or any other products that this company sells. --- Additional Comments: I want this company to stop harassing me by email and telephone, permanently erase any charges and membership information from their records. I also would like a written statement saying that there are no charges owed from this membership.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 155 of 291	
Reference Number	38800075
Created Date	05/31/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009059192
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	05/31/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/31/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	ALLENTOWN
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Two Issues ...1--Have confirmed from two melaleuca employees No money is owed on account. They received the product back & they did NOT ship the last order.2--Refusing to give me information for local meeting or person in melaleuca3--This is retaliation from my cancelling the account two years ago... --- Additional Comments: want letter the there is no money owed and account status is satisfactory'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 156 of 291	
Reference Number	38835393
Created Date	07/02/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009107749
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	07/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/02/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CHARLOTTE
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	

Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The Melaleuca company partners with The Wellness Company to do their marketing and advertising. However they are posting tons of employment ads for 'marketing' which are contingent on you becoming a monthly member in order to complete the application process. While I have no future interests in dealing with the company, it is a misleading and unethical way to do business and to 'employ' others. Many people have been tricked into this pseudo-employment-turned-membership and I find that to be a deceitful business practice. --- Additional Comments: I simply want to file a complaint in the hopes that it helps others to avoid wasting their time and money with this company.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 157 of 291	
Reference Number	38929016
Created Date	06/05/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009067087
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	06/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/05/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CALDWELL
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I love Melaleuca's products, I was treated great up until I wanted to suspend my account with them. I sent in a request form to have my account suspended the 24th of April and almost a month later was charged for a backup order that was sent to an old address in a state I no longer live in. Calling the 1-800 number got me passed around from person to person for days. I was then conveniently charged for ANOTHER back up order sent to the same address I no longer reside at just to be told they would not refund my money. I'm not an easy person to upset but Melaleuca did a pretty good job at pushing my buttons. I'm very unhappy with them and will not be signing up with them again as I planned to once I was settled from the move. Melaleuca just lost what could have been a life long customer. --- Additional Comments: I would like EVERY PENNY back from the charges after the date of April 24th 2012'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 158 of 291	
Reference Number	39051160
Created Date	06/15/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009080531
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	06/15/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/15/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	SARNIA
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Hi this is to whom this concerns on May 30of 2012 i phoned a company at the insistance of a (posting of job hunting posting on Kijiji) this person told me there was a job that if i called this company i would be helped to find something with regard to looking for a stay at home type job situation so with much reluctance i emailed the person so called telling me to phone this friend of theirs with regard to a job..there were several emails ....then i phoned finally an the person i spoke to was a fellow by the name of Chris winek after some back an forth conversation with him an the company on this same day May 30 i signed up with the company ..an asked Chris to hold on before making any attempt to placing an order..that i wanted to find out more about this company in general before deciding if there was gonna be a order..sent out or even if i wanted to be part of the company....after carefully reading everything about this company i decided the next morning to not be part of the company as it didnt seem like something i was interested in as not only was the products limited to just certain things with there company an i didnt want to be told what i where i buy my products an i support many different companies an like many different products ....anyway i decided against having an account with Melaleuca an promptly phoned them an told them since i couldnt touch base with Chris that morning that i didnt want the account ..an to take my master card off the account the woman i spoke to sent me a email advicing me that it needed to be done before the end of the month,,so i downloaded the document an faxed it out an explained that i didnt feel i wanted to be part of the company an wasnt interested in there limited amount of products etc ..also left word for Chris to in his email since i was not able to talk to him

	directly that morning either!..also notified my credit card of the issue ..however when i signed the contract ..they made it so that the credit card company of the complaint.. --- Additional Comments: i also didnt get to put all that was involved on the top of page however i would like my money back an also i would like to let you know that there contract should not be legal or binding ..with others ..as they pushed to pass something that was completely not wanted an i filed all paper work that morning of May 31/2012 they claimed that they didnt recieve it but the truth be known ... the company is scamming an makin it look like you made a order when this is fraud!'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 159 of 291	
Reference Number	39155083
Created Date	06/18/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009082449
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	06/18/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/18/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	LAYTON
Consumer Address, State Code	UT
Consumer Address, State Name	Utah
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	On June 4, 2012 my bank account was charged $68.07 for a so called back up order sent to a relative in Henderson Nv.. I did not request this order and did not receive it. I had placed a small order over a year ago, through this relative. So aparently Melaleuca still had my bank account # in thier file's. I called Melaleuca and spoke with a Kelly in thier service department on June 4, 2012. She refused to let me talk with a supervisor. She also told me to go to the person the product was sent to because that would be eaiser. I called back a second time that same day and was just given the run around again. This time I was told a refund would be issued, and that someone would call me in about 3 to 5 days and let me know it had been done. As of today June 15, 2012 I have not heard from them, so I called again today, asked to speak with a supervisor again and after holding for ever, was finaly able to talk with a person named Nick. I was told there was no one there that could take care of my problem, but maybe on Monday he would check to is if someone by the name of Shawn would do so. I am tired of no one taking any responsibility, and that every one that seem to work there, doesn't know how to do anything or doesn't want to. My refund should of been sent to my bank by June 8th or at least by the 11th, but it had not even been acknowledged, and nothing had been done about it at all, as of today. BBB Start With Trust.....as you state on your web sight. Melaleuca sure can't be trusted, and everyone that seems to work there is just in the habit of passing the buck and not following through with anything. --- Additional Comments: WILL YOU PLEASE TAKE CARE OF THIS!! I am a widow and 68.07 means a lot to me. I would like that money back at once, and as far as I am concerned, they should double the

	amount for the trouble they have caused me.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 160 of 291	
Reference Number	39155643
Created Date	06/13/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009076796
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	06/13/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/13/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	VICTORVILLE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I called this company to try to cancel my membership for the second time today, the first time was 2 months ago, at that time they said I must fill out a cancelation form that I could download fill out and mail it in, I askee about scanning it in and return it by email, they told me it must be by mail, however when I tried to download the form, it would not download.Today(June 12, 2012), I tried to cancel by phone, again I was told the only way to cancel was through the mail, however since I had already tried it their way with no luck, I told them to cancel it now by phone I was told I must mail the request in since there was a contract, I have been able to cancel other contracts by phone is there a different law in the State of Idaho that requires a mail in cancelation and if so why can't a person cancel by email? I will not pay for anymore product, if they bill them for something I don't want, they are doing so at their own risk, I want them to understand that, as I will not pay for anything more. I even explained to the so called CS Supervisor, whose name is Tyler that I was on a fixed income, but he did not seem to care that I was a senior citizen.When I signed up I was not made aware of the requirement of paying every month if I did not order so for the past year I have been paying for something I never ordered. I believe that this an unfair business practice, this company does not even send you a reminder of the charges, why are they rated A by the BBB, just because when they are pressured to resolve complaints they do so does not make them an A rated company, especially with their blood sucking practices. Maybe you should establish 2 ratings besides your current system based on the amount of complaints, for every complaint there are several that are not filed,they average more than 2 complaints a

	month, does that sound like a A rated business? --- Additional Comments: I orgionally tried to cancel effective April, 11, 2012, so I want to revieve a refund of 2 months of charges in the amount of $130.02,I was also billed for a membership renewal of $12.93 on June 11, 2012 for a total of $142.95.'
Complaint Info CRA Dispute Flag	-
Complaint Info CRA Dispute Responded	-
Complaint Info CRA Dispute Resolved	-

Record 161 of 291	
Reference Number	39255513
Created Date	07/06/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009115376
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	07/06/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/06/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	DUBLIN
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I purchased Melaleuca security monitoring about 2 years ago. The sales person initially neglected to tell me that my old ATT system that was currently installed in my home was NOT compatable with their monitoring system, so for the better part of the first year, I paid monitoring fees without protection. I contacted Melaleuca security when the alarm was set off and no one responded (I determined at that time that the system was inoperative) and I called them in July of last year and they supplied me a 'Melaleuca-monitoring compliant system'. It was in a box. I have worked over 20 hours trying to install this. They do NOT let their customers know that they have to install the system themselves when Melaleuca supply it, nor do they let customers know when the system that they are monitoring is inoperative. I was told the installation 'is easy...it will take 20 minutes'. Not so. I had to cut a hole in the wall, drill holes, hard wire the main panel into phone lines and the electric supply, and remove the old system panel and battery lines from the wall. That's as far as I got. So far, I have paid $38.00 per month for 2 years without a system that is monitored, as it is still non-functional. I have called Melaleuca several times, and they tell me I have to install the system myself. I have paid $912.00 over 2 years for monitoring...a non-functional system. Melaleuca security tells me that they will not refund any money and they will not provide a technician to install the system. I am on my own. I believe that this is misrepresentation, and deception. Who would buy a security system knowing that you have to install it yourself? At it is NOT cheaper than their competition. It is more expensive. I am locked into a 3-year contract, and they will charge me a fortune if I go with someone else by breaking the

	contract. --- Additional Comments: Requested resolution: provide funding for the technician I am hiring a technician to install this system for $200. Requested resolution: Refunding me $200 of the $912.00 I have paid to date. Thank you. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 162 of 291	
Reference Number	39255602
Created Date	06/28/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009103952
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	06/28/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/28/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	GARDEN GROVE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The company claims to be a 'wellness company' and promotes their cleaners as being non-toxic and free of chemicals. These are false claims. Their product ingredient lists are ambiguous and toxic chemicals are hidden in vague ingredients such as 'cleaning agents' and 'fragrance'. If the company had nothing to hide, they would fully disclose all ingredients and not mask the use of chemicals. Specifically, products with mystery ingredients include their line of shampoos, lotions, bath products, cleaning sprays, air fresheners and laundry and dishwashing detergents. They all have fragrance as an ingredient. Volatile ingredients are hidden behind the word fragrance. Some of these ingredients react with ozone in the indoor air, generating many potentially harmful secondary air pollutants such as formaldehyde and ultrafine particles. --- Additional Comments: I'd like this company to be honest and practice full disclosure regarding their product ingredients. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 163 of 291	
Reference Number	39464610
Created Date	08/01/2012
Complaint Source	BBB CO Fort Collins
Originator Reference Number	08050046028864
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBFTCLN-USER
Entered Date	08/01/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/01/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SAN JOSE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone,	

Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	lpadilla58@hotmail.com
Company Website	http://www.thebusinessthatchangedourlives.com/luanne
Company Rep First Name	LuAnne

Company Rep Middle Name	
Company Rep Last Name	Padilla
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	

Melaleuca, Inc. with the address at:3910 S.

Complaint Info Comments	Yellowstone HwyIdaho Falls, ID 83402 U.S.A.1 (208) 522-0700illegally charged my credit card and shipped to me products that I never ordered under the false pretention that they have a signed contract that allows them to do so. I've been ordering products from them for more than a year just to help a friend out to get commision for it. When I stopped ordering as I realized I didn't need their products nor they were of any good quality, they proceeded with sending me a package with unsolicited merchandise and charged my credit card. I disputed it with my credit card and got the money back. They are harasing me now asking for the shipping money for that package when in fact I paid with my own money and send it back to them just so I can close any relationship with them. This is gross abuse, illegal use of my personal credit card and harassment that doesn't stop by phone and email stating that I owe them 8 dollars for shipping the unsolicited package. This business practice should be prohibited and Melaleuca should be put out of business until they will revise the way they do business. --- Additional Comments: I demand refund of my 12 dollars that I spent to ship the unsolicited package back as well as reimbursement for all the time spent by mail and phone due to their harassment that continues by phone and email. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 164 of 291	
Reference Number	39561299
Created Date	07/06/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009113311
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	07/06/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/06/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	DOVER
Consumer Address, State Code	NH
Consumer Address, State Name	New Hampshire
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Melaleuca is an online seller of a number of items. They took my card information and charged me just one dollar to become a 'member' and receive discounted prices on their products. If I cancelled within 30 days I wouldn't be automatically charged more I was told. The cancellation form was faxed back within appropriate period but claimed never received on their end. I have successful Transmission OK from my sending. They then punted to say could we have the fax number from which it was sent 'maybe there was some mixup'. Of course that came up empty. Because they claim not to have received the cancellation an 'automatic backup order' was placed on my behalf without my having ordered or taken action in any way. A call to them to let them know the order was invalid revealed that once the order has been auto processed, again without my having taken any action to purchase that the best I could do was to pay shipping and handling in both directions.There is a lot of punting over there and I have burned 3 hours in attempt to get simple questions about how to permanently have me removed from their 'club' without confidence that any of them actually will result in my not being automatically charged again at the end of July again for items that were never ordered.Because this has me worked up to the point of writing this letter I also have been forced to report the credit card on file with them as stolen to the credit card provider. This leaves me without my primary means to access my money and further inconveniences me.Finally upon telling them that I was cancelling the card to prevent any future charge attempts I was told that I would be sent to Melaleuca's collections department. This is difficult to comprehend. Their collections agency would

	'come after me' for an payment on an order that I never placed? Please take the time to investigate this business and know that many outside of your own jurisdiction would benefit from your pursuing them.Sincerely (b)(6) -- Additional Comments: Would like written confirmation from vendor that my account is 'clear' on their records and that any active record for me on their end has been cancelled.Also hope that this letter will be added to others that you may have received for Melaleuca, a business in your district which is perpetuating fraud across the country (I am in NH). Thank you for any help. (b)(6)
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 165 of 291	
Reference Number	39561502
Created Date	07/05/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009112020
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	07/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/05/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SAN DIEGO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I tried on several occasions to cancel my membership with no luck. Every time that I would try to fax my cancellation to them, at the fax number provided by them on their 'Suspend Preferred Customer Benefits' form, the fax line was 'busy' and I could not cancel my membership. I told several of their salespeople that I wanted to cancel my order and that I no longer lived at the address they are sending the products to. They claimed that they were remote salespeople and could not cancel my membership and that I needed to fax in my cancellation form...which was not possible as their line would never receive a fax. My only option was to cancel my credit card that they were charging so I would no longer be charged for products I didn't want and never received since I had moved. They have somehow gained access to a new credit card that I have and have begun charging me again....for products I am not receiving. When I noticed this, I called their Customer Service line and spoke to a representative who stated that she could not give me a refund unless I returned the product. Again, this is not possible as I have not lived at the address for 3 months. I have now reached a point where I am so frustrated, I don't know what to do, but I just want them to cancel my membership and refund the charges they have taken from me since April 2012. --- Additional Comments: I would like my membership cancelled and a refund of $174.78 for the charges Melaleuca has imposed since April 2012. Once I receive my refund and confirmation of cancelled, NOT temporarily suspended, membership, I would like to never receive another call or charge from anyone associated with this company.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute	

Responded	
Complaint Info CRA Dispute Resolved	

Record 166 of 291	
Reference Number	39561546
Created Date	07/06/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009113460
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	07/06/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/06/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	BROOKLYN
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I requested to cancel my membership. Their website didn't clearly state that anything else was needed. I then was charged two weeks later and a product was shipped to me. I called them to tell them that I am no longer a member and did not ask for the products that are being shipped to me. They said, that they required my cancelation in writing. They also stated that I would be financially responsible for the shipping on both ends if I chose to return the product. --- Additional Comments: I would like my money refunded, I also think that they are employing deceptive practices and would like that changed for the good of the general public.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 167 of 291	
Reference Number	39562946
Created Date	07/06/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009113766
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	07/06/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/06/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	REDMOND
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	This company has you set up a back up order in case you forgot to place an order that month. I have asked them not to send my order but they say they can not do that because it's being shipped and is out of their hands. They recommend that I return the products when I get them but that means paying for shipping and that just doesn't seem right. I want this company to cancel my order. They need to talk to someone in shipping, find the package and take it back. --- Additional Comments: cancel my back order and refund the money within 24 hours'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 168 of 291	
Reference Number	39803113
Created Date	08/08/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009163643
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/08/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/08/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CHASKA
Consumer Address, State Code	MN
Consumer Address, State Name	Minnesota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I emailed my disenrollment form to myaccount@melaleuca.com on July 24th, 2012. On August 8th, 2012 I received an email from Melaleuca stating that my backup order had been shipped. I called Melaleuca on August 8th to say I sent my disenrollment form, did not want my backup order and wanted a full refund. Scott, the representative, said they would give me back the money for the products and tax, but not the shipping, but only if I shipped the order back and paid for the return shipping myself. He asked me to send a copy of the email I sent on the 24th. I did so immediately on August 8th. About 10 minutes later I received an error message from Yahoo saying my August 8th disenrollment email had been rejected by the recipient because the size was too large. I did not receive this rejection notice on July 24th. I told Scott I wanted to speak to his manager. Tina came on the phone, asked if I had sent a disenrollment form and had proof. I told her I did send it and that I had proof. She looked in her system, did not find my email and then told me that because they did not receive the disenrollment email on the 24th, I was responsible for the July order. How can I be responsible, when it was their system that rejected my email? --- Additional Comments: I would like a refund of $71.55, for Melaleuca to pay for return shipping for the July order, and to be disenrolled from Melaleuca's customer list.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 169 of 291	
Reference Number	39915936
Created Date	08/30/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/30/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	08/30/2012
Transaction Date	08/24/2012
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Washington
Consumer Address, State Code	DC
Consumer Address, State Name	District of Columbia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	marvin
Company Rep Middle Name	
Company Rep Last Name	anderson
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	08/24/2012
Complaint Info Initial Response Method	Phone: other
Complaint Info Initial Response Date	08/24/2012
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1920.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	6001
Complaint Info Product Service Description	Counterfeit Check Scams

Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	They told me I won a sweepstake for $75,000.00. Sent me a check for $3,850.00 to cash and send $1,920.00 for tax clearance. Check drawn on Wells Fargo Bank. Took check to them to see if it was fake. They confirmed check was fake and kepted it. Sweepstakes entry stores included: Walmart, safeway,walgreen, asda and staples
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 170 of 291	
Reference Number	40059582
Created Date	05/09/2012
Complaint Source	Idaho, Attorney General
Originator Reference Number	212806
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	05/09/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/09/2012
Transaction Date	09/09/2011
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	NAMPA
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	

Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	09/09/2011
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$1000.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation	

Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complainant signed with Melaleuca in August, 2011. A month later complainant sent items back and submitted a cancellation form. Since September, 2011 he has returned each shipment with a cancellation form. The business will not cancel and debits complainant's Visa card every month. --- Law Violation Code: Contract
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 171 of 291	
Reference Number	40059854
Created Date	06/06/2012
Complaint Source	Idaho, Attorney General
Originator Reference Number	212955
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	06/06/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/06/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	BENBROOK
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	

Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation	

Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complainant's mother is elderly, has had a stroke and is unable to write. Complainant has followed the business' instructions on how to cancel her mother's contract but complainant's mother still receives monthly shipments and billing. The business says complainant cannot cancel for her mother unless complainant has power of attorney. --- Law Violation Code: Contract
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 172 of 291	
Reference Number	40060007
Created Date	07/12/2012
Complaint Source	Idaho, Attorney General
Originator Reference Number	213156
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	07/12/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/12/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	INKOM
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	

Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation	

Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complainant is a customer who receives and is billed for an automatic shipment of products each month. She canceled as required but her account was debited and she received the product. Business stated she will receive her refund and cancellation after the product is returned. Complainant believes this is a poor business practice. She believes the shipment should not have been sent after she canceled. --- Law Violation Code: Contract
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 173 of 291	
Reference Number	40060030
Created Date	06/20/2012
Complaint Source	Idaho, Attorney General
Originator Reference Number	213044
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	06/20/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/20/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SPRINGFIELD
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	

Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation	

Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Emails from complainant to business attempting to cancel his contract. --- Law Violation Code: Contract
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 174 of 291	
Reference Number	40060194
Created Date	07/09/2012
Complaint Source	Idaho, Attorney General
Originator Reference Number	213146
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	07/09/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/09/2012
Transaction Date	07/02/2012
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	BETHLEHEM
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	

Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	07/02/2012
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$53.42
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation	

Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complainant tried to cancel her contract with the business as she was anticipating car repair expenses. The business told her that she could not cancel after the 25th of the month. Business sent complainant a cancellation form and coupon to defray the cost of the next withdrawal from complainant's bank account in keeping with her contract. $53.42 was still withdrawn. Complainant takes issue with the business' cancellation policy. --- Law Violation Code: Contract
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 175 of 291	
Reference Number	40095095
Created Date	08/30/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/30/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	08/30/2012
Transaction Date	08/30/2012
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Greenup
Consumer Address, State Code	KY
Consumer Address, State Name	Kentucky
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 South Yellowstone Highway
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Traci
Company Rep Middle Name	
Company Rep Last Name	Yearsley
Company Rep Salutation	
Company Rep Comments	Policy Administration
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	08/30/2012
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	08/30/2012
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies

Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	-
Complaint Info Topic Description	-
Complaint Info Comments	I paid for a membership to Melaleuca, Inc. I read my membership Terms of Agreement thoroughly and began selling their all natural products. Numerous people have been selling Melaleuca on EBAY and Amazon for years. I am pleased with my decision to sell Melaleuca on Ebay and have been doing quite well. Today, 83012 I received an email from Traci Yearsley demanding that I remove my listings from EBay immediately, stating I am in violation of the Terms of Agreement. I was extremely distraught and sent her an email back stating that I read the ToA and it said that resell is acceptable as long as it is done with class, which is what I have done. I read online that others have been bullied in this way and EBay customer service says that the information in the email stating that selling Melaleuca is also violating EBay policy is false. The person online also said that Melaleuca is in fact in violation of the Robinson-Patman Act and that if we receive any bullying emails from someone from Melaleuca, Inc. that we should forward the email to the FTC, which I am now doing. I just want to sell useful products, make money and prosper. I hope that something can be done about the harassment.
Complaint Info CRA Dispute Flag	-
Complaint Info CRA Dispute Responded	-
Complaint Info CRA Dispute Resolved	-

Record 176 of 291	
Reference Number	40166338
Created Date	07/20/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009135256
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	07/20/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/20/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	TAMPA
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Company has made it impossible to quit, we tried to download form and it is always unable to be downloaded, after contacting the company several times they said a signed letter would be acceptable. We provided the letter and sent to company and they claim it was not received and asked us to resend to another individual different from their first instructions. We also returned shipping prepaid items and asked for the money back and they have not complied. This company acts in bad faith and has violated the terms of their stated policies and written contracts. --- Additional Comments: I would like to recieve the monies promised as returned items were shipped prepaid at a cost of over $34 in shipping and they refuse to cancel product and honnor their stated policies. If they continue to disregard and operate in a fraudulent fashion we will seek legal recourse.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 177 of 291	
Reference Number	40181993
Created Date	07/27/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009144886
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	07/27/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/27/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	BOISE
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have had the unfortunate experience of dealing with Melaleuca on behalf of my 90 year-old father. My complaint is two-fold, first the irreputable business practices by a representative of the company, and second by the unconscientious company policies related to 'suspending' or cancelling accounts, in particular those of individuals who are not cognitively aware of the policies when they are 'enrolled.' My father was enrolled as a preferred customer by a 'friend.' He then began receiving packages approximately every month filled with merchandise he did not use. He informed me he would return the boxes to the representative who enrolled him and requested to cancel the shipments; she informed him she would cancel the account but then would fail to do so. This apparently went on for over a year which I recently discovered having taken over his finances. I have worked with several businesses and organizations on my father's behalf, including medical professionals and government agencies, that have simply needed his verbal consent to have be act as his agent as well as personal account information. Upon attempting to cancel his account, Melaleuca's customer service informed me the only way to 'suspend' the account is by completing paperwork and mailing/faxing/emailing the information with his original signature - even after they were informed he did not have access to a fax/computer/printer and that his only agent on his behalf that could compose a letter was his daughter (myself) and I am hundreds of miles away. They offered no alternative, no temporary solution, and no recourse related to their representative's unethical behavior. They rely on the burdensome process to ensure they can continue to charge customers well past the

	customer's need or desire for their products. A company should stand behind their product.This company relies on bait and switch tactics and irreputable practices.Since this experience, I researched reviews of Melaleuca and found similar experiences and complaints. --- Additional Comments: I would expect full repayment for products returned to the enrolling representative (Khammay Phonasa) for at minimum the past 3 months when I confirmed the attempts to cancel shipment ($69.10 over three months for a total of $207.30).'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 178 of 291	
Reference Number	40182008
Created Date	07/26/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009143234
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	07/26/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/26/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CHINO HILLS
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	After sending in a cancelation notice, My credit card was billed for an additional shipment. I contacted the company to resolve the issue. I made it clear to the representatives that the product was not to be shipped. In the process I was transfered to a supervisor who hung up on me. The company states that the call was dropped however, I never recieved a return phone call despite the fact that my contact information was availible. When the package arrived it was refused by the Manager of the PO Box where it was sent. I also desputed the credit card transaction. The company has continued to try to contact me to recieve additional payment for product that I never recieved. --- Additional Comments: I would like the company to erase the outstanding balance since I never recieved the product, and to stop contacting me. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 179 of 291	
Reference Number	40182012
Created Date	07/27/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009144763
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	07/27/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/27/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	MORRISVILLE
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I signed on with this company in March 2012 with the thoughts of making this my home based business. It didn't work out the way that I want and was not able to make the money that I needed. I lived up to my contract duties. I called the company last week to suspend my account temporarily until my finances got better and was told I needed to fill out a form and send it back to them. She was supposed to email me the link. She didn't. I called yesterday 7/25 to get the form again. I got the link, hung up with the rep and my computer crashed. I was not able to print anything until my husband got home around 8pm to fix my computer so I could print it. I didn't do anything with the form until early this morning when I filled it out, scanned it and emailed it with a note because the bottom of the form said it had to be in by the 25th. That was not stated to me on the phone nor was I able to see the form due to my computer problems. I didn't get a response so I called. The rep I talked to said she was going to have her supervisor pull the call and listen to it then call me back. I received nothing after 2 hours so I called again. The rep put me on hold for 24 mins before she came back on the line and said they were having computer updates while listening to the call she would call back. She called back and I was told they couldn't do anything for me because it was all stated to me when I signed up etc. What was stated to me was that I could cancel at anytime but not by any particular date. She never once told me the outcome of my call and whether their rep said I had to have it in last night or not. I know she didn't and now they are doing a song and dance to get my money that financially I cannot afford to lose. I have dealt with some pretty bad companies before but this is ridiculous. --- Additional

	Comments: I want my membership permanently cancelled and I want my August order that they tell me I have to be billed for be cancelled as well. If this complaint goes past that date and I get billed, when the shipment comes I will refuse it and have it sent back for a refund which will be issued as soon as they receive the box and I will not wait for it. I will track that package and mark when they get it back.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 180 of 291	
Reference Number	40182032
Created Date	07/26/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009143381
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	07/26/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/26/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	PHOENIX
Consumer Address, State Code	AZ
Consumer Address, State Name	Arizona
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	In an attempt to cancel my account, I visited their website and spent almost 20 minutes searching for a cancellation link to no avail. A quick google search for 'cancelling a melaleuca account' revealed that I was not alone in my frustration. Having wasted enough of my time and still being unable to easily cancel my account as possible with any other on-line merchant, I was forced to cancel my credit card to prevent unwarranted billing attempts; many online complainants suggested this is what they would do. Approximately 3 weeks later I started receiving emails and phone calls from melaleuca that I simply didn't care to read or listen to. I wanted nothing to do with the company and really couldn't care what they had to say. I've come to learn that they've been trying to charge my credit card for a package I never received. I spoke with a customer service rep about 10 minutes ago and told him that I need evidence that said package was received to which he responded, 'It was left at your side gate.' Unfortunately I did not receive this package and there is no evidence that I did. I explained that leaving a package at my side gate adjacent to a fairly busy street isn't the most intelligent thing to do. I asked the customer service rep for a copy of our conversation or anything to confirm that he actually documented my statement about not having received the package. He put me on hold to check if this could be done and then came back and said 'no'. He told me my account would go to collections. --- Additional Comments: I want them to leave me alone and stop trying to collect for a package I never received!'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info CRA Dispute Resolved	

Record 182 of 291	
Reference Number	40983962
Created Date	09/12/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009210087
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	09/12/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/12/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CARY
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I had a membership with this company which I canceled in October, 2011. Last week, I noticed that they had been charging my debit card on average $53.00 per month since I stopped my subscription with them, but not sending me products, just 'store Credit'. They claim my packages were returned to them, although i have no trouble receiving my mail and have not moved. I have spent hours on the phone with them asking them to refund to me the sore credit, which amounts to over $600.00, back to my debit card, but they refuse. Any help you can offer me with getting my money back would be greatly appreciated. --- Additional Comments: A full refund of the credit to my account in the amount of $630.88'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 183 of 291	
Reference Number	40985580
Created Date	08/24/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009185503
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/24/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/24/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	LANGLEY
Consumer Address, State Code	BC
Consumer Address, State Name	British Columbia, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Hi there,I was a Melaleuca Inc. 3910 S. Yellowstone Highway, Idaho Falls, ID 83402 USA customer from July 2011 until September 23, 2011. They are a multi-level marketing company with agents operating in the province of British Columbia, Canada.I had an adverse allergic reaction to one of their products and decided to cancel the product subscription from them. I completed their Preferred Customer Cancellation Form, faxed it to them, and received confirmation that they received notice on September 23, 2011.Since that time, they have continued to debit my personal bank account as follows:September 30, 2011 - $11.14October 31, 2011 - $11.14December 1, 2011 - $11.14January 3, 2012 - $11.14January 30, 2012 - $11.14March 1, 2012 - $11.14March 30, 2012 - $11.14April 30, 2012 - $11.14May 30, 2012 - $9.95July 3, 2012 - $11.14July 31, 2012 - $11.14Total: $121.35In an annual accounting review of all my statements, the charges were discovered. I sent notice via fax to the company stating:That the service had been cancelled September 23, 2011That the debits must stop immediatelyThat a refund is requested in the total amount of $121.35I have received fax confirmation that they received my notice above.They have provided verbal confirmation of the following:Refusal to stop debiting the accountRefusal to provide a refundRefusal to provide written confirmation and explanation as to why they will continue to attempt to debit the account, and why they refuse to provide a refundI need help to force them to stop debiting my bank account and for them to provide a refund for the amount that they have fraudulently stolen from me to date. --- Additional Comments: I would like the following:For them to stop debiting my accountA refund in the amount

	of $121.35I can provide proof that the cancellation letter was sent September 23, 2011 and bank statements of their debits as required for your investigation.Thank you kindly in advance for your assistance.Sincerely (b)(6)
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 184 of 291	
Reference Number	41058000
Created Date	10/11/2012
Complaint Source	FTC Call Center
Originator Reference Number	-
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	WFRIDAY1
Entered Date	10/11/2012
Updated By	-
Updated Date	-
Agency Contact	Phone
Complaint Date	10/11/2012
Transaction Date	08/01/2012
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, City	Rexburg
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-
Consumer Cell Phone, Area Code	-
Consumer Cell Phone, Number	-
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	-

Consumer Military Station	-
Consumer Complaining Company/Org	-
Consumer Military Service Branch	-
Company Name	Melaleuca Company
Company Address, Line 1	-
Company Address, Line 2	-
Company Address, Line 3	-
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	-
Company Address, ZIP Code Extension	-
Company Phone, Country Code	-
Company Phone, Area Code	-
Company Phone, Number	-
Company Phone, Extension	-
Company Email	-
Company Website	-
Company Rep First Name	-
Company Rep Middle Name	-
Company Rep Last Name	-
Company Rep Salutation	-
Company Rep Comments	-
Complaint Info Initial Contact Method	TV/Radio
Complaint Info Initial Contact Date	08/01/2012
Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	-
Complaint Info Amount Requested Method	-
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies

Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer heard Melaleuca Company advertised on the radio. The ad notes the Melaleuca product (dietary Suppliment) advertised can replace the blood pressure medication someone would be taking. He knows this is false advertisement. He does not have the product name.
Complaint Info CRA Dispute Flag	Y
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 185 of 291	
Reference Number	41110758
Created Date	10/14/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/14/2012
Updated By	CRSS\lgalyean
Updated Date	10/15/2012
Agency Contact	Internet
Complaint Date	10/14/2012
Transaction Date	08/20/2012
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Henderson
Consumer Address, State Code	NV
Consumer Address, State Name	Nevada

Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	

Consumer

Military Service Branch	
Company Name	Melaleuca
Company Address, Line 1	3910 S. Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700

Company

Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com/Introduction/Content.aspx?Page=Contact_Us
Company Rep First Name	Carolyn
Company Rep Middle Name	
Company Rep Last Name	Kavarnos
Company Rep Salutation	
Company Rep Comments	Director
Complaint Info Initial Contact Method	Phone Call: Landline
Complaint Info Initial Contact Date	08/20/2012
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	08/20/2012
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$297.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$1.00

Complaint

Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Once my daughter became ill, I contacted Carolyn Kavarnos by email and let her know that I wouldnt be able to continue with Metalueca because of this. Since I had been given only 4 days to recruit 8 people and would be expected to buy $50 or more worth of products within 4 days with my own money if I was unable to recruit 8 people, along with other fees, I decided I didnt want to pay a company just to be a rep. when I need a job that pays me a salary instead. Upon explaining this to my bank, I cancelled my account and was issued a brand new debit card Melalueca knew nothing about. When I first contacted Melalueca in Sept 2012 to inquire about returning the packages, the phone rep. tried to talk me into staying on as a customer instead of a rep. When I made another call to get information on returning the packages that same month, the phone rep. said that I would be responsible for the payment on shipping the packages back! Since Im unemployed and struggling enough to keep utilities on, the last thing I need is to pay Melalueca in order to be a rep and certainly not pay them for packages I refuse to accept when UPS is known for not charging customers who refuse UNOPENED packages. On Oct 3, 2012 I learned that Melalueca had done everything possible to get a hold of my bank account anyway and caused me to have an overdraft fee of $197!! I immediately contacted my bank to dispute the charge. My bank phoned Melalueca and on the 3-way call, the employee claimed that I would have to return the

	packages by or before Oct 25, 2012 in order for the charges to be reversed. I did just that through UPS and explained to them what was going on so I wouldnt be charged for shipping. It would have cost me $20 or more just to return those packages. The packages were picked up the same day I phoned, Oct 8, 2012. On Oct 10, 2012 Melalueca sent 3 different emails acknowledging the return of each package. Linden Van Pelt sent an email on Oct 8, 2012 acknowledging the cancellation form I sent out (I included a copy of the cancellation form with the packages I returned) and I sent a copy to Diana Del Castillo of Melalueca since she once claimed that the attachment wasnt on the first email I sent her regarding my cancellation. Since then, I have sent email to Diana Del Castillo and Customer Care 3 times (Oct 11, 12 and 13) asking when theyd be contacting my bank to let them know about the returns but no one has bothered to respond. And on Friday, Oct 11, 2012 I learned that because of Melalueca, my overdraft went from $197 to $297!!! They should be the ones to restore the entire amount each time they allow it to increase since they had no business going into my bank account without my permission!!. PS9000: Health and Household cleansing products Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 186 of 291	
Reference Number	41397745
Created Date	08/02/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009154049
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/02/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	JACKSON
Consumer Address, State Code	MS
Consumer Address, State Name	Mississippi
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Melaleuca The Wellness Company,advertise that they help you make money,when in actuality,they take it from you with or without your consent.They probably helped others,who was already taken care of finacially,but for those looking for a job,and trying to make ends meat,it just takes more from you.Some individuals have other obligations to deal with on a day-to-day bases.The business sound good,but their team leaders trick you into thinking that the business is something it's really not.They deceive you,by telling all the good details,without explaining the long-term affects to signing the contract,just so they can make commissions.I felt violated and betrayed,that supposely such a successful company would impose on scemes to their clients. A business should be ran better and more professional than that. --- Additional Comments: To let the public know the real details about their company.To let their team members know that deceiving,betraying,and violating customers with false-advertisement is not how you run a business.They need to think about what's best for the clients,instead of worrying about making commissions.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 187 of 291	
Reference Number	41399341
Created Date	08/02/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009154101
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/02/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SAN JOSE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Melaleuca, Inc. with the address at: 3910 S. Yellowstone Hwy Idaho Falls, ID 83402 U.S.A. 1 (208) 522-0700 illegally charged my credit card and shipped to me products that I never ordered under the false pretention that they have a signed contract that allows them to do so. I've been ordering products from them for more than a year just to help a friend out to get commision for it. When I stopped ordering as I realized I didn't need their products nor they were of any good quality, they proceeded with sending me a package with unsolicited merchandise and charged my credit card. I disputed it with my credit card and got the money back. They are harasing me now asking for the shipping money for that package when in fact I paid with my own money and send it back to them just so I can close any relationship with them. This is gross abuse, illegal use of my personal credit card and harassment that doesn't stop by phone and email stating that I owe them 8 dollars for shipping the unsolicited package. This business practice should be prohibited and Melaleuca should be put out of business until they will revise the way they do business. --- Additional Comments: I demand refund of my 12 dollars that I spent to ship the unsolicited package back as well as reimbursement for all the time spent by mail and phone due to their harassment that continues by phone and email.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 188 of 291	
Reference Number	41644654
Created Date	09/19/2012
Complaint Source	Washington, Attorney General
Originator Reference Number	416822
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	WA01-USER
Entered Date	09/19/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/19/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SPOKANE
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	

Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	6003
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	tyearsley@melaleuca.com
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1346.83
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	

Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I signed a sales agreement with Melaleuca (Tea Tree Oil company) in Idaho in 2004. I agreed to let them deduct 44.99; which went up to 45.99 and then 47.99. These were for "conveniencre certificates" that I was supposed to spend by ordering products from the catalog. I did submit some orders and then in 2006, I got quite ill and didn't order any more. I fell down a flight of stairs in Germany in Dec of 2006 and was a long time healing after I returned to the states. Then had several other health problems including cataracts, tumors and a stroke. I called them and canceled the monthly deduction for the convenience certificates in January of 2007 when I came back from Germany...but never was able to use the ones already purchased that I held in the amount of 1346.83. They did udate the expiration date, and did that again today...so I have a year to use them. (Sept. 2013) I however asked for my money back, for them to return to me the money deducted from my checking account for the convenience certificates. I believe these to be like purchased gift certificates. What I want to know is: they are an Idaho company and they do business in WA by getting WA residents to sign these agreements and order their products and then, in turn, we are to sell them (in WA or elsewhere). As far as I know, no WA tax is ever paid for what I order from them and, in turn, I do not believe WA sales tax is collected on what the certificate owners sell here?? I am not sure about that. When I asked if I could just get my 1346.83 cents back for the unused certificates, I was told no. I can use the certificates and purchase more goods from them. If they are doing business in WA, do they NOT have to comply with WA rules? In WA, if you buy gift certificates and they aren't used in 7 years, the money is to be returned to the

	WA State Dept of Revenue. Does Idaho not have to comply with that for those of us in WA who got the certificates from them? Do they not have to comply with WA rules if they sign contracts with WA residents? I will drive down there and get 1346.oo worth of merchandise, but I really prefer to have my money returned. Expected resolution details: I think they should return $ to people in WA who have purchased these convenience certificates. --- Resolution: Resolution-CLOSED ADJUSTED --- Status: Closed --- Estimated Savings: 0.00 --- Actual Savings: 1346.83 --- WAG Resolution Date: 10/11/2012 2:15:54 PM
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 189 of 291	
Reference Number	41650590
Created Date	08/03/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009155338
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/03/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/03/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	BAKERSFIELD
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have been involved with Melaleuca since January 2012, as a Marketing Executive and reached the director status. During that time I had 2 cards on file with the billing department and had no problems. On July 24, 2012 I sent an email requesting to stop enrollment for a business program, MyMelaleuca. This was not honored my card was billed $9.95, and then my preferred status was cancelled. I was not notified, by the company in any way. I learned of this when my enroller called me to ask why I cancelled my membership. We called customer service together and were told that the payment method of file was not acceptable. The same cards that I have used monthly, sometimes twice a month ever since January. So after 7 months now it's not acceptable. After discussing several options all of which the company turned down. I asked why I had been charged after requesting cancellation on the MyMelaleuca the representative then cancelled that, however no refund has been forthcoming. Also at that time I requested s refund on the payment that the company kept for my convention ticket in the amount of $25. I was told that is nob-refundable. I did realize that, however it would seem to me that since I did not request the removal of my status but was for all intents and purposes fired that the company would want to refund that as a matter of common courtesy. I would love to have the company just accept the payment method that they have for 7 months, but if that is not possible I believe they should refund the entire $34.95 --- Additional Comments: Reinstate my payment options, as they were or refund my $34.95',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute	

Responded	
Complaint Info CRA Dispute Resolved	

Record 190 of 291	
Reference Number	41650969
Created Date	09/05/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009201619
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	09/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/05/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	BREA
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I spoke with the company's customer service on the phone several times about canceling my membership, returning product, and stopping my relationship with them. It was very clear to them that I had no interest in doing anymore business with the company. I shipped the original product back and was refunded the money for the product and the shipping cost which I originally paid. This transaction meant that I paid the return shipping cost out of my pocket, a total of about $23. On Sept. 2nd they again billed my credit card on file after my attempts to get them to stop all transactions. I was billed for another shipment of product (an autoship of sorts) and shipping costs. After speaking with the company representative on the phone, they refused to offer any refund for the shipping cost, even after the representative saw in the notes on my account that I had already requested the steps be taken which would cancel my membership, long before this order in question was billed or shipped. This means that they are expecting that I pay shipping both directions, to me and from me, in order to get the refund for the product they wrongfully shipped. --- Additional Comments: I would expect them to refund the product cost as well as the shipping cost, and include the shipping to return the product to the company. I was very clear in my desire to stop all business with the company over a month ago. They still billed and shipped the product against my will so I would expect that they cover the cost of the mistake.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 191 of 291	
Reference Number	41804341
Created Date	08/07/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009160679
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/07/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/07/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	PARMA
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The company claims to have shipped an order. This 'order' was not requested. Our credit card company advised us that our card number had been stolen and that the card had been frozen. I notified Melaleuca immediately and cancelled my preferred customer account with them, both via email and in writing. They are claiming that because the written notice was not received by a specific date, they automatically sent a unauthorized order. I called and again advised them that I had cancelled the account and that the credit card was cancelled. The person I spoke with said I would owe them $63.60 for he unauthorized order any way. I will return the order when and if it comes and I do not feel obligated to pay for it. I think I am correct that since I did not order whatever is being sent, I do not have to pay? --- Additional Comments: I would like to feel that I am correct in not agreeing to the unauthorized shipment or for the payment of it.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 192 of 291	
Reference Number	41804345
Created Date	08/06/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009158271
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/06/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/06/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	NORTHRIDGE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I joined Melaleuca the Wellness company through a client of mine. I really enjoyed the products and found them to be more than I expected. However, it was too expensive for a single woman and I needed to cut costs. My client informed me I needed to cancel with them by the 25th of the month. So I called the company to find out how to cancel on April 23rd and they said to got to their website and download the cancellation form, print it and then fax it in by the 25th. I proceeded to do this and while at work the next day April 24th I faxed it over and it went through as confirmed. At this point I did nothing else on my end because I had seen the fax go through. A couple days later I received a text message to my cell phone saying they have not received my April order. I immediately called the customer service number and the woman on the line asked me for the fax number I sent it from. Since I did not know the number I had to call my work and get it and call them back. Once I did that she then asked me for the confirmation number from the fax. At this point I became very upset. Nowhere on their website does it say to make sure you write down the confirmation number from your fax. I mean common really? The woman at customer service proceeds to tell me they never received my fax, and I don't have the confirmation number so there is nothing they can do. I asked to speak to her supervisor. When he got on the phone he basically laughed and me and was very condescending and told me there was nothing he could do and that I am a not telling the truth. I was extremely dissatisfied with the treatment I received. The supervisor told me I HAVE TO order another months of products or they will ship it anyway. Well I blocked my card from being used by them, and they sent it anyway. When UPS showed

	up with the box I refused it and had them send it back. Now I am being harassed 1-2x's a week from them for $17.19 which they say is the shipping costs for the items in that box that I don't even have --- Additional Comments: I would like Melaleuca to cease and desist all forms of harassment to my number or or any other way, and drop the charges for the shipping of items I never ordered, received or wanted. ',
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 193 of 291	
Reference Number	41804364
Created Date	08/29/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009191059
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/29/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/29/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	KING GEORGE
Consumer Address, State Code	VA
Consumer Address, State Name	Virginia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	My wife and I seperately called to cancel our account with Melaleuca and prevent any future charges to our credit card. No product had yet been shipped and nothing ordered. Numerous representatives refused citing the 25th of the month as the last day to cancel an account. Finally out of frustration we agreed to pay for a reduced shipment using a different bank account than on file. This is fraud since the product doesn't ship until next month!! All it takes is a keystroke to cancel an account, especially when nothing has been ordered and nothing paid. I want my money back, plus the cost of overdraft from the last time they automatically charged us!!! --- Additional Comments: I want my money back and the shipment canceled. I don't want anything ever mailed to my house again or any charges to my accounts ever again. They need to change their 'policy' which is NOT consumer friendly.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 194 of 291	
Reference Number	41804389
Created Date	09/05/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009202254
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	09/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/05/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	HUNTINGDON VALLEY
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I bought $25 worth of products which I received. They were ok. Nothing special. I decided to cancel. They canceled me,(hopefully. They had two of my credit cards on record at one point. I cancelled one of them. The other, I deleted from my online account on their site. Somehow they pulled from the archives that account info that I deleted and charged me for $53.29. And they wont refund the money. For this price, they said they sent me out a convenience certificate which allows me to purchase items for this amount. Sort of like a gift card. Something I never asked for. I will be pressing charges if I dont receive the money soon. --- Additional Comments: To put back the $53.29 on my credit card. For this price, they said they sent me out a convenience certificate which allows me to purchase items for this amount. Sort of like a gift card. Something I never asked for.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 195 of 291	
Reference Number	41804390
Created Date	09/05/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009198589
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	09/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/05/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	HASLET
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Contacted customer service to cancel my account and also delete my credit card information. I was told I wasn't able to delete my card info. This is not a professional way to do business. If I want to delete my card information I should be able to. Complete turn off to this business. They do have great products but they should give their customers the opportunity to make their own decision. I should not be required to buy something. That is not how you build a business. --- Additional Comments: Confirmation that my account is cancelled and I will not be billed for product I do not want. ',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 196 of 291	
Reference Number	41804414
Created Date	09/05/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009198429
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	09/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/05/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	LAKE JACKSON
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	THIS COMPANY HAS TERRIBLE POLICIES WHEN ATTEMPTING TO CANCEL SUBSCRIPTIONS. THEY ARE REQUIRING A HAND WRITTEN LETTER THAT INDICATES MY DESIRE TO CANCEL MY SUBSCRIPTION. THEY REFUSE TO HONOR MY DESIRES AND HAVE TOLD ME THEY ARE STILL GOING TO CHARGE ME FOR ANOTHER MONTH OF GOODS THAT ARE RANDOMLY GENERATED. I ALREADY HAVE BOXES OF $10 SINGLE BARS OF SOAP THAT I DID NOT ORDER. THIS IS A RIDICULOUS COMPANY THAT OFFERS LITTLE IN THE SENSE OF SECURITY OF THE PRODUCTS BEING SOLD. THE LOTION THEY SALE IRRITATES THE SKIN (THE BOTTLE INDICATES IN A WARNING THAT THIS MAY HAPPEN, SO OBVIOUSLY I AM NOT THE ONLY ONE) AND THE VITAMINS HAVE CAUSED SEVERE INTERNAL DISCOMFORT. --- Additional Comments: I WANT MY SUBSCRIPTION CANCELLED ASAP AND ANY CHARGES MADE TO MY ACCOUNT AFTER AUGUST 30, 2012 COMPLETELY REFUNDED. I FEEL THAT A INVESTIGATION SHOULD BE LAUNCHED INTO THE BUSINESS PRACTICES OF MELALUCA, INC. AND ALSO THE SAFETY OF THEIR PRODUCTS.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 197 of 291	
Reference Number	41804495
Created Date	09/12/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009210656
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	09/12/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/12/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SAN DIEGO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Melaleuca is a company that offers products advertised to promote healthy living. A member(normally someone you know), who payed to start a business contacts you in hopes that you would start a new business under them. Their profits are based on how many members they sign up, how many members you sign and how much all spend. You, the new recruit, will pay Melaleuca to start a business(also called preferred membership) and pay them to shop. Although I replied I only want to shop, no business, I was told same price. They offer $25 a month after the first month towards products(for a few months), claiming you can try different products THAT you may like. BUT you can only use $25 that month and only on the products they offer you. Also, to use the $25, you have to incur up to 35 points each month(that ultimately cost anywhere from $80 to $120 a month). To further the agony, if you set up an order so you don't have to log on every month(called back order), they will only let you switch products, you won't be able to cancel the order nor remove a product without selecting another product. Also this company tells you, you have to spend so much a month to be a member (ie 35 points), what was the PURPOSE of paying to become a preferred member? They lock you into spending this amount with the back order that they requested you start for your convenience in case you can't log in each month. If you dislike this company and want to cut ties with them, they have a way to delay that as well. You can't call and cancel or suspend their service, you can only do it in writing, its your only option. They provide several options to open an account even walking you through it, digital signature, pay online. To close an account, you have 1 option, log in, go through

	questions of why your closing, print form, fill out and find a way (mail, fax, email) to send back. Why can't you close an account on website or with a customer service rep? That's an option to open an account, no other forms or signature required. --- Additional Comments: I believe this company is a scam! Please look into this Company. My husband returned from deployment, a couple months prior to mine. After he tried products, we were no longer interested in Melaleuca services. He called several times to cancel but they continued sending products/charged us. Deployed with limited phone & internet access, I was unable to call them right away. After calling they still refused to cancel without following above steps. I felt force to buy whether I wanted it or not.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 198 of 291	
Reference Number	41804726
Created Date	09/12/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009212549
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	09/12/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/12/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	DAYTON
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(b)(6) Melaleuca The Wellness Company 3910 South Yellowstone Highway Idaho Falls, Idaho 83401-6003 September 7,2012 To Whom It May Concern; I wish to cancel my relationship with Melaleuca, the Wellness Company. I found it was like being in debt to the company store. I found the furniture polish to be fantastic. The stain remover was unsatisfactory, it did not remove stains. The deodorant was too firm and did not slide comfortably over the skin. The face soap was not hard milled and less satisfactory than say Yardley's English Lavender. The fabric softener had an unpleasant scent and did not perform as well as say Arm and Hammer available at any grocery store. I found your catalogue difficult to use and the preferred customer plan pressured me to buy products I did not want or in quantities I could not use. I do not want to be a preferred customer, I do not want to be a customer of any nature, in fact I do not want to hear from you again. I am returning under separate cover the items I do not want, the items I did not order and which are listed in the second page of this fax. I think your whole product line is a scam. I trust this is abundantly clear to you. I am also sending a copy of this letter to the Dayton Better Business Bureau, Should I receive any further product from you it shall be

	considered a gift and I will charge storage fee of $10.00 a day. (b)(6) - Additional Comments: I do not want to hear from you again.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 199 of 291	
Reference Number	41879664
Created Date	09/25/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009229337
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	09/25/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/25/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	BOISE
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Over the past several months I have received numerous collection calls from this company. I spoke with customer service one month ago today (Aug. 21, 2012) and informed them that I do not now have, nor have I ever had, an account with their company. I asked that this information be forwarded to a supervisor and my name removed from their call list. Their harassing phone calls have continued. Today I spoke with another customer service rep and asked to be connected to a supervisor. This CSR confirmed that the account information sheet detailed my previous conversation stating that the account in question does not belong to me. Again, I was denied the opportunity to speak to a supervisor. All the rep wanted to do was tell me how much I owe. This is absolutely not my account and I want the collection calls to stop. --- Additional Comments: Stop calling me.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 200 of 291	
Reference Number	41879667
Created Date	09/12/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009204538
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	09/12/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/12/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	PORT RICHEY
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	1) I wanted to change people I was under to someone I knew. Originally signed up under a friend and they all left and wanted to try to make business from it but person above me never returned calls. So I found a person who was willing to teach me and melaleuca refused to transfer me. Said I had to close my acct for 6 months before I could.2) I attempted to close my accr via their online page but it was not working. They have refused me 5 times when I've asked them to email me a form. They tell me to mail them a letter. I screen printed and emailed a letter and a woman told me it was ok and I was then still charged aug 2 for product shipped to wrong address. I was out of the country and bc I didn't have products they said they can't refund my money. They again did this for sept 2! This time they overdraw my acct - I thought it was cancelled bc the woman on the phone said my email was fine and I wasn't charged July until aug! I asked for full refund and they are refusing! I had wanted to come back but at this rate I want me 2 charges and the $37 over draft back! 3) customer service doesnt want to help at all--I'm glad I saw now that they don't c are about customers just money before I put my heart It making it. I had 30 people looking to join and I will tell all the 50 I know who use this to stop! I'm frustrated and seriously unhappy! --- Additional Comments: Aug 2 (July) and sept 5 refunded plus the $37 overdraft u caused by debting after I thought it was closed!! Acct closed out and documents emailed to me saying so, please. ',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

CONSUMER SENTINEL NETWORK

Law enforcement's source for consumer complaints

CIS COMPLAINT

Record 201 of 291	
Reference Number	41879673
Created Date	09/25/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009233614
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	09/25/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/25/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	KIRKLAND LAKE
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was scammed by this company as are many others,, what they fail to tell you is that it is more than just paying the $29 dollar memebership fee,, once u have given your credit card number and are a member now for this fee,, you access the sight to start shopping or look at the products,, but there is a catch,, you will then see that you need to make an order every month to stay in as member,, and if you forget to order they automatically bill your credit card for $69 and pre select a product of this value to send you every month should you not purchase something from them every month,, and on top of this $69 taxes and shipping.. The do not inform customers of this policy until they have paid the $29 to become a member and log in site then it informs you of this policy that u need to make an order every month to stay as a member with the company. This is a complete scam,, i dont want to order something every month,, why should i have too,,you already got my memembership fee of $29 soo why the inside catch? You are totally misleading people about this. And now to cancel you have to write a letter requesting your cancellation and fax it,, why the heck cant you do cancellations over the phone? This company makes it hard for people to get a cancellation of this memebership, makes it very inconveient since most people dont own a fax machine,, soo they must go out of their way to write a

	letter then find a place that you can send faxes,, not to mention you need to pay a merchant out of your own pocket to make a fax. All other companies i know once you phone them you can cancel over the phone not with letters and fax's.. Totally disruptive company, very misleading and false information is given. I urge no one to purchase products off this company as they will see the hidden policy of having to buy one purchase minimum a month,, that is B.S. I have taken the easy route and just cancelled my mastercard so this company cannot take my money. --- Additional Comments: I'am requesting that this company no longer hide the fact to people about this so called backup order... this is what they call the product they send and bill you for , should you miss to place an order with them every calendar month,, This company needs to be straight forward and up front to people when they are told about the $29 memembership fee. Include this part of your policy, dont leave it out, as that is the key to purchasing or not from this company. ',
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 202 of 291	
Reference Number	41879736
Created Date	10/03/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009235765
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/03/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/03/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	MAIDEN
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I am on a fixed income , because of heart problms, and I can not afford this company to keep taking money out of my account . I can't get them to stop sending me things and making me pay for it !! --- Additional Comments: I only want to be taken out of there company and stop making me buy things. I want them to stop using my debit card info. and stop contacting me. and there is no way to unsubscribe from there web site.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 203 of 291	
Reference Number	41879744
Created Date	10/03/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009239685
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/03/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/03/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	NASHVILLE
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Melaleuca has a three day right to rescission when you make an account with them, I exercised that the same day that I made the account. They received my fax/form stating that I wanted to cancel membership and not be charged. They refuse to send me a confirmation of that information, and refuse to remove my credit card information from their site. I have had to cancel my credit card so that I will not be charged. I was told that I would not receive anything or a bill, and today after they canceled my preferred customer account(I went into a direct customer account status) a package showed up as being shipped to my house, after I was told I would not receive anything. I have yet to talk with someone that will give me a straight forward answer. I am worried now about receiving this package that I did not order, and wondering how hard it will be to send it back. --- Additional Comments: I want all of my information completely removed from their website as if I never signed up. ',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 204 of 291	
Reference Number	41879746
Created Date	10/03/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009240035
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/03/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/03/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	THORNTON
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I signed up for this service on Sept. 21st of this year. I asked the person doing the enrolling if I could cancel if I did not like the service. She guranteed that I would be able to cancel if I was not satisfied with the service or products. I was told that I would have to spend my a monetary value equal to 35 points of product each month. Today (09/29) my wife receives a phone call from a Maleleuca representative that was very rude, demanding that we order our 35 points worth of product by 6 pm my time (MST)or we would get charged at their price and we would be sent product which we did not order or care to use. The representatives take on it, was oh well, your problem, not ours. Very poor customer service! So after the phone call I really do not want to do any type of business with this company! I call the HQ to cancel my membership and speak with a rep named Benjamin. Benjamin was polite and asked why I was cancelling. I re-itterated the above story and then Benjamin no longer wanted to help me cancel the membership but now he wanted to rectify my problem! After repeated, and I mean repeated attemots of me telling Benjamin that I no longer wished to be a member of this wonderful company, he would not give in and stated that it was a process for me to 'suspend' my membership and I could not cancel!!!! I demanded to speak with his supervisor about the situation. I was then transferred to Jessica and again had to tell my story again! Then Jessica wants to resolve the problem without me cancelling the membership! After a lengthy conversation and the repeated 'NO's' i told Jessica I didnt want any part of their company she directs me to a website to download a form whihch has to be sent. faxed, or emailed by the 25th of each month to 'suspend' the persons membership! My

	problem with this is that I felt as if I was lied to in the beginning! I specifically asked the person doing the presentation if I could cancel at any time and was told, 'Yes'!!!! Which is not the case with this company! --- Additional Comments: I would like my membership fee refunded to me on the sole fact of poor customer service and I was lied to in the beginning about being able to cancel at any time with no hassles or fees (which as of today I have to spend at least $35.00 for the required 35 points). There was misrepresentation in the beginning when I signed up, with that person knowing full well that a person cannot just cancel the membership! The fee for my membership was $30.00 that I wish to be refunded. Thank you.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 205 of 291	
Reference Number	41879756
Created Date	10/03/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009241952
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/03/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/03/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	KALISPELL
Consumer Address, State Code	MT
Consumer Address, State Name	Montana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was a Marketing Executive III, I had been a prefered customer for 6 months. I enrolled using a pre-paid credit card, and had used only the prepaid card to make my orders for 6 months. When I went to make my order last month, I found out that my account had been put on hold, without any notice from the company. When I called the company, they informed me that I needed to have another card in order to keep my prefered status. I was charged that same month for my internet acces to their website. They have refused to refund the money spent on the website fee, and will not give me a reasonable explanation as to why my account is no longer acceptable. I have spent over $300 in business materials, and am extremely upset abut this.I love the melaleuca products, but can no longer be associated with a company that practices business in this way. --- Additional Comments: I would like a full refund of all the money I have spent with this company.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 206 of 291	
Reference Number	41879768
Created Date	09/19/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009216694
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	09/19/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/19/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CYPRESS
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was charged $66.84 on 6/30/12, 7/31/12 & 8/31/12. totaling $200.52 I currently have a PO box because my husband is currently overseas (active duty military) and my son and I are staying with a relative. I have only received notice for one package as to which I REFUSED (Return to sender). I was informed my a Melaleuca rep that I was going to receive a refund to the original method of payment. Instead they put a credit for $46.88 on my Melaleuca account. The credit card that had been charged was paid off and I did not become aware of the other charges until I received a statement with those charges from July and Aug. I HAVE NOT RECEIVED ANY PACKAGES TO MY PO MUCH LESS RECEIVED A NOTICE IN MY PO BOX FOR ANY INDICATION THAT I HAVE A PACKAGE. I called said company to request my refund IN FULL but was told that I had to pay shipping on the returned box. I was also told I could not receive a refund unless they received the returned packages. I then too will have to pay for shipping for those. In order for me to receive a refund (minus shipping) they will have to resend the packages and I would have to refuse the AGAIN. I HAVE NOT RECEIVED ANY PACKAGES!!! After I requested NOT to RESEND the packages (apparently they have to in order for me to get my money back) Ron (cust. rep) stated his hands were tied and no matter who else I spoke to they would tell me the same. NO REFUND WILL BE ISSUED UNLESS THEY RECEIVE THE RETURNED ITEMS. Even if I do I will have to wait months to get my refund. Even then it is not in the full amount. I am requesting a full refund in the amount of $66.84x3 =$200.52 I do not feel that I should have to wait nor should I have to pay shipping on product I

	did not initially order MYSELF. I since have cancelled my membership with said company.Customer service with this company was RUDE AND CONDESCENDING. THEY GAVE ME ATTITUDE AND WERE BEING SARCASTIC. I was irate and did loose my temper once I felt I was being chastised. --- Additional Comments: I AM REQUESTING A FULL REFUND OF $200.52. I HAVE YET TO RECEIVE ANY PACKAGES THAT WERE SENT AND HAVE CONFIRMED WITH THE POST OFFICE THEY CURRENTLY HAVE NO PACKAGES FOR ME. ',
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 207 of 291	
Reference Number	42039145
Created Date	10/10/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009253390
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/10/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/10/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	HOUSTON
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	This company appears to force customer to accept their products after they have canceled their membership. I canceled my member ship with this company several months ago and they drafted my account with out my permission. Upon canceling my account i advised them not send or ship out any more products to me. They then shipped a back order after i advised them in writing and refused to have UPS return to pick up the package. I was told that I would have to pay for the package to be returned I made several attemps to get this package back to them and was told even if i sent it back they would charge me for the shipping. Once I sent them in writitng to cancel that should have stopped any futher products. Product_Or_Service: US MEMBER SHIP Order_Number: (b)(6) Account_Number: (b)(6) -- Additional Comments: DesiredSettlementID: Refund I want half the money they took out of my account last week with out my authorization. I did not authorized them to debit my account. THis account was canceled and they were notified in writing. I also want them to delete any information pertaining to me out of there system and they are not to tamper with my account they were not authorized to do so.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 208 of 291	
Reference Number	42039159
Created Date	10/08/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009250364
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/08/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/08/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	HENDERSON
Consumer Address, State Code	NV
Consumer Address, State Name	Nevada
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	When I received an email response to my resume, I was led to believe that I'd soon have a job. The virtual briefing I was asked to attend was very misleading as well. Once my child became ill, I knew it would be impossible for me to recruite 4-8 people within 4 days as Carolyn Kavarnos wanted me to and I certainly wouldn't be able to afford $50 or more for the products she said I'd have to buy. So I sent her an email letting her know why I was unable to continue marketing. I even went to my bank and explained it all to them so to protect my account, I cancelled my card and got a new one. Instead of listening to me, Melalueca sent packages to me anyway. When I went to UPS to have them returned, I was informed that I'd have to contact Melalueca for some type slip in order for the packages to be returned. But instead of simply sending me the required slip(s), the phone rep said that I would be responsible for the shipping! When I sent an email letting them know that I'm unemployed and wouldn't be responsible for shipping UNOPENED packages, they turned around and found some way to get into my bank account anyway and causing me to be over drawn by $197.00!!! I have filled out a suspension form and emailed it to them (Diana Del Castillo)claimed that the form wasn't attached and suggested I resend it to myaccount@melaleuca.com. I sent it to that email address plus info@melaleuca.com and am currently looking for other ways to get these packages to them without forcing me to spend more money than necessary. But they have admitted that another will be arriving regardless! --- Additional Comments: For Melalueca to reimburse me for the shipping of these unwanted packages since I'm unemployed and seeking employment! Its hard enough for me to keep

	gas in my car so I can get to and from food banks let alone look for work. It'll cost $9.85 for me to send one of their packages back through USPS so naturally it'll cost even more to send the crap back through UPS. ',
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 209 of 291	
Reference Number	42039175
Created Date	10/16/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009260085
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/16/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/16/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	LOS ANGELES
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	My name is francisco hernandez and i am complaining because this company is a bunch of thief's in the month of july i had ordered them to stop sending me product but they didn't they said oh we lost the form you sent us to stop. so we were ok once is ok second time we sent it they did it again. After that the second form i thought that's it no more product but they kept charging my card every month and i always sent back the product but they keep on taking away from me i got my bank involved they did nothing they have taken to much money from me and maybe even more people --- Additional Comments: Give back all the money they stole and leave me alone',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 210 of 291	
Reference Number	42203099
Created Date	10/08/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009247082
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/08/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/08/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	LAKEWOOD
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Two weeks ago I signed up for services with this company.I was told that I would need to order 'once a month'. The reason I was initially interested in this company's products was because they were said to be healthier-the company says it is a 'wellness' company. After looking at the ingredients I noticed that there are toxic and unhealthy items. Before I could cancel the membership I received a notice by email that they had shipped me an order, even though I have never placed an order. When I called the company they said it was impossible to stop shipment on the order, and that I would need to pay to have the shipment returned or it might get 'lost' on it's return. The shipper is UPS and they confirmed that there is no way for me to refuse the shipment and tract it's return. --- Additional Comments: 1. Refund all payments to the company including fees.2. Refund return shipping costs of merchandise.3. Redo initial sign up sheet to include verification by customer of date when initial and subsequent shipments will occur and that merchandise will need to be returned at customer's expense.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 211 of 291	
Reference Number	42203152
Created Date	10/08/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009247837
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/08/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/08/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SAN DIEGO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have a monthly membership with Melaleuca. Twice I have informed them, through their website and once via fax, to end my membership. They continue to take money out of my bank account. My customer number is (b)(6) -- Additional Comments: I want $72 returned to my bank account immediately and for Melaleuca to cancel my membership and stop taking money from my bank account.I want written confirmation that they have done so. ',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 212 of 291	
Reference Number	42203156
Created Date	10/08/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009248519
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/08/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/08/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SPOKANE VALLEY
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I keep receiving automatic shipments from Melaleuca that I did not request. I have attempted to cancel membership with them for months and continue to receive unwanted shipments of useless products. Their customer service representatives claim that I agreed to receive 'back-up orders'. I strongly disagree with this and have asked them to provide documentation of this claim. To date this documentation has not been provided. --- Additional Comments: I am asking for documentation that I authorized these backup orders, that all future shipments of 'back-up orders be terminated immediately and all amounts charged to my credit card for these unwanted orders be returned immediately.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 213 of 291	
Reference Number	42203161
Created Date	10/24/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009270569
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/24/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/24/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	ARBOVALE
Consumer Address, State Code	WV
Consumer Address, State Name	West Virginia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I enrolled with Melaleuca in July 2012, called and cancelled member ship August 2012. told over phone it had been cancelled, filled out form and sent to them stating to cancel. Paid for the one shipment of products sent automatically. Thought it was done. In September 2012,got e-mail from Sandi Deremer (the one that signed me up) that I was still showing active on her list. I called Melaleuca, told them this had been cancelld back in August. I told them to cancel automatic shipment (I found out a day after the 25th of the month) I tried to fill out the form again, it wouldn't open so I sent them a personal letter and faxed to them. Telling to cancel everything. I got e-mail telling me it had been cancelled. Then UPS stopped by with a package from Melaleuca, I refused it and sent back to them. I also put a stop payment with my bank because I sent it back and I should not have to pay for something that I didn't keep and had told them to cancel. Now, I'm getting e-mails and phone calls telling me that I owe over 70.00 for the shipment that I sent back previously I was told it was 16.00 for their processing of something that I sent back. I have copies of the letter I sent to them and I have kept the e-mails. --- Additional Comments: I want them to stop calling and sending me e-mails for something that I sent back and I had cancelled membership. They have the products, I didn't open them. I do not owe them anything and I WILL NEVER PURCHASE ANYTHING MELALEUCA. I will not pay them a dime for something that was sent back to them and they were told t cancel memebership back in August.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved	

Record 214 of 291	
Reference Number	42203162
Created Date	10/08/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009247022
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/08/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/08/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CROCKETT
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was informed that if I submitted a cancellation notice by the 25th of the month I would no longer receive shipment of product which I submitted (and have proof) by the 23rd of Aug. another shipment was made they tried to say they didn't receive notice until Sep 6th which is the date that I forwarded the original correspondence to them. I have severe health issues they have been informed of and they still expect me to pay for shipping of product which was not supposed to be shipped per contract agreement. I have already paid for shipping charges of first shipment which was never opened and I will not pay for shipping charges of 2nd shipment which was not supposed to be shipped the next person I contact on this matter will be a civil attorney to file a suit for emotional stress and punitive damages caused from dealing with Melaleuca from day 1. I am putting 2nd shipment in mail with return to sender on box, I will not pay for shipping charges and they will be paying a lot more than shipping charges if they do not cease and desist immediately. --- Additional Comments: If they charge me another shipping charge I expect that to be refunded along with the cost of the original shipping fees for my pain and anguish in having to deal with people not doing their job correctly while dealing with severe health issues.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 215 of 291	
Reference Number	42203179
Created Date	10/17/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009262913
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/17/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/17/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	JAMAICA
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I close the account and by them not giving me the correct information the time has passed and they have to refund me the amount of $62.00 and they are stating that they are going to send a check for $40.00 because they charge $10.00 for each notice which if they have done the job of canceling the account properly non of this would be happening. And I feel that I don't have to pay for their mistakes. --- Additional Comments: The full amount of $62.00',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 216 of 291	
Reference Number	42290062
Created Date	11/18/2012
Complaint Source	PrivacyStar
Originator Reference Number	521903
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	PSTAR-USER
Entered Date	11/18/2012
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	11/18/2012
Transaction Date	-
Member of armed forces or dependant?	-
Consumer First Name	-
Consumer Last Name	b(6)
Consumer Address, Line 1	-
Consumer Address, Line 2	-
Consumer Address, City	ANAHEIM
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	-
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-
Consumer Cell Phone, Area Code	-
Consumer Cell Phone, Number	-
Consumer Email	-
Consumer Age range	-
Consumer Military Status	-
Consumer Military Station	

Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	MELALEUCA INC
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5344242
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9001
Complaint Info Product Service Description	Telemarketing, Other
Complaint Info Law Violation Code	TR11|TR34
	TSR: Other Deception or Abuse (note in

Complaint Info Law Violation Description	comments)|TSR: Fail to disclose call is sales or charity call
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 217 of 291	
Reference Number	42292328
Created Date	11/18/2012
Complaint Source	PrivacyStar
Originator Reference Number	521892
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	PSTAR-USER
Entered Date	11/18/2012
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	11/18/2012
Transaction Date	-
Member of armed forces or dependant?	-
Consumer First Name	-
Consumer Last Name	b(6)
Consumer Address, Line 1	-
Consumer Address, Line 2	-
Consumer Address, City	ANAHEIM
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	-
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-
Consumer Cell Phone, Area Code	-
Consumer Cell Phone, Number	-
Consumer Email	-
Consumer Age range	-
Consumer Military Status	-
Consumer Military Station	

Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	MELALEUCA INC
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5344242
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9001
Complaint Info Product Service Description	Telemarketing, Other
Complaint Info Law Violation Code	TR11|TR34
	TSR: Other Deception or Abuse (note in

Complaint Info Law Violation Description	comments)|TSR: Fail to disclose call is sales or charity call
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 218 of 291	
Reference Number	42364034
Created Date	11/12/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009289631
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/12/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/12/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	HAMILTON
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I joined Melaleuca the Wellness company through an acquaintance of mine. I really enjoyed the products and found them to be more than I expected. However, it was too expensive for my family budget and I needed to cut costs. I called the company to find out how to cancel and they said to got to their website and download the cancellation form, print it and then fax it in by the 25th. I proceeded to do this and while at work the next day October 24th I faxed it over and it went through as confirmed. At this point I did nothing else on my end because I had seen the fax go through. A couple days later I received a text message to my cell phone saying they have not received my October order. I immediately called the customer service number and the woman on the line asked me when I faxed the document and I told her the 24th. She stated that her copy is stamped as received on the 29th so they had sent my backup order even though there was a problem with my credit card. (I had cancelled the card so that it could not be charged any further). At this point I became very upset. I checked my checking account and found that Melaleuca had charged my card anyway. I told the customer rep this and she stated that the shipment had been sent anyway because according to her records, the fax was not received until after the 25th. She then started to tell me how to send the package back and I told her I did not feel I should have to pay the shipping when I had cancelled my membership as I was supposed to and they are the ones who made the mistake. I told her I would refuse the package and she said they would just deduct the amount of the shipping from my refund of the products once the package is returned! I feel that this is a complete rip-off and that I am being taken advantage of by this

	company. I did what I was supposed to do, but they are not being truthful about the date the fax was sent by me, charged my card, making my account delinquent and now want me to pay to ship the box back! --- Additional Comments: I want a full refund of the products they sent, plus the shipping it will cost to send the package back. And since my checking account was overdrawn due to the amount they charged without my authorization, I would like the $30.00 it cost me in fees to my bank.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 219 of 291	
Reference Number	42365379
Created Date	12/05/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009324827
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	12/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/05/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	MERIDIAN
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Melaleuca continued to send me shipments even after I canceled my credit card, shipped them back the package they sent me at my expense and talked to customer service saying that I no longer wanted to be a member. What kind of business forces their product on a consumer? I am extremely dissatisfied. I thought when I shipped them back the product that would be the end. There products were over-priced and not the natural products they promoted them to be (some were but most were not). --- Additional Comments: I would like them to discontinue my membership but apparently that is easier said than done. Only join if you want to be a member for life and pay outrageous prices.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 220 of 291	
Reference Number	42365526
Created Date	08/30/2012
Complaint Source	Idaho, Attorney General
Originator Reference Number	213469
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	08/30/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/30/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	EUREKA
Consumer Address, State Code	MT
Consumer Address, State Name	Montana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	

Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation	

Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complainant was contacted by a school in Hawaii that received a package from Melaleuca. They could not forward to complainant as they had no forwarding address. Complainant contacted the business. The business would not pay to have the order shipped to complainant. --- Law Violation Code: Unordered Goods/Services
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 221 of 291	
Reference Number	42707119
Created Date	11/01/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009280748
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/01/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/01/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	INGLEWOOD
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	this companies accounting is really bad. i was charged twice for the membership. called and canceled my membership and wasnt informed that i needed to feel out paperwork to cancel it by a representative. refuse to give back shipping on a service i had canceled. terrible customer service. would never do business with them again!!!!!!!! --- Additional Comments: my money back for wasting my time',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 222 of 291	
Reference Number	42707146
Created Date	11/12/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009289036
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/12/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/12/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	BOISE
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Melaleuca uses deceptive practices including misleading labeling of documents to make it difficult for customers to cancel their accounts. I signed a customer agreement form to become a preferred customer which states that to cancel an account a form titled 'Cancellation Form' must be signed and returned to the company. However, the Melaleuca website does not have a form titled 'Cancellation Form'. Rather the form used to cancel an account is linked on the website and titled 'Suspend Preferred Customer Benefits Form'. The term 'Suspend' is not equivalent to the term 'Cancel' and is misleading and deceptive. Suspending preferred customer benefits is not equivalent to cancellation of an account. I attempted to cancel my account in April by logging into the melalueca website but could not find the 'Cancellation Form' indicated in the customer agreement. Searching the website using the word 'cancel' did not produce a form titled 'Cancellation Form' as indicated in the customer agreement. The customer agreement form states: 'I may cancel this Agreement for any reason at any time by submitting a completed Cancellation Form to Melaleuca bearing my original signature, printed name, address, and Customer Number.' It is evident that there was no form on the website entitled 'Cancellation Form'. Due to the hospitalization of my newborn baby which would require a subsequent 2 month hospital stay, I contacted Melaleuca by phone and requested immediate cancellation of my account and notified the representative to discontinue monthly product shipments immediately. The customer service representative instructed me to fill out the 'Cancellation Form' from the Melaleuca website - I noted that I could not find the form from my prior attempt and

	the representative only said it was under 'My Accounts' but did not say the name of the form, I could not cancel my account and continued to recieve shipments that I didn't want or need delivered to our house while my new family was in the hospital. --- Additional Comments: Melaleuca needs to recognize the deceptive nature of the terminology used on its customer agreement form in regarding its use of the word 'Cancellation Form' which is in clear contrast to the form available and required to cancel an account titled 'Suspend Preferred Customer Benefits Form'. As a result of this discrepancy I was unable to cancel my account in April and continued to recieve 7 months of shipments from Melaleuca. These shipments need to be refunded and the terminology changed.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 223 of 291	
Reference Number	42707147
Created Date	11/01/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009276254
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/01/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/01/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	LANCASTER
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	This compaany has no problems signing customers up over the internet or phone, but if one is dis-satisfied with the service or products, and wants to discontinue said membership, one must jump through hoops not made clear in the intitial activation, but is surely in the fine print used to print out more than several pages of info that is often times just as unclear and misleading to the average customer. We were charged unknowingly as new customers for stuff we did not order, that is stealing, regardless of what they say is in the paper work, if it was not disclosed up front then it was not disclosed. They then refused to cancel the membership upon notification of dis-satisfaction and further attempted to steal more money after the notification to cease membership, and lied about whether there is another way to cancel. They will take your money any day of the month, but if you want it to stop, you have to jump through a series of fine print hoops that until you find out the hard way you do not know about.This is unacceptable business practice and it is allowed to go on everyday as people like myself typically dont say anything. Well not anymore. --- Additional Comments: I think I deserve the money I put into this unsavory situation, as I bought and used products that were less than satisfactory, do not live up to the claims as being organic, and then they proceeded to waste my time which is worth ten times the amount I gave this company in payment for any product. I told them I did not want any more, they said they were going to send, bill and continue doing this till i met their specific ridiculous requirements to cancel the membership.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute	

Responded	
Complaint Info CRA Dispute Resolved	

Record 224 of 291	
Reference Number	42707148
Created Date	10/18/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009264973
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/18/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/18/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	DOYLESTOWN
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have asked this company numerous times to cancel my order and they continue to send and charge my credit card. They keep sending the product and tell me I have to return it. I canceled it. If they want it they can come pick it up. I'm tired of their illegal business practices. --- Additional Comments: Full refund of the last 3 charges of $64.05 each and stop sending me their product.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 225 of 291	
Reference Number	42782491
Created Date	12/12/2012
Complaint Source	Oregon, Department of Justice
Originator Reference Number	FF11608-12
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OR01-USER
Entered Date	12/12/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/12/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	ROSEBURG
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	

Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	MELALEUCA, INC.
Company Address, Line 1	3910 SOUTH YELLOWSTONE HWY
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	6003
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	

Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I JOINED THIS COMPANY THIS YEAR SIX MONTHS AGO. MY FINANCIAL SITUATION CHANGED AND I TOLD THEM I NEEDED TO STOP MY MEMBERSHIP. THEY TOLD ME I WOULD HAVE TO SIGN A PAPER OF SOME KIND. I SAID OK FINE, I STILL DO NOT KNOW WHAT PAPER THERE TALKING ABOUT. I HAVE HAD SEVERAL PHONE CONVERSATIONS WITH THESE PEOPLE. THEY SENT ME A BACK UP ORDER EVEN WHEN I CALLED TO STOP ALL TRANSACTIONS. I RECIEVED THE ORDER AND SENT IT BACK, THEY TRIED TO TAKE MONEY OUT OF MY ACCOUNT, HOWEVER THERE WASNT ENOUGH. I SENT THE MECHANDISE BACK AND PAID THE SHIPPING COST. THE NEXT PERIOD THEY TOOK OUT THE SHIPPING OF $7.90, WHICH WAS OK. NOW TODAY THEY HAVE CHARGED MY ACCOUNT $69.62. IT IS AMAZING TO ME THAT IT WAS SOOOO EASY TO JOIN BUT TRYING TO GET OUT OF THIS IS THE EQUIVALENT OF TRYING TO ESCAPE FROM JAIL. I DONT KNOW WHAT FORM THERE TALKING ABOUT, I HAVE ASKED THEM TO SEND ME THE FORM BY EMAIL BUT COULD NOT MAKE ANY SENSE OF THE EMAIL OR A SIGNATURE BLOCK. THIS IS FRUSTRATING TO SAY THE LEAST. I DIDNT NEED ANYTHING BUT A DEBIT OR CREDIT CARD TO JOIN. EVERYTHING WAS DONE OVER THE PHONE. I WOULD LIKE INTERVENTION IN THIS MANNER. THIS IS A HARDSHIP THAT PEOPLE SHOULD NOT HAVE TO GO THRU. ALL THEY HAVE TO DO IS SEND ME AN EMAIL WITH THE FORM.

	THANKS FOR LISTENING. --- Consumer description: Collected or attempted to collect for goods or services the complainant never ordered
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 226 of 291	
Reference Number	42787461
Created Date	11/29/2012
Complaint Source	U.S. Postal Inspection Service
Originator Reference Number	1636699
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	11/29/2012
Updated By	Adam D asmitley
Updated Date	01/03/2013
Agency Contact	External Agency
Complaint Date	11/29/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CLARKSVILLE
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	

Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	CITI Financial, Melaleuca
Company Address, Line 1	2 Johnson Road
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONDON
Company Address, State Code	427
Company Address, State Name	England
Company Address, Country Code	GBR
Company Address, Country Name	UNITED KINGDOM
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	170
Company Phone, Number	8050075
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	Not Reported
Complaint Info Amount Requested Value	$1920.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	2142
Complaint Info Product Service Description	Prizes\Sweepstakes\Gifts
Complaint Info Law Violation Code	

Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	11/29/2012 JHernandez I receive a check in the mail and it said I was drawn to win $75000.00 and here is a check for $2660.00 to pay the tax with and the rest will be delivered by UPS or FedEx. this will happen after I send them $1960.00 to pay the taxes owed on the $75000.00. The check is thru a Wells Fargo Bank, the company name of the check is Melaleuca, The Wellness Company and the letter head is from CITI Financial. The check looks real and the letter is the best scam I have ever read. Thanks, (b)(6)
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 227 of 291	
Reference Number	42787487
Created Date	11/29/2012
Complaint Source	U.S. Postal Inspection Service
Originator Reference Number	1636765
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	11/29/2012
Updated By	Adam D asmitley
Updated Date	01/03/2013
Agency Contact	External Agency
Complaint Date	11/29/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	PRATTVILLE
Consumer Address, State Code	AL
Consumer Address, State Name	Alabama
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	

Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	CITI Financial, Melaleuca
Company Address, Line 1	2 Johnson Road
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LONDON
Company Address, State Code	427
Company Address, State Name	England
Company Address, Country Code	GBR
Company Address, Country Name	UNITED KINGDOM
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	170
Company Phone, Number	8050075
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	Not Reported
Complaint Info Amount Requested Value	$1920.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	2142
Complaint Info Product Service Description	Prizes\Sweepstakes\Gifts
Complaint Info Law Violation Code	

Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	11/29/2012 JHernandez Figured this was a scam, contact company check was drawn on Melaleuca, Idaho Falls, ID, and emailed them a copy of the letter and check. Took no action on scam.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 228 of 291	
Reference Number	42801966
Created Date	01/13/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	-
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/13/2013
Updated By	CRSS\lkilpratrick
Updated Date	01/14/2013
Agency Contact	Internet
Complaint Date	01/13/2013
Transaction Date	-
Member of armed forces or dependant?	N
Consumer First Name	-
Consumer Last Name	b(6)
Consumer Address, Line 1	-
Consumer Address, Line 2	-
Consumer Address, City	-
Consumer Address, State Code	-
Consumer Address, State Name	-
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	-
Consumer Home Phone, Area Code	-
Consumer Home Phone, Number	-
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-
Consumer Cell Phone, Area Code	-
Consumer Cell Phone, Number	-
Consumer Email	-
Consumer Age range	-
Consumer Military Status	-

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca Inc.
Company Address, Line 1	3910 S. Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	www.melaleuca.com
Company Rep First Name	Frank VanderSloot
Company Rep Middle Name	
Company Rep Last Name	McKay Christensen
Company Rep Salutation	
Company Rep Comments	Scott Holander
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters

Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	This company, Melaleuca, is running a pyramid scheme for more than a decade just like Herbalife. Please investigate it. The CEO, Frank VanderSloot, has been bribing the legislators to cover up his business practices. Therere a lot of distributors (so called Marketing Executives) have been complaining about the company's business practices. The company lies and steal money from the distributors via a complicated compensation plan. Please keep my name anonymous and confidential. Please investigate! There is a lot of public information online about this company and the CEO who was behind Mitt Romney presidential campaign.. PS9000: Complain about Melaleuca located in Idaho Falls, ID, their business practice Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 229 of 291	
Reference Number	42817655
Created Date	11/05/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009286002
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/05/2012
Updated By	BBBBOID-USER
Updated Date	03/07/2013
Agency Contact	External Agency
Complaint Date	11/05/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	HONOLULU
Consumer Address, State Code	HI
Consumer Address, State Name	Hawaii
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	see attached --- Additional Comments: see attached
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 230 of 291	
Reference Number	42817658
Created Date	12/05/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009325035
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	12/05/2012
Updated By	BBBBOID-USER
Updated Date	03/08/2013
Agency Contact	External Agency
Complaint Date	12/05/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	DIGBY
Consumer Address, State Code	NS
Consumer Address, State Name	Nova Scotia, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I am not able to change any account information online through this company. They have had a pre-authorized payment to come out of my bank which I have not authorized. This may be due to the fact that I set up an account with Melaleuca because I was told that this was going to help me make a residual income. When I set up an account I added in my banking information because I was informed that I needed a memebership kit to get started. ON 30/11/2012 an order of 90.63 was made on my account by someone other then me. I wasnt aware that this payment would be taken out of my bank account and I was charged an NSF fee by my bank as well. The lady who enrolled me Sally Tucker 902-521-7232 has avoided and stopped all contact with me who had infromed me she was a melaleuca representative and was going to help me out with obtaining employment with Melaleuca. When this payment was taken out of my account I contacted Sally and had no reply. I feel that I have been mislead, abused and violated --- Additional Comments: I would really like the order fee of 90.63 and my NSF fee of 42.50 refunded because I was not informed of any payments or orders being made to my account. I would also like my membership fee of 33.35 refunded becasue I was also informed that if I was not 100% satisified with the company that the membership fee would be refunded up to four months. I have not been with Melaleuca for one month.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 231 of 291	
Reference Number	42817660
Created Date	11/20/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009304980
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/20/2012
Updated By	BBBBOID-USER
Updated Date	03/08/2013
Agency Contact	External Agency
Complaint Date	11/20/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	AURORA
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Melaleuca continued to ship me products even after I sent them e-mails asking them NOT to, and made phone calls to them requesting that they stop shipment and recall shipment. They chose to arbitrarily ship me products that I NEVER ordered, and then when I returned the products, they refuse to refund the full amount to my credit card, even after I let them know via phone calls and e-mails that I DID NOT WANT their products and for them NOT to ship them to me. They insist on charging me shipping for products I NEVER ORDERED and refuse to acknowledge that I had cancelled my membership and in spite of NEVER HAVING ORDERED their products, they chose to ignore my requests. --- Additional Comments: The company needs to refund the full $70.18 to my credit card, not just $53.65 for products.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 232 of 291	
Reference Number	42817666
Created Date	12/05/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009318668
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	12/05/2012
Updated By	BBBBOID-USER
Updated Date	03/08/2013
Agency Contact	External Agency
Complaint Date	12/05/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	RAYTOWN
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	We got off the phone with Melaleuca a few minutes ago asking what we could do about our orders this month of November. I know we need to place an order every month and there is a point system to uphold (35pts), BUT we have no money this month due to few jobs rolling in. I called to see if they could do anything for us, they insisted we call family members to pay for products this month on our account, which I find very rude to do so they can 'save' us since we don't have much money. They said we can be discounted $20 plus free shipping, but this also could not work since we'd still be spending at least $45 to uphold the points system of 35pts each month. I asked to cancel the account since we had no money (we have only approx $30 in our account), but said they couldn't do that since the contract says we have to do that by the 25th of the month. Meaning, our backorder would still go through, we would still have to pay, and also we would go under in our account which we will end up being charged a fee for going under. We had no idea we were going to have such a hard time with finances this month, there isn't much we can do on our end, our money goes to groceries and gas first! They would not budge one bit, saying they didn't have the authority to change anything on the account and we were talking to a supervisor! We are stuck at this point, no money, they are threatening to still do a backorder and that will certainly be almost $70 this month. We didn't want to cancel, just wanted help this month, continue forward, and have good customer support. After what we just dealt with, we certainly DO NOT want to stay with this company, but we also cannot pay and need this figured out. We cannot afford this month with Melaleuca...all I want at this point is to cancel, but that won't go into

	affect until next month and we'd still be stuck with a big bill we cannot afford. --- Additional Comments: If we are charged for a backorder plus an overage fees on our account, I want that money refunded. ANYTHING we are charged...I want refunded back.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 233 of 291	
Reference Number	42817670
Created Date	11/05/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009285211
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/05/2012
Updated By	BBBBOID-USER
Updated Date	03/08/2013
Agency Contact	External Agency
Complaint Date	11/05/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	PALMDALE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I contacted them back in September 2012 to cancel. They said it was one day to late for that month and I had to take the order. Not satisfied. Then I received a phone call last night saying I had to take another order. I told Kathy in customer service I had cancelled in Sept. she said no I had to take another order. I said do not ship it, and do not charge my card. well today they charged my card the order has not gone out I said I would refuse the order. basically they said I had to take and they will not reverse the charges. I want my $65.71 put back on my card. There business practices are bad. Now my electric will be shut off on Monday because they took my money. The Supervisor Alex I spoke with said they might refund it only after they send me the products and I send them back. But as of today they have not shipped anything and all I want is a refund --- Additional Comments: To have my $65.71 that they charged my account put back on my card. And no further contact from them at all, no future orders I want everything cancelled like I thought it was in September
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 234 of 291	
Reference Number	42817677
Created Date	11/12/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009288272
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/12/2012
Updated By	BBBBOID-USER
Updated Date	03/08/2013
Agency Contact	External Agency
Complaint Date	11/12/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	EAGLEVILLE
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I CALLED AGENT THAT SIGNED ME UP 3 DAYS AFTER ADVISED HER i WAS NOT GOING TO JOIN AS I WAS HAVING HEALTH PROBLEMS AND COULD NOT AFFORD IT SHE DID NOT ADVISE ME AT THAT TIME I WOULD NEED TO SEND IN WRITING TO THE COMPANY THAT I WANTED TO CANCEL MY MEMBERSHIP. I SPOKE TO HER A COUPLE TIMES AFTER THAT NO MENTION TO WRITE COMPANY AN EMAIL WENT OUT TO ME ON OCT 31 STATING MY ORDER WAS GOING TO BE SHIPPED I WAS IN THE HOSPITAL I WAS DRAFTED FROM MY ACCOUNT 63.73 FOR A BACKUP ORDER THAT WAS SENT BECAUSE I DID NOT PLACE MY ORDER. I THOUGHT I WAS CANCELED BECAUSE I SPOKE TO KIM MORGAN THE AGENT THAT SIGNED ME UP. THEY ADVISED THAT I CAN SEND IT BACK AT MY OWN EXPENSE FOR REFUND. TOTALLY BOGUS COMPANY BAD CUSTOMER SERVICE --- Additional Comments: MY SHIPPING COST REFUNDED TO ME
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 235 of 291	
Reference Number	42817685
Created Date	11/01/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009281422
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/01/2012
Updated By	BBBBOID-USER
Updated Date	03/08/2013
Agency Contact	External Agency
Complaint Date	11/01/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SOUTH LYON
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	On September 11, 2011, I signed up for Melaleuca. After receiving shipments for 10 months, I cancelled my Membership mid July 2012. I went to their website filled in all the requested information and submitted the forms. At the end of July Melaleuca shipped me a back up order, without obtaining payment from my credit card. The credit card I had on file had to be closed in July because my account number has been compromised. After receiving this shipment I started receiving e-mails and calls saying I had a balance due. I called their customer service number and told them that I had cancelled my membership and I would be happy to return the shipment sent in error. They told me that my account was not cancelled and they would not pay the shipping for the return of their product. This was their error in sending me a shipment without obtaining payment first and on a cancelled account. I did return the product and now they are calling me stating I still owe the return shipping fee, just over $14.00. Their website allows and request information for cancelling a membership. If additional action is required, then THEIR WEBSITE IS MISLEADING. And their lack of customer service is unlike any I have ever experienced. After reading other complaint I see I am not the only one to had experienced this trouble. --- Additional Comments: I want the shipping amount they say I owe removed from my CLOSED ACCOUNT I have with them.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 236 of 291	
Reference Number	43036136
Created Date	11/05/2012
Complaint Source	California, Attorney General
Originator Reference Number	502512
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	CA04-USER
Entered Date	11/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/05/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	PALMDALE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	

Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca Inc.
Company Address, Line 1	3910 South Yellowstone Highway
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	4342
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$65.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$65.71
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation	

Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I cancelled my subscription in sept 2012, they said it was a day late so they said I had to take their back up order of products. Which I paid for and would not give me a refund. Now last night I received a phone call that I had to take another order, I said I had already cancelled customer service said it wasnt cancelled. I told them do not send it you cannot force me to take it, and do not charge my card. Well today they did charge my card the order has not gone out I asked them to refund my money do not send order they said they would not do that I just want my $65.71 put back on my card and never be contacted by them again. Now they put me in a bad situation and my electric will be shut off monday because that $65.00 was going to pay for my bill. --- CA Source: Web Form --- CA Status: Closed
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 237 of 291	
Reference Number	43038232
Created Date	08/30/2012
Complaint Source	California, Attorney General
Originator Reference Number	492718
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	CA04-USER
Entered Date	08/30/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/30/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	OROVILLE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	

Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca Inc.
Company Address, Line 1	3910 South Yellowstone Highway
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	4342
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$69.99
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I'm a member of this consumer purchasing web system. They refuse to cancel my monthly order, even after I've notified them via email, that I couldn't downloading and printing a form requied for cancelation. Instead, I provided all the detail requested on their form and sent the request to cancel from my email of record for their account. They still refused to cancel and have not sent me a form to cancel with. I've gone online to http://www.melaleuca.com and tried to remove my credit card from their system. There is no method to do so. I'm left with refusing the next delivery and asking my credit card company to cancel my card. There should be a method on their website, where I can cancel. Their site is designed to allow people to sign up, so it should allow them to cancel as well. I even chatted (online) with a customer service representative just a few moments ago and they still refused to remove my credit card information from their site. --- CA Source: Web Form --- CA Status: Closed
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 238 of 291	
Reference Number	43123669
Created Date	01/28/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/28/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/28/2013
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Pekin
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	CustomerCare@e.melaleuca.com
Company Website	Melaleuca.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$53.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006

Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I became a member very recently and was not informed that I would be required to make a minium purchase every month or one will be placed for me against my will. When I called to cancel, I was told that it was too late, an order will be placed for me, and the amount deducted from my checking account. I cannot afford the purchase and will endure a finanical mess if they force this deduction. I pleaded my situation to no avail. I feel violated and now have enourmous stress. This is robbery.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 239 of 291	
Reference Number	43343068
Created Date	01/31/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/31/2013
Updated By	CRSS\lgalyean
Updated Date	01/31/2013
Agency Contact	Internet
Complaint Date	01/31/2013
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Odessa
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca,Inc
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	Melaleuca.com
Company Rep First Name	Elizabeth
Company Rep Middle Name	
Company Rep Last Name	Sharp (and Sandra Sharp)
Company Rep Salutation	
Company Rep Comments	multilevel marketing repr
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	In Person
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$53.00
Complaint Info Amount Paid Method	Credit Card
Complaint Info Amount Paid Value	$53.00
Complaint Info Product Service	

Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	DDM|IHA
Complaint Info Law Violation Description	Deception/Misrepresentation|Billed for Unordered Merchandise
Complaint Info Statute Code	AE
Complaint Info Statute Description	Unordered Merchandise
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	tried to help one of my clients daughter by enrolling to order products from melaleuca. I told them I could not and would not be continuing to order other that the initial order. They keep sending me things and asking for payments. I have sent formal compliants called and spoken with them many times and they keep harrassing me, and who knows how many other people too. I also cancelled and disputed payment on my credit card. I dont want it to affect my credit and they wont leave me alone. PS9000: multilevel marketing Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 240 of 291	
Reference Number	43604144
Created Date	02/20/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/20/2013
Updated By	CRSS\lkilpratrick
Updated Date	02/21/2013
Agency Contact	Internet
Complaint Date	02/20/2013
Transaction Date	02/20/2013
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Ft Garland
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, the wellness company
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.Melaleuca.com
Company Rep First Name	unknown
Company Rep Middle Name	
Company Rep Last Name	unknown
Company Rep Salutation	
Company Rep Comments	unknown
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	02/20/2013
Complaint Info Initial Response Method	Other
Complaint Info Initial Response Date	02/20/2013
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$53.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters

Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The company is one that gets people to ask friends and family to join as another representative or as a "preferred member". I was asked by a friend, and was given a sales pitch by conference call with her sponsor, since she was new with it. I was the first to agree to do it for her. I declined becoming a representative. Part of the pitch was to join as a member, with first year membership being only $1. I gave my credit card number during the pitch, being told that I could cancel at any time. That was a mistake. I went into the company site a few days later, found nothing that I am interested in at the prices they ask. I tried to suspend membership while signed into their web site. I was directed to a form than has to be printed, then mailed or faxed. They do not allow the form to be filled in while signed into the site. I do not have a printer, nor fax, and explained this to them in an email, asking that the contact be the cancellation. I got a reply that I had to print and submit the form. Since I could not remove myself from them, I went into their billing page to remove my credit card info, but their site does not allow one to remove their own banking information. I think that is illegal, because it allows access and billing even if nothing is ordered. Part of their business model is that something called a backup order is automatically filled monthly, unless manually stopped by the customer. That was something I questioned during the pitch, and never placed a backup order or listed items as such. Because I could not remove my info, I immediately cancelled the card, and emailed the company again, stating I would not be ordering anything from them, and to not send me anything. I received two more emails stating what they had before. I replied to both that they were to use the

	contacts as as the form, and that I would not be using their form. Ive saved all emails as evidence. I also forwarded the emails to the person who asked me to check them out. Eventually, I did get an email from the company recognizing that my membership had been cancelled. Recently, I began getting emails saying I had a balance and to please pay for Januarys backup order. I did not ever order anything from them, nor did I receive anything from them. I replied to them via email stating such. Today, I got a phone call from them saying that I had the balance, and I told them what I have just told you. The representative told me that the person giving me the sales pitch should have better explained how their business works, and that what I was being invoiced for is a coupon for a purchase. She then said that she could do nothing about an open invoice. I didnt order anything from them, much less a coupon for products I told them I wasnt interested in, and have never received one from them. When she began to repeat the same thing, I interrupted her, saying I was not a member, goodbye, and hung up before she replied. They cant keep peoples info, or bill them for items not ordered. They will not get any payment info from me, nor any more of my time. I have filed a complaint with the Better Business Bureau also. I know it is not the FTCs position to resolve a dispute, but if any of their business practices are as questionable as I think, they have to be corrected to protect the consumer. I will not be responding to them any more. Thanks for listening to my long explanation.. PS9000: internet buying club scheme Other-Other Update
Complaint Info CRA Dispute Flag	-
Complaint Info CRA Dispute Responded	-
Complaint Info CRA Dispute Resolved	-

Record 241 of 291	
Reference Number	43657492
Created Date	12/18/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009338298
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	12/18/2012
Updated By	BBBBOID-USER
Updated Date	03/07/2013
Agency Contact	External Agency
Complaint Date	12/18/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SNELLVILLE
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006

Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	An order was place 11/30/2012 and a shipping label created 12/03/2012 but the item hasn't been shipped. I placed a replacement order 12/11/2012 and received it 12/13/2013. I called Melaleuca several times to cancel the old order and refund my credit card. They continually told me the old order is on the way but UPS has not received it to even attempt to deliver. Today is 12/15/2012. I've called at least 4 times and received no help from customer service at all, they clearly don't understand their own shipping processes. I have a copy of the UPS email stating they haven't received the package. Here is the tracking number and information. UPS has only received notification, nothing else.Tracking #:(b)(6) Package Weight:1.8 LBSReceived By:Date Location Description12/3/2012 5:45 PM BILLING INFORMATION RECEIVED --- Additional Comments: I want a refund of 64.05 and my contract or any further dealings with Melaleuca canceled.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 242 of 291	
Reference Number	43776866
Created Date	12/11/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009328503
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	12/11/2012
Updated By	BBBBOID-USER
Updated Date	03/08/2013
Agency Contact	External Agency
Complaint Date	12/11/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	MANHATTAN
Consumer Address, State Code	KS
Consumer Address, State Name	Kansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	On Nov 19th I filed my letter of intent to cancel services with this company. They continued to advise me that they hadnt gotten the notice. On the 26th of Nov. I was told that they had gotten the letter to cancel membership however it was a day past the dead line, so I would be charged for the Dec. order. I then went to the web sites members area CHANGED MY exp. month and year on file with them to avoid them charging my card. THE COMPANY WENT AHEAD AND SENT OUT THE ORDER DESPITE HAVING BEEN TOLD NOT TO. They tried to bill my card multiple times each time being declined. Then on Dec 7 2012 I have a charge from MELALEUCA FOR 102.33 THIS IS FRAUD! THEY CHANGED MY ACCOUNT INFORMATION WITH OUT MY CONCENT! I called them at once and spoke to a supervisor named Jose, he told me that there wasnt anything he could do because I missed the dead line and that I would have to wait til the product reached my home then return it minus shipping and handling to get a refund. I advised him that they illeagly changed and charged my card. --- Additional Comments: I WANT THE 102.33 PUT BACK IN MY ACCOUNT TODAY. I AM NOT GOING TO PAY FOR ANY OF THE PRODUCT TO INCLUDE SHIPPING AND HANDLING.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 243 of 291	
Reference Number	43776867
Created Date	12/12/2012
Complaint Source	BBB ID Boise
Originator Reference Number	10560009334807
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	12/12/2012
Updated By	BBBBOID-USER
Updated Date	03/07/2013
Agency Contact	External Agency
Complaint Date	12/12/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	BAGLEY
Consumer Address, State Code	MN
Consumer Address, State Name	Minnesota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have tried to suspend the monthly taking out of $ by trying to download their form but the link does not work. I tried 5+ times on different computers and now it has caused an overdraft in that account...I am just about going to close that banking account if this does not work. My member number is (b)(6) copied and pasted: --- Additional Comments: Unspecified
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 244 of 291	
Reference Number	43779677
Created Date	01/25/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009393224
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/25/2013
Updated By	BBBBOID-USER
Updated Date	03/07/2013
Agency Contact	External Agency
Complaint Date	01/25/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SPRINGDALE
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I signed up for the service over the phone. Was told at that time I could call back at anytime to cancel. I did call back to cancel a week later and was told I had to sign a paper & they had to receive it by the 25th which was the very next day! I explained I was traveling & that I wasn't able to do so. They informed me that I would be sent the products & I would be charged regardless. I asked if they had the recording of when I signed up & was told all I had to do was call to cancel, they claimed they did but would not replay it. I feel as though I've been scammed and it is a fraudulent business practice. Be very cautious when dealing with this company! You will be sent products & billed for them whether you want them or not & you cannot cancel whenever you want to as told! --- Additional Comments: No settlement required.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 245 of 291	
Reference Number	43802830
Created Date	01/03/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009354008
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/03/2013
Updated By	BBBBOID-USER
Updated Date	03/07/2013
Agency Contact	External Agency
Complaint Date	01/03/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	OAK RIDGE
Consumer Address, State Code	TN
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Requested cancelation of service. Talked to a Jessica and Brad (supervisor and manager). They would not cancel for current month, only next month. We called on 24th to do so and they sent us a blank form. We could not call back to tell them the firm was blank due to them closing on 25th. When we did call back, they both said there was nothing they could do even though this was their employee error. Both Jessica and Brad stated that they saw where we called to cancel in a timely manner but they sent us a blank form!! --- Additional Comments: Melaleuca to be required to come up with a method to allow its customers to opt out without having to fill out forms from customer service who provides you with a blank form to force you to remain a customer!
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 246 of 291	
Reference Number	43802876
Created Date	01/03/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009356765
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/03/2013
Updated By	BBBBOID-USER
Updated Date	03/08/2013
Agency Contact	External Agency
Complaint Date	01/03/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	EUGENE
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I started using Melaleuca in August of 2012. When signing up I asked if I did not like it if I would be able to cancel and was told, yes it is really easy. Umm not true, after almost 3 months of dealing with this company, I have only been able to get some of my money back. When dealing with the customer service they were so rude, treating me as if I was an idiot. After countless times of faxing them my cancelltion and being told they have no record of my cancellation form, a supervisor gave me a *personal* fax. Her fax number was false and did not work. I thought I was being ahead of the game doing this all before their cut off date of the 25th. After emailing several times and getting no response and many many phone calls later they had charged me yet again. I had to put a stop payment on my card with the bank and yet they still mailed me an unwanted package. Which I had to pay to ship it back. After finally receiving an email stating my account had been cancelled they are still sending me emails that I owe them money. Or emails that I have a credit. I do not owe you a single cent. I do not want to be a member. They claim to be a family company. In my experience they are anything but that. --- Additional Comments: I want them to stop emailing me that I owe them money. My account is cancelled! I do not want anything to do with this company! I want all my information to be deleted from their accounts!
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 247 of 291	
Reference Number	43829404
Created Date	02/04/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009405190
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/04/2013
Updated By	BBBBOID-USER
Updated Date	03/07/2013
Agency Contact	External Agency
Complaint Date	02/04/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	KALISPELL
Consumer Address, State Code	MT
Consumer Address, State Name	Montana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I am currently without an income and tried to suspend my account and they refused to stop an auto-shipment that had not processed yet, that would have put my bank account into the negative, causing me further financial hardship. The only way I was able to rectify that, was by cancelling my debit card linked to the account, causing me inconvenience. They refused to help me. --- Additional Comments: I have no desire to do business with people who are so disconnected with humanity that they cannot understand the fact that I have ZERO income and could not afford to by their products this month.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 248 of 291	
Reference Number	43829866
Created Date	02/05/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009408625
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/05/2013
Updated By	BBBBOID-USER
Updated Date	03/08/2013
Agency Contact	External Agency
Complaint Date	02/05/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	EWA BEACH
Consumer Address, State Code	HI
Consumer Address, State Name	Hawaii
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I went to the Melaleuca store here in Hawaii. The reason I went to the store instead of having the products shipped to me was to save on the shipping cost. Before I went to the store I went online, went through the process of ordering the products I wanted. This way I could see all the specials like 'buy one, get one for 99 cents'. Instead of completing the order, I just did a print out.At the Melaleuca store I got all the items that was on my printout. At checkout I found that the store's and the online prices are not the same. Some specials match and some are not listed. What was surprising to me was that the store manager/supervisor was not a bit concerned. The saleslady that helped me called Melaleuca's Customer Service. Customer Service told the store to charge me the online cheaper price. My concern is that customers that don't check prices are being charged a higher price. How can a company as big as Melaleuca do this? Customers like me drive to the store expecting to save on shipping charge but may not be saving anything.Melaleuca also added a 'transportation surcharge' of $4.48 to my order. Why? --- Additional Comments: Melaleuca needs to correct this error. The price online and at the store should be the same, otherwise how can we know if we save any money by shopping at the store.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 249 of 291	
Reference Number	43830027
Created Date	12/07/2012
Complaint Source	Michigan, Attorney General
Originator Reference Number	2012-0030393-A
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	MI01-USER
Entered Date	12/07/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/07/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	ESCANABA
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca
Company Address, Line 1	3910 S. Yellowstone Hwy.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com/
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 250 of 291	
Reference Number	43864131
Created Date	01/07/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009359058
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/07/2013
Updated By	BBBBOID-USER
Updated Date	03/08/2013
Agency Contact	External Agency
Complaint Date	01/07/2013
Transaction Date	-
Member of armed forces or dependant?	-
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, City	SHREVEPORT
Consumer Address, State Code	LA
Consumer Address, State Name	Louisiana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	-
Consumer Fax, Number	-
Consumer Cell Phone, Area Code	-
Consumer Cell Phone, Number	-
Consumer Email	b(6)
Consumer Age range	-
Consumer Military Status	-

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	To whom this may concern,I got enroll by Mrs Chona Durano, I was enrolling as a member on 11/15/2012 I talk with Mrs. Durano cousin from New Jersey that took my debit card information I thought she was taking the fee out for the membership kit but she did not. I found out on the week of 12/16/2012 when Mrs.Durano told me at school, Mrs. Durano is my co-worker at North Caddo Magnet High School. A represntative call and got permission to charge my account for the enrollment kit. I did not know Mrs. Durano did not tell me she is one of the directors. I got a summary statement listed her as the director and my status is Marketing Executive, I did not sign up as an Marketing Executive.I have 5.06 check for commission.The company tried to charge my account for the enrollment kit but my bank did not pay it this is when all red flags went up. Because this is a month later and should have been taking out in November I do not have an enrollment kit but was allowed to order without the kit and the information.I Spoke with a representative from Melaleuca by the name of Jennifer I ask for her last name she gave me her badge number I told her I wanted to cancel my member ship Jennifer stated I could suspend the order for January before the 25 of January but my account would be charge for December and I did not place an order. Jennifer stated the company could place an order for me because it was in the contract. I do not have a contract.I trusted Mrs. Durano she did not give me any information on Malaleuca and I feel she is not knowledgeable enough to recurit members and Mrs. Durano is manipulating and frauding people to become members to get the commission. I want my membership cancel and the charge on my account drop for 59.79 and the Status that I am a

	Marketing Executive if not I will attain an attorney to get this done. Mrs Durano contact me over 12/29/12 trying to get me to let her order the enrollment kit for me and she pay for it and I would not have to pay her back and let her cousin have my kit --- Additional Comments: Mrs.Durano wanted to give my kit to her cousin she stated in the text message because her cousin had receive her kit in spanish, I said her cousin should have sent the enrollment kit back. Mrs. Durano wanted to use my user name and account to order the kit. this ia fraud. Mrs. Durano said she needed the incentive check to cover her expensives. I told Mr. Durano I would not allow her to order a enrollment kit using my account. Thank you for your time. (b)(6)
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 251 of 291	
Reference Number	43864132
Created Date	01/10/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009364501
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/10/2013
Updated By	BBBBOID-USER
Updated Date	03/08/2013
Agency Contact	External Agency
Complaint Date	01/10/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	PHOENIX
Consumer Address, State Code	AZ
Consumer Address, State Name	Arizona
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I had requested in my last telephone conversation at the beginning of December that this company not send out any orders for me and that my membership be canceled as a result of them doing so. I was told that an email would be sent to me, which was not so that I could have this done. I was never shown how to do a back up order or told before becoming a member that If I did not want a product this company would charge me to ship it back and charge me for the shipping of the products to me in the first place. Now I have another shipment sent out with out me wanting it and monies taken out of my account without my authorization. I am not wanting any monies to come out of my account for the December shipment or any of your products anymore. Please correct this situation immediately. --- Additional Comments: I would like my money credited back to my account for the December shipment as I have already paid for the November shipment without wanting too. I also would like for you all to take me off your membership list as requested before and stop sending me unwanted products and charging me for them.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 252 of 291	
Reference Number	43864133
Created Date	01/07/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009362489
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/07/2013
Updated By	BBBBOID-USER
Updated Date	03/07/2013
Agency Contact	External Agency
Complaint Date	01/07/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	HOPEDALE
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Customer serviced informed me wrong information which caused an additional order to be placed, in which I do not wish to have. The company will return the order, but I'm responsible for shipping to and from. --- Additional Comments: Full refund of shipping as well as order refund.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 253 of 291	
Reference Number	43864134
Created Date	01/14/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009368929
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/14/2013
Updated By	BBBBOID-USER
Updated Date	03/07/2013
Agency Contact	External Agency
Complaint Date	01/14/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	AUSTIN
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The representative did not disclose the full details during the presentation (even going so far as to say that it's not an MLM when that's exactly what this company is). I understand that this is a fault of that person, however, if they are representing the company, then the company needs to do better training or have a more standardized script. I have received a few latent emails of notes from 'group training calls' from some of the regional managers and the sales techniques they utilize and recommend are off-putting, manipulative, and deceptive. I never received my product and the phone supervisor was very rude. They refused to refund the shipping charge because they claimed they were going to follow up with UPS and that was supposed to be enough. Once I stated that I wanted to cancel, I was treated as a problem. I'd gladly pay to return something I had received and wasn't satisfied with, but after not receiving it and reviewing the terms and conditions that weren't disclosed until AFTER they had my financial information, I wanted nothing to do with the company.It's not a safe feeling to know that you can't cancel your account or remove your financial information from the website and have to fax/mail things off and take a plane, a train, and a camel to get that done. I almost want to cancel my debit card just to be sure that I don't have any further issues with this company, but the customer service terms that are not told to you state 'I agree to pay a $10.00 service fee in the event a check or charge is dishonored for any reason' and 'I will hold Melaleuca, Inc. harmless for all special or consequential damages, whether direct or indirect, resulting from any wrongful debit to my account.' So basically if they charge you when they aren't supposed to and should you incur any fee, they're not going to assist you even if it's

	their fault. All of their BBB Bureau rebuttals are a standardized script, so why can't their recruitment be the same? Use major caution with this company. --- Additional Comments: The customer service supervisor said that he would in no way refund my shipping cost, which is not really fair considering I never received anything and then learned a lot of the negative behind-the-scenes aspects after the fact. I'd like that refunded and also verification that my card will not be charged and that I won't be penalized for anything they charge after I fax AND send off my cancellation form.
Complaint Info CRA Dispute Flag	-
Complaint Info CRA Dispute Responded	-
Complaint Info CRA Dispute Resolved	-

Record 254 of 291	
Reference Number	43864135
Created Date	01/10/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009367652
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/10/2013
Updated By	BBBBOID-USER
Updated Date	03/07/2013
Agency Contact	External Agency
Complaint Date	01/10/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	AUSTIN
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	My sister started selling Melaleuca (which is a great product). Melaleuca had me on a monthly plan to spend a certain amount per month. We started getting overwhealmed with products so I tried to suspend my account by phone, they were not easy to get a hold of. They would not let me suspend my account by phone, even after giving them my account number, name, address and method of payment. They informed me that I would need to write a letter and mail it or fax it (I do not own a fax so I had to drive and fax it from a company) . They still were trying to send me products even though I faxed my letter. I finally called them again and at first they said they never received my fax and I would have to pay for the order and also the previous order (which I had tried to cancel). I gave them the time and date of my fax. They were able to finally locate it and then proceeded to tell me that I did not sign it. I do not own a fax machine nor a scanner and once again I had to drive and fax a new letter. They then told me If I could not get the letter in asap I would have to pay for the products.They make it very hard to cancel your account! Which I am still waiting to hear if they received my new fax but I will probably have to follow up with another phone call. Be aware that this company locks you in and the only way to get out is to play by their rules or they will send you to collections. --- Additional Comments: I would like people to know what they are getting into when they sign up with Melaleuca, The Wellness Company
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 255 of 291	
Reference Number	43864296
Created Date	01/14/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009370313
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/14/2013
Updated By	BBBBOID-USER
Updated Date	03/07/2013
Agency Contact	External Agency
Complaint Date	01/14/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CONYERS
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I visited a Melaleuca presentation and the representative presented the products and asked people to sign-up to be reps. I completed some of the paperwork however I did not complete the process to be a part of the team. I was called several times and expressed that I was not ready yet. However there was an order placed and I did not ok it! I called Melaleuca and advised them and said I wanted my $120 back. I got a terrible run around and the customer service was horrible and I still had to pay shipping on an order I did not place! I explained the issue and now on January 4th, I view my banking account on line and I see that they have placed another order to my bank account and I called them and they act like they do not understand and had the nerve to ask me to remain a member. I never signed up to be a member and I explained that all over again. I was told that I have to send in request to close an accout that I did not open and like the first time, I have to pay shipping charges for an order I did not place! I will never do anything with Melaleuca again and I advise you not to either. They do not care about customer service or the truth. --- Additional Comments: I want my money back and I want anything, with my name on it, cancelled.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 256 of 291	
Reference Number	43927903
Created Date	02/19/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009428396
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/19/2013
Updated By	BBBBOID-USER
Updated Date	03/08/2013
Agency Contact	External Agency
Complaint Date	02/19/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SAN DIEGO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	To whom may concern....I been their member since 2011 and last year I applied to get my next ticket for the annual convention event which will be on May of this year, well, I read the contract and everything but I been try to get refund of this since I will not be able to attend for personal health problems and I just want to get some money back from what I already paid. There answer is to transfer this tkt to another person which has been impossible to find one.I will appreciate if they can done this for me.Thank youAtt (b)(6) --- Additional Comments: Sending by letter the resolution of this and get some refund of this.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 257 of 291	
Reference Number	43956608
Created Date	01/23/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009387312
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/23/2013
Updated By	BBBBOID-USER
Updated Date	03/08/2013
Agency Contact	External Agency
Complaint Date	01/23/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	MCKINLEYVILLE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I contacted our local rep Ranae Staley to cancel our membership with the Melaleuca service on 12/5/12. She emailed me a cancellation form which I completed and faxed to the company 888 number on 12/6/12. I heard nothing from them until they sent me an email on 1/5 stating they sent me default order and charged my credit card. I called them on 1/7 the next business day they answered the phone and requested they cancel this order due to I was not longer a customer of theirs. She state they had not received my cancellation request, I faxed over and emailed again to them on 1/7 and they cancelled my membership but insisted they would not turn the order around and if I didn't want the products they would accept a return but still charge me for the shipping to my house and return shipping for something they should not have sent in the first place. On January 10th I sent them a follow up email requesting they arrange to take their products back, with no reply of any sort. On January 21st I sent another email to Melaleuca and they responded again they would be happy to return the products minus all shipping charges. --- Additional Comments: I would like a full refund of the charge $65.94 I believe. I have not open the box to see the amount. I would like my official cancellation date moved back to 12/6/12. I am also hoping you will post this to warn other consumers about their poor account management tactics.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 258 of 291	
Reference Number	44160905
Created Date	01/22/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009378040
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/22/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/22/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	SAN DIEGO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have requested my membership fee of $29.99 returned by Melaleuca. They say that they sent me a membership kit; which simply is a bunch of catalogs and papers. I never received it. The membership kit, from what I understand, is simply a recruiting type kit with a bunch of sales literature. It has absolutely no product, etc. in it. Melaleuca simply uses this 'hoop' for you to jump through so that they can keep your membership fee. I think that their sales literature and recruiting efforts should not be a required return for me to get my membership fee refunded. --- Additional Comments: I would like my $29.99 membership fee returned to me. Thank you.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 259 of 291	
Reference Number	44164409
Created Date	02/13/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009415466
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/13/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/13/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	AURORA
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was informed that it cost 15 dollars to sign up to this company. This company withdrew 68 dollars from my account twice. I tried to cancel my membership. This company sent products to my home I didn't order and refused to cancel my membership. I contacted the corporate office and requested for them to stop the membership and to quit withdrawing money from my account. I find this company to be misleading and scamming customers. Please help with this! Thank you. This is one of the worst companies out there. --- Additional Comments: I want a full refund totaling 138.00 dollars
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 260 of 291	
Reference Number	44164428
Created Date	01/22/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009380227
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	01/22/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/22/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	MINNEAPOLIS
Consumer Address, State Code	MN
Consumer Address, State Name	Minnesota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I signed up for Melaleuca products June 27, 2012. On 8/14/2012 I called to cancel my service. I was told a need to send a signed form to cancel service. On 9/8/12 I emailed the signed form to cancel. I was charged $9.95 in Sept, Oct, Nov, Dec, Jan. I called customer service and they would only refund the last two months. Melaleuca makes it difficult to cancel an account. It cannot be done online, by phone, or by email. I repeatedly told them over the phone and by email that I do not want any more charges or service. Then once I actually cancelled they continued to charge me. I believe they make it difficult to cancel service on purpose. --- Additional Comments: I would like a refund for $29.85 for the other three months I was charged after I first called to cancel.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 261 of 291	
Reference Number	44180629
Created Date	02/01/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009396361
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/01/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/01/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	RANDALL
Consumer Address, State Code	MN
Consumer Address, State Name	Minnesota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	i had placed a order using convience certificates with melaleuca country. i had several of them. i pended the order until my last certificate arrvived. i had already put on the certificates i had. when i placed the last part for 3 addtional orders it did not state the same for convience certificates nor did it verify at the end of my order for my payment option before it went thru. before i knew it my order was placed and was being charged for the last part of my order and going thru wrong bank. this order was placed between 12-1 am cst on 1/23/2013. i called at 7am cst on 1/23/2013 and talked with a customer service rep. she informed me in the short time my order had been out there it was already being shipped and could not change my payment option and she could not add my convience certificate. nothing she could do. i protested. she talked with someone came back and took new payment information on other bank account. but, could not apply convience certificate. not sure why since payment could be worked with. i still gave numb otherwise would go thru account where the funds were not. i called back later when i had more time. rep would look into certificate. i did not hear back. looked on my bank and it went thru wrong account anyway and bounced and caused another check to bounce. i called again. i was told that if i cb monday would 3 way with bank to see if they would waive fee but, they would not refund it to me. the fact they took other bank info and ran it thru wrong account anyway caused my nsf of50.00 and they would not reimburse. i sd will need to return. to many problems with order and wanted a cash refund. they refused to provide a return label. i insisted on him listenng to call. i have never received a cb from the company at this time. (b)(6) -- Additional

	Comments: i want to return all of my products from this order at their expense and a full cash refund of the product and last convience certificate. i also want a reimbursement of the50.00 nsf fee on my checking since in the end they ran it thru wrong account anyway. i was told they would run it thru my debit card i gave that morning. it did not happen that way. i also want my account closed with no peneties.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 262 of 291	
Reference Number	44180982
Created Date	02/01/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009402095
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/01/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/01/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CUMMING
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I ordered from the company and paid with a credit card. The company then sent products a month later that they chose because I didn't order anything and charged my card they had kept on file. When I realized the policy, I just kept the products they sent and paid the unauthorized charge,then I canceled the 'membership'. They sent more after I canceled so I sent the package back unopened. When I realized they charged my credit card anyway, I asked for a refund and can get no response. They keep sending me a letter that I have a credit but they will charge me $10 a month if I don't use it. They will not respond to my request for a refund. --- Additional Comments: I want them to credit my credit card back.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 263 of 291	
Reference Number	44181004
Created Date	02/01/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009404386
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/01/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/01/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SANFORD
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Cancellation was done within the 3 day grace period (in which I have my confirmed copy)..I recieved a call from a customer service rep requesting for my order. I then informed him,it had been cancelled. After 1 hr 40 mins. 3 supervisors later.I refaxed plus emailed my cancellation order and copy of the original cancellation letter dated within the 3 day grace period, that my order will be cancel for month of Feb. but not for the month of Jan. I will still be charged and an order that will be delivered to my home, with out me creating an order. This was very disappointing, I have to now dispute credit card claim, have my attorney get inviolved for a cancellation that could have been easly resolved over phone. Please contact me with any questions. --- Additional Comments: Not be charged for an order that I have not placed in which my membership was cancelled on my behalf on a timely matter. Please be refunded for any charges. Also confirmation of MEMBERSHIP CACELLATION.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 264 of 291	
Reference Number	44448477
Created Date	02/13/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009415032
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/13/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/13/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	SIMI VALLEY
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The company requires a email or fax in order to cancel the service. I sent a email with the proper paper work on Jan 8. The following month they charge my credit card and send me a shipment. I did save the email I sent them so I have that on record. I called the company to have them fix this and after going around with them and then resending the original email with the attach paper work, they tried to say that in the first email the attachment wasn't there. Which I have proof it was. They said they can only cancel my service starting this month. --- Additional Comments: I would like my money refunded that company charged me after Jan 8, 2013. $64.95
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 265 of 291	
Reference Number	44448508
Created Date	02/08/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009413585
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/08/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/08/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	PATASKALA
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I signed up with Melaleuca over a year ago. I loved their product, but had a hard time coming up with the required points to purchase each month. I choose in October 2012 to discontinue my service. I emailed them my discontinuation form and believed that to be the end of it. It was not, I was charged $72.80 in November because I didn't cancel properly. I called them and found discovered the problem. I emailed them again in December and tried to cancel again. My contract still didn't end. I faxed the discontinuation of service at the beginning of January and my contract still hasn't ended. I have called and been told there is nothing they can do over the phone they need the cancellation in writing. I have written them three times. I want out of my contract. Since I first contacted them I have been charged $291.20. TO get any kind of refund I must pay $20 to ship the product back to them. I don't feel that I should have to outlay anymore money. I want a full refund for $291.20 worth of product I should never have received. --- Additional Comments: I want a full refund of all product that I should never have received, $291.20, and I want my contract ended.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 266 of 291	
Reference Number	44453840
Created Date	03/08/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009454577
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	03/08/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/08/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	IDAHO FALLS
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Melaleuca Corporation has now become involved with gravel surface mining. It fails to adhere to state DOT load limits, Department of Environmental Quality regulations, fails to file for the appropriate use permits in regards to plans etc., and practices poor community business practices. Money doesn't always talk. --- Additional Comments: Melaleuca owner Frank Vandersloot needs to become a member of the real world when he thinks there will be no retaliation for his and his company representatives' behavior in matters of how the public is being treated.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 267 of 291	
Reference Number	44560884
Created Date	02/13/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009414241
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/13/2013
Updated By	BBBBOID-USER
Updated Date	03/15/2013
Agency Contact	External Agency
Complaint Date	02/13/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	VERNAL
Consumer Address, State Code	UT
Consumer Address, State Name	Utah
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I Called this company and told them I wanted to cancel. They told me no at first and argued with me, then she said I had to do it in writing. She emailed me a form that I filled out and faxed back. I can't go into my own account and remove my credit card iformation and they still continue to send me stuff I didn't order and bill my account. --- Additional Comments: Refudn the last 2 auto shipments that I did not want.....
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 268 of 291	
Reference Number	44560897
Created Date	02/13/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009421538
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/13/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/13/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	PECONIC
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	see Attached document --- Additional Comments: see Attached document
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 269 of 291	
Reference Number	44560898
Created Date	02/21/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009431938
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/21/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/21/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	FT. GARLAND
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	This is one of the companies that promises income to individuals who ask family and friends to join. Someone asked me to 'check it out' with no obligation. She is/was new at it, and I was the first one to agree to listen to the sales pitch. Since she was new, she had her sponsor do a conference call with us. While she explained many things, I questioned the business requiring a monthly order, unless a customer puts a hold on what they call a 'backup order'. Also, I questioned a minimum order of $50.00 be required to be placed. I also declined the pitch to be one of their representatives. I agreed to check into it as a 'preferred member' because of a pitch of membership being one dollar for the first year, and being able to cancel at any time. I mistakenly gave my credit card number, as it was part of the pitch. I looked into the website a few days later, and decided that none of their products nor business model interest me. I tried to suspend my membership while signed into the site, in my name. Their site asks for reasons why, and prompts to a page where one must print a form, then either mail or fax it to them. I have neither a printer, nor fax, explained it to them in an email, and asked to use that contact as cancellation. Since it was difficult to remove myself from them, I tried to remove my card from their billing page, to no avail. The site does not allow a customer to remove their own card. I believe this might be illegal, since it allows access to banking information without orders being placed. I immediately cancelled the card, and sent them another email stating that I would not be ordering anything from them, and to not send me anything. I got two emails stating that I had to send in the form they demand be used to cancel membership, and I replied both times the same info I just gave you. I've saved all emails to them. I'll

	need a bit more room to finish the explanation, but now they're billing me for an order not placed or recieved. I was told today that it is a coupon. --- Additional Comments: I want them to stop contacting me, since I have never ordered nor recieved anything from them. In today's phonecall, I was told that the person giving me the pitch should have better explained, and that they could not cancel the open invoice. I never recieved a coupon from them, and besides telling them this, said that I will never purchase anything from them. When the rep began making the same claims, I said I was not a member, goodbye, and hung up. I'm also contacting the FTC. Thanks.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 270 of 291	
Reference Number	44619067
Created Date	02/21/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009433301
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/21/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/21/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	ROWLETT
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have tried on several occasions to cancel any interaction or business with Melaleuca. I have called Melaleuca customer service at least 6 times in an effort to cancel their services. Melaleuca claimes that a form must be filled out in order to cancel services; however, this company has never sent me this form; even thought I have requested it several times. Melaleuca keeps sending me product and I keep returning the products back to them unopened. I have demanded that they stop sending product but they continue to ignore my requests and refuse to send me this 'Cancelation Form'. I am tired of being harrassed by text message and phone calls from Melaleuca. --- Additional Comments: I would like Melaleuca to stop harrassing me by sending products. I would like them to completely take me out of their system. I do not want to do business with Melaleuca.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 271 of 291	
Reference Number	44619070
Created Date	02/04/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009406972
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/04/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/04/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	EGG HARBOR TOWNSHI
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I responded to a add online and met with man who wanted me to work from home to make extra money. After the presentation I came home and discussed it with my parents and decided it was not for me. My meeting was on January 26th. I called them on the 30th to tell them I was not interested and I was told I had to pay for a month's of products because the cancelation date for each month is the 25th. My Dad spoke with the man on the phone and explained to him I did not understand but they did not care. My Dad even mentioned my learning disabilities and classification but they still did not care. They said they were going to hit my debit card for charges on products I never ordered. They also want to charge a $30 monthly membership. They said that if I do not order products each month they put together an order for me anyway and send it out. I am a single mother of two babies living with my parents and I can't afford to pay this company who is tying to take advantage of people like me. Please help me. The phone number for Melaeuca is 1-208-522-0700. They also said that when I responded online there was a disclaimer there and that was the same as a legal signature. The disclaimer was very long with small print. --- Additional Comments: I did not order anything and I do not want to be responsible for products they will try to send me. I want nothing to do with this company.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 272 of 291	
Reference Number	44619087
Created Date	02/13/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009414030
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/13/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/13/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	GOLD BEACH
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have repeatedly told this company that I did not want to buy any products, as I could not afford them at the time. The company continued to order those products of off my credit card which sent me into debt, chargin me $60.42 and I received an overdraft fee as well, that was $32.00 After this occurrence I deleted my credit card off of the account. Yesterday I checked my bank account, and Melaleuca had done the same thing yet again, sending me in a debt of $84.00. This company has cost me $184.84 when I never even purchased a single product.(I have e-mails regarding the prices of the products they shipped to me) --- Additional Comments: I would like my money returned to me, I see this situation as unfair, considering it has put me into major debt for money I don't have.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 273 of 291	
Reference Number	44619663
Created Date	02/05/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009408252
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/05/2013
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	02/05/2013
Transaction Date	-
Member of armed forces or dependant?	-
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, City	LAKE COWICHAN
Consumer Address, State Code	BC
Consumer Address, State Name	British Columbia, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	-
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	-
Consumer Fax, Number	-
Consumer Cell Phone, Area Code	-
Consumer Cell Phone, Number	-
Consumer Email	b(6)
Consumer Age range	-
Consumer Military Status	-

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Melaleuca was usppose to cancel my account with them in December 2012. I was told by my enroller that everything was done and cancelled. Last week, I have $88.00 taken out of my account and an email sent to me telling that my account was reactivated. Than I receieved an email telling me that they charged me another $88.00 for my January order, and they sent out the order to an address that I do not live at. I never recieved an order for Nov but I got charged $88.00, and my account was supposed to be cancelled but they reactivated it without my permission and are now charging me more money, than they charged me $11.14 to reactivate my account but when I went on the their website to get my account number for you guys, it turns out that my account is not active yet until I submit an electronic signature and reactivate my account myself so therefore they should not have sent me out nor charged me for another order for january. I called and asked for a refund and they said that it is not possible. They can send me out another order and I told them that I do not want another order, the money they took is for my kids medical bills. I need my money back and I need to not keep getting charged for more orders. --- Additional Comments: I want my 2 payments of $88.27 back plus the $42 NSF charge back and the $11.14 for the reactivation fee.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 274 of 291	
Reference Number	44619666
Created Date	02/05/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009408047
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/05/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/05/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	QUEEN CREEK
Consumer Address, State Code	AZ
Consumer Address, State Name	Arizona
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I reciently bought into this company melaleuca and hadnt recieved my paperwork when this company charged my cc without me authorizing the transaction of 76.00. Not only am i very upset but know my account is going to have an overdraft fee because of this.they are trying to hide behind the you agreed to this but i never recienved any paperwork or notification that my cc was being charged. They tell me i can return the order ya that is fine but wont get all my money back cause i gotta pay shipping. I want my full money back and will never order from here again. --- Additional Comments: I want ALL my money back shipping included.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 275 of 291	
Reference Number	44690861
Created Date	02/19/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009429106
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/19/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/19/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	BRIARWOOD
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	see Attached document --- Additional Comments: see Attached document
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 276 of 291	
Reference Number	44788063
Created Date	03/11/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009456039
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	03/11/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/11/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	MANITOWOC
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	This company is taking money from my checking account every month and I am not getting anything from them. When I called customer service I get a different story from every customer service person I speak to. The last gentlemen told me I need to call a number that is only open from hours that I work and it is impossible. He told me to leave a message, but they tell you to call back with no option to leave a number or message. They have over $100.00 deducted from my account and every month this grows as they continue to widthdraw. I am told there is nothing I can do and they will not refund my money. Please help me before they bleed me dry. You can't quit the pyramid scam with this company without a written signature but apparently they can withdraw money from your account by a phone authorization, which I never authorized. --- Additional Comments: I want my money back and out of the pyramid scam they are running.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 277 of 291	
Reference Number	44788067
Created Date	02/15/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009423844
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	02/15/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/15/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	ST PETERSBURG
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I cancelled the subscription w/ Melaleuca back in Oct. 2012 and they kept denying that they rec'd the fax of cancellation , in turn billed my credit card twice and put me over the limit . they shipped two boxes of product and the acct. was clearly cxled and both boxes was shipped back to them . They have since gave me credit for one order return after me insisting to speak w/ a manager. They are claiming they have not rec'd the other box back. Unfortunately my boss who signed me up as a member offered to ship the package back so i did not have to pay the shipping costs . She can not find her receipt from the post office , But assured me that she sent it back . I asked one of the managers there to please check w/ the ware house still have not gotten a response i keep calling their but i feel i am just getting the run around.This should never had happened in the first place since this acct. was cxled . I am getting all kinds of fees from my credit card company because they have put me over the limit twice. I even had to change my credit card # and blocked this merchant from being able to bill me again.So i am still waiting on one credit due for $64.65 and i have rec'd 2 over the limit charges of $29.00 each . And this is not fair to me.I don't know what else i can do. Thank You Laura Maragni --- Additional Comments: $64.65 and 2 over the limit fees of $29.00 each
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 278 of 291	
Reference Number	45196811
Created Date	03/12/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009459322
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	03/12/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/12/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	GLENDALE
Consumer Address, State Code	AZ
Consumer Address, State Name	Arizona
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The rep who happens to be my soon to be ex-daughter-in-law placed an order but did not have the funds in her account to . Since I had placed an order with her 8-10 months earlier using my CC Melalueca had my CC # on file. Instead of denying her order when her card was declined they used my card without my permission or knowledge. On the 3/3/13 I noticed a pending charge. On the 3/4/13 I called them and was told that it appeared the reps the charges had gone through on her CC and the charges on my CC would be reversed. On the 3/6 I checked my account again to find the pending payment had been processed. They told me they'd have to send a request for UPS to return the order before crediting my card. I asked to speak to a supervisor and was transfered Sadie. After almost 30 minutes on the phone with them I asked to speak to Sadie's supervisor. She put me on hold and when she came back said she'd been authorized to credit my account. She said it can take up to 10 days and recommended that call my bank the next day to ask them to expidite the credit. On the 8th I called the bank and was told they had not received any requests from Melaleuca. I called Melaleuca again. This time spoke to Jose. I told him that Sadie had not processed the request as promised. He assured me she had processed the request on the 5th and that I should keep watching my account for it to appear. I called my bank again this morning (3/11) and was told nothing had been received yet so I called Melaleuca again. Jose wasn't available so I asked to speak with a supervisor and was transfer to Liz. She told me they had to wait until the order was returned before processing the credit but assured me that the credit had been processed on the 7th which was 2 days after Jose had assured me it had been processed.

	They have lied to me repeatedly. I still do not see that the request has been processed through my bank. This should have never happened. It is pure and simple credit card fraud. They are no better than a thief on the street. --- Additional Comments: I want a personal apology for all the hassle they have caused me. I want my $$$ back in full now, not 10 days from now and it would be nice to be reimbursed for all the minutes I have had to spend trying to resolve this mess that was NOT my fault to begin with.
Complaint Info CRA Dispute Flag	-
Complaint Info CRA Dispute Responded	-
Complaint Info CRA Dispute Resolved	-

Record 279 of 291	
Reference Number	45341307
Created Date	02/28/2013
Complaint Source	Idaho, Attorney General
Originator Reference Number	214497
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	02/28/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/28/2013
Transaction Date	02/02/2012
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	PLEASANT HILL
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	

Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	02/02/2012
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$800.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation	

Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complainant notified business that he was dissatisfied with their product. He canceled future shipments. Complainant has returned unwanted products to the business and requested a refund. Business continues to send products to complainant's previous location. The current residents have returned the products to the business but business has not issued a refund to complainant. Now business debits complainant $55 per month and sends nothing to the complainant. --- Law Violation Code: Unordered Goods/Services
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 280 of 291	
Reference Number	45419691
Created Date	04/23/2013
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	GVERGARA
Entered Date	04/23/2013
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	04/23/2013
Transaction Date	04/20/2013
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Hilton head
Consumer Address, State Code	RI
Consumer Address, State Name	Rhode Island
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	80 and Over
Consumer Military Status	
Consumer Military Station	

Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca Wellness
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone Call: Landline
Complaint Info Initial Contact Date	04/20/2013
Complaint Info Initial Response Method	Answer cold call
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$50.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	3002
Complaint Info Product Service Description	Creditor Debt Collection
Complaint Info Law Violation Code	MCW
Complaint Info Law Violation	Calls any person repeatedly or

Description	continuously
Complaint Info Statute Code	JJ
Complaint Info Statute Description	Fair Debt Collection Practices Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Caller is receiving repeat calls from creditor Melaleuca Wellness trying to collect for an unknown debt and feels this is deceptive advice her State of RI.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 281 of 291	
Reference Number	45471519
Created Date	03/22/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009473485
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	03/22/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/22/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	PORT ST LUCIE
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	canceled or should i say tried to cancel supscription but their fax machine would not work nor their web page.so i called and told them not to send anything else and they said they needed it in writng which like i stated earlier. i tried. so i canceled my credit card and told them so and they still sent more and tried to charge my card. so i sent it back and now they are trying to charge me for shipping --- Additional Comments: leave me and other people alone and don't scam them when they cancel
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 282 of 291	
Reference Number	45472228
Created Date	03/29/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009483178
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	03/29/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/29/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	ORLANDO
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have called to cancel this subscription several times, please get them to stop billing me. The keep charging my credit card even though my wife and I have notified them numerous times to cancel the account and stop charging us. --- Additional Comments: Cancel the subscription stop charging my credit card now.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 283 of 291	
Reference Number	45530115
Created Date	04/04/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009489279
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	04/04/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/04/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	NORTH CHESTERFIELD
Consumer Address, State Code	VA
Consumer Address, State Name	Virginia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I faxed in a for to cancel my preferred membership on March 26th. On April 1st, I received an email with an invoice number. I then checked my account and they took $70 out of my account. I talked to someone at Melaleuca and told them that I didn't order anything and didn't authorize $70 to be taken out of my bank account. The man then told me that the woman who helped sign me up with Melaleuca called in and placed the order for me. I never gave her authorization to do so. No company should allow anyone other than the client to place an order for themselves. The package hasn't even been shipped out yet and instead of canceling the order and giving me my money back, I have to wait to receive the package and send it back. It took some fighting before he said they would email me a return slip so that I didn't have to pay the return shipping fee. I have to wait a couple weeks to get my money back that I never authorized them to take. I don't have a couple weeks to wait for the money. I already had to ask my parents for money to grocery shop cause I was down $70. --- Additional Comments: I would like my money back now, not in a couple weeks. They can cancel the order. They don't have to send it to me and wait to get it back before reimbursing me.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 284 of 291	
Reference Number	45530116
Created Date	03/27/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009478612
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	03/27/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/27/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	ROBBINSVILLE
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The company tricked me into signing up for a monthly spending program to buy their products and are saying that I can only get out of the contract if I send a hand written letter. I submitted a request online, but that only 'suspended' my account, not cancelled it, so they are still insisting that they are going to charge me and send me a kit I didn't order. I also spoke with 2 employees to cancel my account and they would not do so. This is a scam and they trick people into this program by telling them they are going to make tons of money and that all you have to lose it $29 enrollment fee. In fact they billed me $62 for a bar of soap, body wash, lotion, and laundry detergent that I didn't order and apparently this exact same thing is going to happen EVERY month. It is a huge rip off and they need to be stopped. --- Additional Comments: I want the process to get out of this to be easier and more reasonable. This is not acceptable that they bill you for products that you do not need or want and there is nothing you can do about it.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 285 of 291	
Reference Number	45530191
Created Date	04/09/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009494993
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	04/09/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/09/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	WEST PELZER
Consumer Address, State Code	SC
Consumer Address, State Name	South Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	We were billed after we had cancelled our 'membership' with this company and they were no longer authorized to bill the credit card used. We were assured there was nothing else to do on our part after we cancelled yet here they are taking more money out of our account. We want this resolved immediately! --- Additional Comments: We want our money returned to us immediately. We will be contacting the bank, cancelling that card and pressing charges since this was an unauthorized charge made on our account.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 286 of 291	
Reference Number	45566199
Created Date	04/22/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009511911
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	04/22/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/22/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	EDMONTON
Consumer Address, State Code	AB
Consumer Address, State Name	Alberta, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have notified Melaleuca several times telling them I'm not interested in doing business with them. I even cancelled my credit card so they couldn't charge to it anymore. I sent back the last box they sent me and it was unopened. UPS says it's been delivered. And yet these people keep trying to contact me, leaving messages on my phone. --- Additional Comments: LEAVE ME ALONE! I'm done with your company. I won't be dealing with you ever again. Stop phoning and leaving me messages. UPS proves you got your last package back so WE ARE DONE!
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 287 of 291	
Reference Number	45566292
Created Date	04/09/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009494228
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	04/09/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/09/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	MIAMI
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I am writing since we are in the middle of a difficulty with this company (Melaleuca) and wanted to alert about this type of dishonest practice. Two months ago we heard a 'job offer' on a radio station, but it is not so, she described a source of work and my wife needs one. We called the number they said on the program. Days later a person contacted us in the name of that Lady and coordinate an appointment, came to our house and presented us with a package of information about this 'company' and its products, apparently we believed what she said (our mistake), and end up paying $118.66 on useless products. The mistake was ours to believe her and we thought there would be no more problems simply by not ordering. This does not end there, now we saw a charge of $85.95 to our credit card, we did not ask a thing, we contacted the company and they said that this is the company's policy when one does not order, we did not know that, argue with them, and is a complicated process to get out of this. In addition for them to reimburse us the money, we will have to pay for the return of their products, via UPS.We consider that as a hoax, it is regrettable that someone benefits from a Christian Radio Station to do something like this. This type of schemes, scams and business in pyramids are very difficult to identify. We just want our money back and alert people who, in good faith, rely on this type of business. Thanks. --- Additional Comments: It will be nice if they pay for the return of this products we didnt ask also, people needs to know about this dishonest practices.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved	

Record 288 of 291	
Reference Number	45646355
Created Date	04/09/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009493816
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	04/09/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/09/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SAN DIEGO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The following is an email regarding my complaint sent to Melaleuca: Ian,Attached is my original cancellation letter with signature, please note that this was sent on January 24th and I'm still trying to cancel in April. I have made automatic payments for a product that I have asked to cancel over the last three months -- February, March and now you are still trying to send in April. This is after I sent not only a letter, talked to a live associate to cancel and then also sent an email to cancel to customer support. Again, I must reiterate that the process of cancellation is not customer service oriented at all for a company that touts customer satisfaction. I should be able to send a letter (like I did in January, and please let me remind you that I am still trying to cancel in April) to cancel my membership. Still, that was not sufficient for your process. I have now talked with 4 associates -- live and in person -- requesting to cancel my membership. It should not be this difficult to attain cancellation when I'm the person who is paying for the product. We have online accounts and should be able to seamlessly cancel our accounts if we are not satisfied or no longer need these products. I will be contacting the BBB in regards to this process as it has made me feel as this is a scam trying to exploit individuals who sign on and who then legitimately try to cancel. I will also be placing a warning and stop payment on my bank account for anything that comes through my account from your company. Please know this is the first complaint of this nature that I've had to place against a company. I am extremely disappointed and it confirms the notion that others have stated that 'Melaleuca is a scam and you should stay far away'. I didn't believe it before now. (b)(6) -- Additional Comments: I would just like my

	complaint filed as this has been the absolute worst customer service experience I have had, ever. I followed all of the rules and did what was asked and they still would not cancel my membership. It feels very much like a scam that once you sign on, it is next to impossible to cancel. This should not occur in any business/client circumstance.
Complaint Info CRA Dispute Flag	-
Complaint Info CRA Dispute Responded	-
Complaint Info CRA Dispute Resolved	-

Record 289 of 291	
Reference Number	45646360
Created Date	04/09/2013
Complaint Source	BBB ID Boise
Originator Reference Number	10560009491924
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	04/09/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/09/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	IRVINE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Melaleuca, Inc
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	An old acquaintance tried to sell me on Melaleuca products and even tried to get me to become a salesperson for these 'natural' products that I've never tried. Out of support for him, I decided to only sign up for their preferred customer membership. In the end, I didn't have the time or money to spend on these products and they proceeded to send me $65 worth of products and invoiced me for them since my card kept getting declined. Their customer service center gave me two options: to either paying for these unsolicited items in full OR send it back and pay for shipping costs. What I don't understand is, why would they send me a $65 package if my card kept getting declined and then invoice me for it? And why would I be responsible for the shipping costs if they made the decision to send me products that weren't paid for? I not only have to take time out of my day to send this package back but will also have to eat the shipping costs too. --- Additional Comments: I would like a refund for the shipping costs I incur from having to send their unwarranted package of products back to them and would like them to completely remove ALL of my information out of their system as I requested from their customer service department who claims they aren't able to do that. I do not want anymore unsolicited calls or mail coming from them either. Thank you.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

DNC COMPLAINT

Record 290 of 291	
Reference Number	39238155
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Saint Helens
Consumer Address, State	OR
Consumer Address, State Name	Oregon
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Melaleuca Inc.
Company State	ID
Company Phone, Country Code	1
Company Phone, Area Code	208
Company Phone, Number	5344242
Other Information Created Date	07/24/2012
Other Information Complaint Date	07/24/2012
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	07/24/2012
Other Information Transaction Time	00:00:00
Other Information Comments	I have never done business with this entity and they have been notified to stop calling and they continue to do so...
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	Yes

Record 291 of 291	
Reference Number	38876209
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Petaluma
Consumer Address, State	CA
Consumer Address, State Name	California
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Melaleuca, Inc.
Company State	ID
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5344242
Other Information Created Date	07/08/2012
Other Information Complaint Date	07/08/2012
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	06/30/2012
Other Information Transaction Time	00:00:00
Other Information Comments	
Other Information Existing Business Relationship	Yes
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	Yes

As a Consumer Sentinel Network member, you must properly protect any information printed, downloaded, or otherwise removed from the Network as stated in OMB Memo M-06-16. Please delete or destroy this information within 90 days unless its use is still required for law enforcement purposes. When destroying the information you should burn, pulverize, or shred the information saved in paper format and destroy or erase information that has been saved electronically so that it cannot practicably be read or reconstructed. Proper erasure of electronic information must include the overwriting or "wiping" of the information from the electronic media on which it is stored.

Provided by the Federal Trade Commission

CONSUMER SENTINEL NETWORK

Law enforcement's source for consumer complaints

CIS COMPLAINT

Record 1 of 33	
Reference Number	19535711
Created Date	07/14/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	-
Language	English
Contact Type	Complaint
Data Source	-
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/14/2008
Updated By	CMCKEMIE
Updated Date	08/08/2008
Agency Contact	Internet
Complaint Date	08/08/2008
Transaction Date	-
Member of armed forces or dependant?	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	Huldenberg
Consumer Address, State Code	-
Consumer Address, State Name	-
Consumer Address, Country Code	-
Consumer Address, Country Name	-
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Fax, Area Code	-

Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Puritan's Pride
Company Address, Line 1	1233 Montauk Highway
Company Address, Line 2	POB 9001
Company Address, Line 3	
Company Address, City	Oakdale
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	11769
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	
Company Email	info@puritan.com
Company Website	www.Puritan.com
Company Rep First Name	Arthur
Company Rep Middle Name	
Company Rep Last Name	Rudolph
Company Rep Salutation	
Company Rep Comments	CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$135.00

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$270.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	LJB
Complaint Info Law Violation Description	Never Received Merchandise
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I placed an order for food supplements in September 2007. Thanks to a foul-up by my bank, payment was not made until March 2008 when the invoice was paid TWICE. Although I submitted proof of payment and sent several reminders, including two registered letters to the CEO of Puritan, Mr. Rudolph, the only answer I received was an e-mail to the effect that no payment had been received.. PS9000: Merchandise ordered and paid, not delivered
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 2 of 33	
Reference Number	19985927
Created Date	08/20/2008
Complaint Source	FTC Call Center
Originator Reference Number	-
Language	English
Contact Type	Complaint
Data Source	-
DNC?	N
Entered By	RMILLER
Entered Date	08/20/2008
Updated By	RMILLER
Updated Date	08/20/2008
Agency Contact	Phone
Complaint Date	08/20/2008
Transaction Date	-
Member of armed forces or dependant?	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, City	Longmont
Consumer Address, State Code	-
Consumer Address, State Name	-
Consumer Address, Country Code	-
Consumer Address, Country Name	-
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-
Consumer Cell Phone, Area Code	-
Consumer Cell Phone, Number	-
Consumer Email	-
Consumer Age range	-

Consumer Military Status	-
Consumer Military Station	-
Consumer Complaining Company/Org	-
Consumer Military Service Branch	-
Company Name	Puritan's Pride
Company Address, Line 1	-
Company Address, Line 2	-
Company Address, Line 3	-
Company Address, City	Oakdale
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	11769
Company Address, ZIP Code Extension	-
Company Phone, Country Code	-
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	-
Company Email	-
Company Website	www.puritan.com
Company Rep First Name	-
Company Rep Middle Name	-
Company Rep Last Name	-
Company Rep Salutation	-
Company Rep Comments	-
Complaint Info Initial Contact Method	-
Complaint Info Initial Contact Date	-
Complaint Info Initial Response Method	-
Complaint Info Initial Response Date	-
Complaint Info Amount Requested Method	-
Complaint Info Amount Requested Value	$100.00
Complaint Info Amount Paid Method	-
Complaint Info Amount Paid Value	$100.00
Complaint Info Product Service Code	1712
Complaint Info Product Service	Health Care: Dietary Supplements\Herbal

Description	Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer says Puritan's Pride is taking orders and charging cards. Puritan's Pride has been cut off by post office for mailing and also suspended from UPS from shipping. Puritan's Pride fax # 1-631-471-5693.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 3 of 33	
Reference Number	20784627
Created Date	10/20/2008
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001361365
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	10/20/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/20/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	ROLLA
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Puritan's Pride
Company Address, Line 1	1 Nutrition Plz
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CARBONDALE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	62902
Company Address, ZIP Code Extension	7304
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	

Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Customer Service Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 4 of 33	
Reference Number	20805832
Created Date	09/29/2008
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001359685
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	09/29/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/29/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	HANOVER
Consumer Address, State Code	MD
Consumer Address, State Name	Maryland
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Puritan's Pride
Company Address, Line 1	1 Nutrition Plz
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CARBONDALE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	62902
Company Address, ZIP Code Extension	7304
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	

	-
Complaint Info Law Violation Description	-
Complaint Info Statute Code	-
Complaint Info Statute Description	-
Complaint Info Topic Code	-
Complaint Info Topic Description	-
Complaint Info Comments	Complaint Type: - Delivery Issues
Complaint Info CRA Dispute Flag	-
Complaint Info CRA Dispute Responded	-
Complaint Info CRA Dispute Resolved	-

Record 5 of 33	
Reference Number	20805860
Created Date	09/22/2008
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001359082
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	09/22/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/22/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SCOTCH PLAINS
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Puritan's Pride
Company Address, Line 1	1 Nutrition Plz
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CARBONDALE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	62902
Company Address, ZIP Code Extension	7304
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	

Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 6 of 33	
Reference Number	20806012
Created Date	09/22/2008
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001359085
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	09/22/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/22/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CLEMMONS
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Puritan's Pride
Company Address, Line 1	1 Nutrition Plz
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CARBONDALE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	62902
Company Address, ZIP Code Extension	7304
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$70.52
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	

	-
Complaint Info Law Violation Description	-
Complaint Info Statute Code	-
Complaint Info Statute Description	-
Complaint Info Topic Code	-
Complaint Info Topic Description	-
Complaint Info Comments	Complaint Type: - Delivery Issues
Complaint Info CRA Dispute Flag	-
Complaint Info CRA Dispute Responded	-
Complaint Info CRA Dispute Resolved	-

Record 7 of 33	
Reference Number	20855403
Created Date	10/24/2008
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0810242026003601
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	10/24/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/24/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SAN DIEGO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49

Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Puritans Pride
Company Address, Line 1	1233 Montauk Highway
Company Address, Line 2	P.O. Box 3001
Company Address, Line 3	
Company Address, City	OAKDALE
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	11769
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	
Company Email	custserv@puritan.com
Company Website	www.puritan.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Email
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$88.31

Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref #:I08102420260036 01Ordered vitamins (see order below) on 9/27/08/ Company stated it was mailed out on Oct 1 and should be received no later than 10/11/08. Order never received. I have sent 4 emails to customer service, only 1 reply which stated it is my responsibility to contact the post office and find out what happened. I was given the DC #. The post office says it is up to the company to call and trace the package. I sent them an email stating this, no response. Sent them a second email. No response. Unable to get through on the customer service phone number (I work 9am-7pm so during busy hours). Please help. Below is my original order Dear (b)(6) (b)(6) Thank you for your recent Order from Puritan's Pride. Below please find the shipping confirmation for this order. A shipment was sent by Parcel Post to: (b)(6) (b)(6) SAN DIEGO, CA (b)(6) Containing: 002386 CO Q10 50 MG SG Qty= 3 004050 DL-PHENYLALANINE 500 MG TABS Qty= 3 078904 NATROL NADH (ENADA) 20MG 30 TA Qty= 2 009018 PP 3/1 EXT CATALOG #813BA Qty= 1 062525 VITAMIN CADDY Qty= 1 041810 BOOK/GLUCO/CHONDROITIN & MSM Qty= 1 090267 FISH OIL BOOKS Qty= 1 The total amount for items shipped: $88.31 If there is any way we can serve you better, please call Customer Service at 1-800-645-9584 or E-Mail us at custserv@puritan.com. We are available 24 hrs a day, 7 days a week. On behalf of everyone at Puritan's Pride, thank you for putting your trust in us. Your satisfaction is 100% Guaranteed. We look forward to

	serving you again soon. Puritan's Pride - The #1 Direct-to-You Vitamin Manufacturer Leader in Quality and Service for 40 Years 1-800-645-1030 www.Puritan.com
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 8 of 33	
Reference Number	24817422
Created Date	12/04/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/04/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/04/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Gobles
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59

Consumer Military Status	-
Consumer Military Station	-
Consumer Complaining Company/Org	-
Consumer Military Service Branch	-
Company Name	Puritan's Pride
Company Address, Line 1	1233 Montauk Hwy
Company Address, Line 2	P.O. Box 9001
Company Address, Line 3	-
Company Address, City	Oakdale
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	11769
Company Address, ZIP Code Extension	-
Company Phone, Country Code	-
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	-
Company Email	tkasper@nbty.com
Company Website	http://www.puritan.com
Company Rep First Name	Terry Anthony
Company Rep Middle Name	-
Company Rep Last Name	Watt
Company Rep Salutation	-
Company Rep Comments	Product Information
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	-
Complaint Info Initial Response Method	-
Complaint Info Initial Response Date	-
Complaint Info Amount Requested Method	-
Complaint Info Amount Requested Value	-
Complaint Info Amount Paid Method	-
Complaint Info Amount Paid Value	-
Complaint Info Product Service Code	1712
Complaint Info Product Service	Health Care: Dietary Supplements\Herbal

Description	Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I asked for the actual quantity of the MSN and Chondroitin in the Puritan Pride product of GLUCOSAMINE, CHONDROITIN & MSM product Id 27814. I was told the the information was proprietary and that they would not provide it.Under the law they have to provide the amount of each ingredient. When I pointed this out to them they again stated the information was proprietary.I need the amount of each of the three ingredients such that I can make an intelligent purchasing decision and compare this product against others. To state that the amount of the ingredients is proprietary is not acceptable.For the product cited above I want the quantity of each of the ingredients and I think that information should be on the products label.. PS9000: Dietary Supplement Other-Other Update
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 9 of 33	
Reference Number	25339363
Created Date	12/07/2009
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001392037
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	12/07/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/07/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SHARJAH
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Puritan's Pride
Company Address, Line 1	1 Nutrition Plz
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CARBONDALE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	62902
Company Address, ZIP Code Extension	7304
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	

	-
Complaint Info Law Violation Description	-
Complaint Info Statute Code	-
Complaint Info Statute Description	-
Complaint Info Topic Code	-
Complaint Info Topic Description	-
Complaint Info Comments	Complaint Type: - Delivery Issues
Complaint Info CRA Dispute Flag	-
Complaint Info CRA Dispute Responded	-
Complaint Info CRA Dispute Resolved	-

Record 10 of 33	
Reference Number	25686908
Created Date	02/12/2010
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001398796
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/12/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/12/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	WOODLAND HILLS
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Puritan's Pride
Company Address, Line 1	1 Nutrition Plz
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CARBONDALE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	62902
Company Address, ZIP Code Extension	7304
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	

	-
Complaint Info Law Violation Description	-
Complaint Info Statute Code	-
Complaint Info Statute Description	-
Complaint Info Topic Code	-
Complaint Info Topic Description	-
Complaint Info Comments	Complaint Type: - Contract Issues
Complaint Info CRA Dispute Flag	-
Complaint Info CRA Dispute Responded	-
Complaint Info CRA Dispute Resolved	-

Record 11 of 33	
Reference Number	25687074
Created Date	02/10/2010
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001398674
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/10/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/10/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SAN JOSE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Puritan's Pride
Company Address, Line 1	1 Nutrition Plz
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CARBONDALE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	62902
Company Address, ZIP Code Extension	7304
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	

	-
Complaint Info Law Violation Description	-
Complaint Info Statute Code	-
Complaint Info Statute Description	-
Complaint Info Topic Code	-
Complaint Info Topic Description	-
Complaint Info Comments	Complaint Type: - Product Issues
Complaint Info CRA Dispute Flag	-
Complaint Info CRA Dispute Responded	-
Complaint Info CRA Dispute Resolved	-

Record 12 of 33	
Reference Number	25719901
Created Date	03/12/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/12/2010
Updated By	CRSS\mphillips
Updated Date	03/15/2010
Agency Contact	Internet
Complaint Date	03/12/2010
Transaction Date	02/01/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Mundelein
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29

Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Puritan's Pride
Company Address, Line 1	
Company Address, Line 2	1233 Montauk Highway, PO Box 9001,
Company Address, Line 3	
Company Address, City	Oakdale
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	11769
Company Address, ZIP Code Extension	9001
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	
Company Email	support@tryacaiberrypure.com
Company Website	http://www.puritan.com/
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	02/01/2010
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	02/01/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$13.00
Complaint Info Amount Paid Method	Choice Credit Card
Complaint Info Amount Paid Value	$160.00
Complaint Info Product Service Code	1704

Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	In their terms and condition, they mentioned that I could cancel within 14 days... The product was delivered to the office (since I live in an apartment complex) and I didn't receive a note from the office till later and once I received the product, I e-mailed them to cancel... They charged me a 150 dollars for a membership fee and they didn't want remove it. They were very rude and impolite on the phone. The worst customer service ever... PS9000: Weight loss product Other-Other Update
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 13 of 33	
Reference Number	26096739
Created Date	03/16/2010
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001399916
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	03/16/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/16/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	HOWELL
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Puritan's Pride
Company Address, Line 1	1 Nutrition Plz
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CARBONDALE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	62902
Company Address, ZIP Code Extension	7304
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$12.94
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	

	-
Complaint Info Law Violation Description	-
Complaint Info Statute Code	-
Complaint Info Statute Description	-
Complaint Info Topic Code	-
Complaint Info Topic Description	-
Complaint Info Comments	Complaint Type: - Product Issues
Complaint Info CRA Dispute Flag	-
Complaint Info CRA Dispute Responded	-
Complaint Info CRA Dispute Resolved	-

Record 14 of 33	
Reference Number	26347716
Created Date	04/19/2010
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001401967
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/19/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/19/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SUDBURY
Consumer Address, State Code	MA
Consumer Address, State Name	Massachusetts
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Puritan's Pride
Company Address, Line 1	1 Nutrition Plz
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CARBONDALE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	62902
Company Address, ZIP Code Extension	7304
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$15.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	

Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Billing or Collection Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 15 of 33	
Reference Number	26347719
Created Date	04/29/2010
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001396848
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/29/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/29/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	WOODLAND HILLS
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Puritan's Pride
Company Address, Line 1	1 Nutrition Plz
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CARBONDALE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	62902
Company Address, ZIP Code Extension	7304
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	

	-
Complaint Info Law Violation Description	-
Complaint Info Statute Code	-
Complaint Info Statute Description	-
Complaint Info Topic Code	-
Complaint Info Topic Description	-
Complaint Info Comments	Complaint Type: - Sales Practice Issues
Complaint Info CRA Dispute Flag	-
Complaint Info CRA Dispute Responded	-
Complaint Info CRA Dispute Resolved	-

Record 16 of 33	
Reference Number	26652660
Created Date	05/24/2010
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001405627
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	05/24/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/24/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	GAMBRILLS
Consumer Address, State Code	MD
Consumer Address, State Name	Maryland
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Puritan's Pride
Company Address, Line 1	1 Nutrition Plz
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CARBONDALE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	62902
Company Address, ZIP Code Extension	7304
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	

	-
Complaint Info Law Violation Description	-
Complaint Info Statute Code	-
Complaint Info Statute Description	-
Complaint Info Topic Code	-
Complaint Info Topic Description	-
Complaint Info Comments	Complaint Type: - Advertising Issues
Complaint Info CRA Dispute Flag	-
Complaint Info CRA Dispute Responded	-
Complaint Info CRA Dispute Resolved	-

Record 17 of 33	
Reference Number	27199206
Created Date	08/02/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/02/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	08/02/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	Seattle
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Puritan's Pride
Company Address, Line 1	1233 Montauk Highway
Company Address, Line 2	PO Box 9001
Company Address, Line 3	
Company Address, City	Oakdale
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	11769
Company Address, ZIP Code Extension	9001
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	LJB

Complaint Info Law Violation Description	Never Received Merchandise
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I sent a money order for over $200.00 for vitamins & supplements July 23, 2010; so far I have received nothing and they do not answer my letters.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 18 of 33	
Reference Number	27523489
Created Date	09/01/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	09/01/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	09/01/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Cape Coral
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	65 - 69

Consumer Military Status	-
Consumer Military Station	-
Consumer Complaining Company/Org	-
Consumer Military Service Branch	-
Company Name	Puritan's Pride
Company Address, Line 1	3426 SW 6th Ave
Company Address, Line 2	PO Box 9001
Company Address, Line 3	-
Company Address, City	Cape Coral
Company Address, State Code	FL
Company Address, State Name	Florida
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	33914
Company Address, ZIP Code Extension	3312
Company Phone, Country Code	-
Company Phone, Area Code	-
Company Phone, Number	-
Company Phone, Extension	-
Company Email	-
Company Website	www.puritan.com
Company Rep First Name	-
Company Rep Middle Name	-
Company Rep Last Name	-
Company Rep Salutation	-
Company Rep Comments	-
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	-
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	-
Complaint Info Amount Requested Method	-
Complaint Info Amount Requested Value	-
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	-
Complaint Info Product Service Code	1712
Complaint Info Product Service	Health Care: Dietary Supplements\Herbal

Description	Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Deceptive advertising. Over the period of a year or so I've received Sales brochures that promote "Buy One Get One Free", "Buy Two Get Three Free", and "Buy One Get Two Free". Of course (logically) the "BOGTF" is the best deal. However the unit price of the "One" is altered in each case so that the BOGTF is actually more expensive per pill than the other two. I've checked the price per pill with a calculator and the manipulation is obvious. Of course they count on most people buying their sales title and not going through the odious process of checking the pricing on their own.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 19 of 33	
Reference Number	27821481
Created Date	10/01/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/01/2010
Updated By	CRSS\bayala
Updated Date	10/05/2010
Agency Contact	Internet
Complaint Date	10/01/2010
Transaction Date	10/01/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Johnson City,
Consumer Address, State Code	TN
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	70 - 79

Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Puritan's Pride vitamin Manufacturer
Company Address, Line 1	Puritan's Pride, 1233 Montauk Highw
Company Address, Line 2	PO Box 9001,
Company Address, Line 3	
Company Address, City	Oakdale, NY
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	11769
Company Address, ZIP Code Extension	9001
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	
Company Email	
Company Website	www.puritan.com/pages/addprod.asp
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Berry
Company Rep Salutation	
Company Rep Comments	Customer Srevice
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	10/01/2010
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	10/01/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$64.00
Complaint Info Amount Paid Method	Visa Credit Card

Complaint Info Amount Paid Value	$68.00
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The add state "FREE Shipping on all Domestic Orders" They state that is not there add. Yet the order was taken from this add. The order was placed based on these add and the free shipping. Because the size of the order I went ahead and made the purchase. They should not state "FREE Shipping on all Domestic Orders" if they charge shipping.. PS9000: Puritan's Pride Vitamin Manufcturer Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 20 of 33	
Reference Number	28198742
Created Date	10/05/2010
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001412264
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	10/05/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/05/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	BRAZORIA
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Puritan's Pride
Company Address, Line 1	1 Nutrition Plz
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CARBONDALE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	62902
Company Address, ZIP Code Extension	7304
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	

	-
Complaint Info Law Violation Description	-
Complaint Info Statute Code	-
Complaint Info Statute Description	-
Complaint Info Topic Code	-
Complaint Info Topic Description	-
Complaint Info Comments	Complaint Type: - Sales Practice Issues
Complaint Info CRA Dispute Flag	-
Complaint Info CRA Dispute Responded	-
Complaint Info CRA Dispute Resolved	-

Record 21 of 33	
Reference Number	31432158
Created Date	07/08/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/08/2011
Updated By	CRSS\jsmith
Updated Date	07/11/2011
Agency Contact	Internet
Complaint Date	07/08/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Lynnwood
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49

Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Puritans Pride
Company Address, Line 1	1233 Montauk Highway
Company Address, Line 2	PO Box 9001
Company Address, Line 3	
Company Address, City	Oakdale
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	11769
Company Address, ZIP Code Extension	9000
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	
Company Email	
Company Website	http://www.puritan.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$66.00
Complaint Info Amount Paid Method	Other Payment Method (Note in Comments)
Complaint Info Amount Paid Value	$66.00
Complaint Info Product Service Code	0318
Complaint Info Product Service	

Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	LJA\LJC
Complaint Info Law Violation Description	Merchandise Received Late\Not Notified About Late Shipment
Complaint Info Statute Code	UU
Complaint Info Statute Description	Mail or Telephone Merchandise Order Rule
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	My complaint is for violation of the "Mail and Telephone Order Merchandise Rule". I placed an online order with Puritan.com on June 16th, believing the "ORDERS SHIPPED IN 24 HOURS" claim at the top of their site. They accepted payment via Paypal that day. On June 27th I contacted them because the order had not arrived. I received a reply from an individual identifying himself as Bryan Stevens, explaining that the order had been split into two parts which had shipped on June 21 and June 24. He provided Fedex tracking numbers of (b)(6) and (b)(6) According to Fedex, those orders were shipped on June 23 and June 28th. I informed him that under the "Mail and Telephone Order Merchandise Rule", I had been entitled to be notified of those delays and given the opportunity to cancel the shipments. He said he would forward my concerns to a supervisor. It is now 10 days later and there has been no contact from said supervisor. I believe that Puritan does not take their obligations under the "Mail and Telephone Order Merchandise Rule" seriously and are callously flaunting their disregard for it.. PS9000: Mail Order Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 22 of 33	
Reference Number	33238373
Created Date	10/31/2011
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	FMORELOS
Entered Date	10/31/2011
Updated By	FMORELOS
Updated Date	10/31/2011
Agency Contact	Phone
Complaint Date	10/31/2011
Transaction Date	10/28/2011
Member of armed forces or dependant?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Colville
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59

Consumer Military Status	Military Retiree/Veteran
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	U.S. Army
Company Name	Puritans Pride
Company Address, Line 1	PO Box 9001
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Oakdale
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	11769
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6459584
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	10/28/2011
Complaint Info Initial Response Method	Mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$26.00
Complaint Info Amount Paid Method	Check (Personal)
Complaint Info Amount Paid Value	$26.00
Complaint Info Product Service Code	0318
Complaint Info Product Service	

Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer orderd product in the mail. She oredered a new product. She felt the discription is fraud because it advertised pure vitamin E oil. Instead she got a solution of vegetable oil with vitamin E.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 23 of 33	
Reference Number	34057744
Created Date	12/13/2011
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001441272
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	12/13/2011
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	12/13/2011
Transaction Date	-
Member of armed forces or dependant?	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, City	SAINT LOUIS
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	-
Consumer Home Phone, Area Code	-
Consumer Home Phone, Number	-
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	-
Consumer Fax, Number	-
Consumer Cell Phone, Area Code	-
Consumer Cell Phone, Number	-
Consumer Email	b(6)
Consumer Age range	-
Consumer Military Status	

	-
Consumer Military Station	-
Consumer Complaining Company/Org	-
Consumer Military Service Branch	-
Company Name	Puritan's Pride
Company Address, Line 1	1 Nutrition Plz
Company Address, Line 2	-
Company Address, Line 3	-
Company Address, City	CARBONDALE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	-
Company Address, ZIP Code Extension	-
Company Phone, Country Code	-
Company Phone, Area Code	-
Company Phone, Number	-
Company Phone, Extension	-
Company Email	-
Company Website	http://www.puritan.com/
Company Rep First Name	-
Company Rep Middle Name	-
Company Rep Last Name	Manager
Company Rep Salutation	-
Company Rep Comments	-
Complaint Info Initial Contact Method	-
Complaint Info Initial Contact Date	-
Complaint Info Initial Response Method	-
Complaint Info Initial Response Date	-
Complaint Info Amount Requested Method	-
Complaint Info Amount Requested Value	-
Complaint Info Amount Paid Method	-
Complaint Info Amount Paid Value	$71.89
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I ordered vitamins on 11/13/11 that i didn't receive in the mail like I usually do, i called the company and they told me they haven't received my order. i called the the company where i bought the money order and they report that it was cashed on 11/23/11. they company still claims they haven't received my order and they haven't shipped it out, nor have i received them. i sent the a money order for $71.89 and it has been cashed but i have not received my order. --- Additional Comments: i would like for the company to fill my order and ship it as requested or refund the $71.89 that I have paid.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 24 of 33	
Reference Number	35558695
Created Date	03/09/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/09/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/09/2012
Transaction Date	02/29/2012
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Aberdeen
Consumer Address, State Code	MD
Consumer Address, State Name	Maryland
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Puritans Pride
Company Address, Line 1	1233 Montauk Highway
Company Address, Line 2	P.O. Box 9001
Company Address, Line 3	
Company Address, City	Oakdale
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	11769
Company Address, ZIP Code Extension	9001
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	
Company Email	
Company Website	www.puritan.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	02/29/2012
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	02/29/2012
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$77.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$110.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	LJB

Complaint Info Law Violation Description	Never Received Merchandise
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I placed an order on February 29, 2012. As reflected on my order confirmation page, I received a confirmation email that $77.52 would be deducted from my account. I also received a shipment confirmation notice the next day, stating that the shipment had been sent via UPS groundno tracking number was provided. The next day, I checked my bank account and noticed that $111.47 had been charged to my debit card ($33.95 more than the amount listed on the order confirmation page and my receipt). Also, to this day, I have not received the product. I contacted the company twice to resolve this issue, but it has not been resolved. I still have not received my order, and I have not been given a refund for the over-charged amount. I also asked them for an order tracking number (since the order was supposedly sent by UPS), but they were unable to provide one for me. They said that they would fix the problem but they have not.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 25 of 33	
Reference Number	35934490
Created Date	03/09/2012
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001446239
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	03/09/2012
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	03/09/2012
Transaction Date	-
Member of armed forces or dependant?	-
Consumer First Name	b(6)||
Consumer Middle Name	||
Consumer Last Name	b(6)|b(6)|b(6)
Consumer Address, Line 1	b(6)||
Consumer Address, Line 2	||
Consumer Address, City	ABERDEEN||
Consumer Address, State Code	MD||
Consumer Address, State Name	Maryland||
Consumer Address, Country Code	USA||
Consumer Address, Country Name	UNITED STATES||
Consumer Address, ZIP Code	||
Consumer Home Phone, Area Code	b(6)||
Consumer Home Phone, Number	b(6)||
Consumer Work Phone, Area Code	b(6)||
Consumer Work Phone, Number	b(6)||
Consumer Fax, Area Code	||
Consumer Fax, Number	||
Consumer Cell Phone, Area Code	||
Consumer Cell Phone, Number	||
Consumer Email	b(6)||
Consumer Age range	||
Consumer Military Status	||

Consumer Military Station	||
Consumer Complaining Company/Org	||
Consumer Military Service Branch	||
Company Name	Puritan's Pride
Company Address, Line 1	1 Nutrition Plz
Company Address, Line 2	-
Company Address, Line 3	-
Company Address, City	CARBONDALE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	-
Company Address, ZIP Code Extension	-
Company Phone, Country Code	-
Company Phone, Area Code	-
Company Phone, Number	-
Company Phone, Extension	-
Company Email	-
Company Website	http://www.puritan.com/
Company Rep First Name	-
Company Rep Middle Name	-
Company Rep Last Name	Manager
Company Rep Salutation	-
Company Rep Comments	-
Complaint Info Initial Contact Method	-
Complaint Info Initial Contact Date	-
Complaint Info Initial Response Method	-
Complaint Info Initial Response Date	-
Complaint Info Amount Requested Method	-
Complaint Info Amount Requested Value	-
Complaint Info Amount Paid Method	-
Complaint Info Amount Paid Value	-
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	On or about February 29, the company charged my card $33.95 more than my receipt reflected. Also, the company did not ship my product to me.I placed an order on February 29, 2012. Shortly thereafter, I received a receipt indicating that my 'Grand Total' was $77.52. I also received an email stating, 'Dear (name), Thank you for shopping with Puritan's Pride. Your order has shipped. Order # (b)(6) This shipment was sent to:(name) (address)United States Shipping Method: UPS Ground'The next day, I checked my bank account (because this was a debit card purchase) and noticed that I had been charged $111.47, rather than the $77.52 listed on my receipt. In addition, I still (to this day) have not received my product.I contacted the company to resolve my concern, and I was advised by an employee that this was an error due to the fact that my order was placed on February 29, a 'leap year' day. My issue has not been resolved. --- Additional Comments: I would like the proper amount credited back to my credit card on file, as well as the product I ordered sent to my address. If this is not possible, I would like a full refund and an apology/explanation.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 26 of 33	
Reference Number	37018626
Created Date	04/10/2012
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001447946
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	04/10/2012
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	04/10/2012
Transaction Date	-
Member of armed forces or dependant?	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, City	FLETCHER
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	-
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	-
Consumer Fax, Number	-
Consumer Cell Phone, Area Code	-
Consumer Cell Phone, Number	-
Consumer Email	b(6)
Consumer Age range	-
Consumer Military Status	

	-
Consumer Military Station	-
Consumer Complaining Company/Org	-
Consumer Military Service Branch	-
Company Name	Puritan's Pride
Company Address, Line 1	1 Nutrition Plz
Company Address, Line 2	-
Company Address, Line 3	-
Company Address, City	CARBONDALE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	-
Company Address, ZIP Code Extension	-
Company Phone, Country Code	-
Company Phone, Area Code	-
Company Phone, Number	-
Company Phone, Extension	-
Company Email	-
Company Website	http://www.puritan.com/
Company Rep First Name	-
Company Rep Middle Name	-
Company Rep Last Name	Manager
Company Rep Salutation	-
Company Rep Comments	-
Complaint Info Initial Contact Method	-
Complaint Info Initial Contact Date	-
Complaint Info Initial Response Method	-
Complaint Info Initial Response Date	-
Complaint Info Amount Requested Method	-
Complaint Info Amount Requested Value	-
Complaint Info Amount Paid Method	-
Complaint Info Amount Paid Value	-
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	puritan's pride has charged my Bank Account twice without receiving my products, and customer service would not refund my order.puritan's pride has charged my Bank Account twice without receiving my products, and customer service would not refund my order. Customer Service manager was rude also. --- Additional Comments: Refund all my money, and cancel all my personal contact information. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 27 of 33	
Reference Number	38835816
Created Date	06/05/2012
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001451006
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	06/05/2012
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	06/05/2012
Transaction Date	-
Member of armed forces or dependant?	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, City	COLUMBUS
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	-
Consumer Home Phone, Area Code	-
Consumer Home Phone, Number	-
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-
Consumer Cell Phone, Area Code	-
Consumer Cell Phone, Number	-
Consumer Email	b(6)
Consumer Age range	-
Consumer Military Status	

	-
Consumer Military Station	-
Consumer Complaining Company/Org	-
Consumer Military Service Branch	-
Company Name	Puritan's Pride
Company Address, Line 1	1 Nutrition Plz
Company Address, Line 2	-
Company Address, Line 3	-
Company Address, City	CARBONDALE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	-
Company Address, ZIP Code Extension	-
Company Phone, Country Code	-
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	-
Company Email	-
Company Website	http://www.puritan.com/
Company Rep First Name	-
Company Rep Middle Name	-
Company Rep Last Name	Manager
Company Rep Salutation	-
Company Rep Comments	-
Complaint Info Initial Contact Method	-
Complaint Info Initial Contact Date	-
Complaint Info Initial Response Method	-
Complaint Info Initial Response Date	-
Complaint Info Amount Requested Method	-
Complaint Info Amount Requested Value	-
Complaint Info Amount Paid Method	-
Complaint Info Amount Paid Value	$11.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	customer service email ignored, then charged triple to change shipping addressorder (b)(6). shipping address on profile was not updated before entering order. Therefore, my incorrect old address appeared on the order. There was no review page prior to confirming the order, so I did not realize until I received my confirmation email. I immediately emailed their customer service describing the problem and informing them of my new address and the error. Then I entered my current address in my profile on their website. I received no reply from customer service. Two days later I received a shipment notice, still with the incorrect address. I then called customer service, explained, and was told to update my profile (already done), and I would be charged an extra $11+ dollars for shipping to send to the proper address. --- Additional Comments: I want the extra $11 shipping charge back.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 28 of 33	
Reference Number	39434599
Created Date	07/06/2012
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001453170
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	07/06/2012
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	07/06/2012
Transaction Date	-
Member of armed forces or dependant?	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, City	ELKHART
Consumer Address, State Code	IN
Consumer Address, State Name	Indiana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	-
Consumer Home Phone, Area Code	-
Consumer Home Phone, Number	-
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-
Consumer Cell Phone, Area Code	-
Consumer Cell Phone, Number	-
Consumer Email	b(6)
Consumer Age range	-
Consumer Military Status	

	-
Consumer Military Station	-
Consumer Complaining Company/Org	-
Consumer Military Service Branch	-
Company Name	Puritan's Pride
Company Address, Line 1	1 Nutrition Plz
Company Address, Line 2	-
Company Address, Line 3	-
Company Address, City	CARBONDALE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	-
Company Address, ZIP Code Extension	-
Company Phone, Country Code	-
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	-
Company Email	-
Company Website	http://www.puritan.com/
Company Rep First Name	-
Company Rep Middle Name	-
Company Rep Last Name	Manager
Company Rep Salutation	-
Company Rep Comments	-
Complaint Info Initial Contact Method	-
Complaint Info Initial Contact Date	-
Complaint Info Initial Response Method	-
Complaint Info Initial Response Date	-
Complaint Info Amount Requested Method	-
Complaint Info Amount Requested Value	-
Complaint Info Amount Paid Method	-
Complaint Info Amount Paid Value	$9.11
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	i made three orders then i returned them to puritan but i only received a part of the refund and they said they only received this parti have made three orders with puritan.com numbers (b)(6) (b)(6) on 1/11/2011i didn't use any of the product and i returned them all to puritans on 30/3/2012 with FedEx tracking numbers (b)(6) 17.2 and 6.8 kg and they are signed by (NAME) i contacted puritan after that and told me that they will refund around 270 USD from orders total 1181 i contacted them many times and said that they are looking for the issuethey finally told me that they only received the part that is refunded and they wont able to locate any other good which is out of logic as the packages sent by FedEx are signed by them --- Additional Comments: refund of the remaining part of the orders which is 911 USD approximately '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 29 of 33	
Reference Number	39518876
Created Date	07/16/2012
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1207161127261442
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	07/16/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/16/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	NEW BORG AL ARAB - ALEXANDRIA
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	EGY
Consumer Address, Country Name	EGYPT
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59

Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	Mater
Consumer Military Service Branch	
Company Name	Puritan's Pride
Company Address, Line 1	Puritan Pride
Company Address, Line 2	4320 Veterans Highway
Company Address, Line 3	
Company Address, City	HOLBROOK
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	11741
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	
Company Email	PuritansPride@mail.puritan.com
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Other Credit Card
Complaint Info Amount Paid Value	$36.86

Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: on 10th Feb2012 I bought two items from Puritan Pride My online receipt number: (b)(6) and I paid by credit card. I waited and waited then I contacted them they told me that my order was not available and they had to send it on 12th March the i waited for several weeks and asked them about the track number and they apologized that it was not found and asked me about my address to resend it.on 14th July I asked them about the new track number but they apologized that i was not available. i'm sorry I lost my patience and it is not the way to treat customers. I have been waiting for more than five months! when I asked them again about the tracking number; yesterday I received the following message On Fri, Jul 20, 2012 at 6:49 AM, wrote: Dear (b)(6) Tracking information is not available for your order. If you have any other questions or if there's anything else we can help you with, please let us know. You can also reach Customer Service (24 hours/7 days) at 1-800-645-9584 (Our international number is 1-631-244-1290) or email custserv@puritan.com. Have a good day! Chelcee Loghry Customer Service
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 30 of 33	
Reference Number	40031441
Created Date	08/24/2012
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001456622
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	08/24/2012
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	08/24/2012
Transaction Date	-
Member of armed forces or dependant?	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, City	SOUND BEACH
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	-
Consumer Home Phone, Area Code	-
Consumer Home Phone, Number	-
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	-
Consumer Fax, Number	-
Consumer Cell Phone, Area Code	-
Consumer Cell Phone, Number	-
Consumer Email	b(6)
Consumer Age range	-
Consumer Military Status	

	-
Consumer Military Station	-
Consumer Complaining Company/Org	-
Consumer Military Service Branch	-
Company Name	Puritan's Pride
Company Address, Line 1	1 Nutrition Plz
Company Address, Line 2	-
Company Address, Line 3	-
Company Address, City	CARBONDALE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	-
Company Address, ZIP Code Extension	-
Company Phone, Country Code	-
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	-
Company Email	-
Company Website	http://www.puritan.com/
Company Rep First Name	-
Company Rep Middle Name	-
Company Rep Last Name	Manager
Company Rep Salutation	-
Company Rep Comments	-
Complaint Info Initial Contact Method	-
Complaint Info Initial Contact Date	-
Complaint Info Initial Response Method	-
Complaint Info Initial Response Date	-
Complaint Info Amount Requested Method	-
Complaint Info Amount Requested Value	-
Complaint Info Amount Paid Method	-
Complaint Info Amount Paid Value	-
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	44FYIPuritan's Pride received MC approval for payment and failed to process my order for shipment.On August 13, 2012 Puritan's Pride received payment authorization from my CU (Bethpage Federal Credit Union) and failed to process my order for shipment. Puritans Pride stated that BFCU declined payment. I contacted Puritans Pride and their Illinois supervisor informed me that my funds were not available for payment. Puritans Pride directed the fault onto Bethpage Federal Credit Union and informed myself (NAME) to contact my credit union. On August 21, 2012 I once again supplied my checking account credit card number to the Illinois Puritans Pride supervisor, who continued to inform me that payment was declined from BFCU. I immediately contacted my credit union on a second phone line and advised them of the situation. Bethpage Federal Credit Union advised me that my account had sufficient funds on August 13, 2012 through August 22, 2012 and a $2,000 over draft Inclusive. I bridged the secured conversation with BFCU onto the Puritans Pride Illinois supervisor. BFCU informed Puritans Pride that my funds have been approved and secured for payment to Puritans Pride. The Illinois Puritans Pride supervisor asked me for my credit card information again and submitted to BFCU for payment but still insisted my funds have been declined. The Puritans Pride supervisor asked me for contact information and I provided a telephone number and email address. At that point of the conversation the Puritans Pride Illinois supervisor disconnected from the phone call unannounced. I have not received one email or one phone call from Puritans Pride In the last two business days since this nightmare began. I was

	professionally advised to file this complaint by our family lawyer. --- Additional Comments: '
Complaint Info CRA Dispute Flag	-
Complaint Info CRA Dispute Responded	-
Complaint Info CRA Dispute Resolved	-

Record 31 of 33	
Reference Number	41361126
Created Date	10/11/2012
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001459789
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	10/11/2012
Updated By	-
Updated Date	-
Agency Contact	External Agency
Complaint Date	10/11/2012
Transaction Date	-
Member of armed forces or dependant?	-
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, City	SPENCER
Consumer Address, State Code	WV
Consumer Address, State Name	West Virginia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	-
Consumer Home Phone, Area Code	-
Consumer Home Phone, Number	-
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-
Consumer Cell Phone, Area Code	-
Consumer Cell Phone, Number	-
Consumer Email	b(6)
Consumer Age range	-
Consumer Military Status	

	-
Consumer Military Station	-
Consumer Complaining Company/Org	-
Consumer Military Service Branch	-
Company Name	Puritan's Pride
Company Address, Line 1	1 Nutrition Plz
Company Address, Line 2	-
Company Address, Line 3	-
Company Address, City	CARBONDALE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	-
Company Address, ZIP Code Extension	-
Company Phone, Country Code	-
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	-
Company Email	-
Company Website	http://www.puritan.com/
Company Rep First Name	-
Company Rep Middle Name	-
Company Rep Last Name	Manager
Company Rep Salutation	-
Company Rep Comments	-
Complaint Info Initial Contact Method	-
Complaint Info Initial Contact Date	-
Complaint Info Initial Response Method	-
Complaint Info Initial Response Date	-
Complaint Info Amount Requested Method	-
Complaint Info Amount Requested Value	-
Complaint Info Amount Paid Method	-
Complaint Info Amount Paid Value	-
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies

Complaint Info Law Violation Code	-
Complaint Info Law Violation Description	-
Complaint Info Statute Code	-
Complaint Info Statute Description	-
Complaint Info Topic Code	-
Complaint Info Topic Description	-
Complaint Info Comments	Allowed another company to access my bank information to withdraw my money for a service I've never heard of and have no interest in.After placing an order with Puritan's Pride, I received a charge on my bank account for $17.94 for 'Diet Instructors MD,' a service I've never heard of and have no interest in. I was never informed and received nothing at all. --- Additional Comments: I need assurance that my bank information will not be made available to anyone else without my premission (or even knowing). They have been informed that they are being reported and that they have lost a steady customer.'
Complaint Info CRA Dispute Flag	-
Complaint Info CRA Dispute Responded	-
Complaint Info CRA Dispute Resolved	-

Record 32 of 33	
Reference Number	45212931
Created Date	04/20/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	04/20/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	04/20/2013
Transaction Date	04/17/2013
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Yogyakarta
Consumer Address, State Code	
Consumer Address, State Name	D.I.Yogyakarta
Consumer Address, Country Code	IDN
Consumer Address, Country Name	INDONESIA
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29

Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Puritans Pride
Company Address, Line 1	1233 Montauk Highway
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Oakdale
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	11769
Company Address, ZIP Code Extension	9001
Company Phone, Country Code	
Company Phone, Area Code	180
Company Phone, Number	0645103
Company Phone, Extension	
Company Email	customerservice@puritan.com
Company Website	http://www.puritan.com/
Company Rep First Name	customer service 1
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	04/17/2013
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	04/17/2013
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$44.00
Complaint Info Amount Paid Method	Internet Payment Services (e.g., PayPal)
Complaint Info Amount Paid Value	$44.00
Complaint Info Product Service Code	1712
Complaint Info Product Service	Health Care: Dietary Supplements\Herbal

Description	Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Puritans pride really a scam, they change and reduce my order without prior notice, if they dont ship my order at all Ill bear loss USD$43.88, its just small amount for US citizen but not for Indonesian, since 1 USD=10000 Indonesian Rupiah. here is the original order, complete link of proof: http://goo.gl/xfN2E but later email stated that items are already ship with condition, missing #52175 - Echinacea Extract 200 mg (120 Capsules) QTY: 3 Price: $3.99 link of proof: http://goo.gl/2PjDb no back order information and finally, voila: missing 3 varian of them or 5 bottles: #50918 - Vit. E-400 IU with Selenium 50 mcg (100 Softgels) QTY:2 Price:$11.99 =&gtonly 1 from 2 in the original order #194 - Vit. B-Complex And Vitamin B-12 (180 Tablets) QTY:2 Price:$8.39 =&gtonly 1 from 2 in the original order #52175 - Echinacea Extract 200 mg (120 Capsules) QTY:3 Price:$3.99 => none of them link of proof: http://goo.gl/x1GHH All of the proof are printed or pdf version from e-mail come from puritans pride and order history from my account in www.puritan.com
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 33 of 33	
Reference Number	45475760
Created Date	04/09/2013
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1304091718164471
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	04/09/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/09/2013
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	LINDEN
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	

Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Puritan's Pride
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6451030
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Credit Card
Complaint Info Amount Paid Value	$244.89
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: On 1/29/13 a charge of 244.89 showed up on my Central State Credit Union Visa Statement. The CU had put a stop on my credit card because it said a suspicious charge had been made on my card. I called the 800 number for Puritan's pride, a vitamin supply company, and they said that my correct billing address had been used but the "ship to address" was to a different state. They said they had intercepted the package and would credit my credit card but no credit came through. I called again and they said their fraud dept would look into it but could not issue credit. My credit union will not remove charge unless I have a police report even though I've been a member for over 35 years. Stockton PD took my report but after a month it was rejected because I am in the County and not their Jurisdiction. The County Sheriff Dept. said they will take a report but not sure who's jurisdiction it is in since the internet was most likely involved I needed to file with the FBI. In the mean time I'm accruing interest on the unpaid balance on my credit card. That card has been canceled and new ones issued.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

As a Consumer Sentinel Network member, you must properly protect any information printed, downloaded, or otherwise removed from the Network as stated in OMB Memo M-06-16. Please delete or destroy this information within 90 days unless its use is still required for law enforcement purposes. When destroying the information you should burn, pulverize, or shred the information saved in paper format and destroy or erase information that has been saved electronically so that it cannot practicably be read or reconstructed. Proper erasure of electronic information must include the overwriting or "wiping" of the information from the electronic media on which it is stored.

Provided by the Federal Trade Commission