Case 2:14-cv-01649-JAD-GWF	Document 1	Filed 10/07/14	Page 1 of 66
----------------------------	------------	----------------	--------------

.

1	JONATHAN E. NUECHTERLEIN General Counsel	
2	SHAMEKA L. WALKER swalker@ftc.gov 2:14-cv-01649-JAD-GW	F
4	DANIELLE ESTRADA destrada@ftc.gov	
5	Federal Trade Commission 600 Pennsylvania Avenue, NW, CC-8528	
6	Washington, DC 20580	
7.	202-326-2570 (Walker) 202-326-2630 (Estrada)	
8	202-326-3395 (Fax)	
9	BLAINE T. WELSH blaine.welsh@usdoj.gov OCT - 7 2014	
10	Assistant United States Attorney Nevada Bar No. 4790 333 Las Vegas Blvd. South, Suite 5000 CLERK US DISTRICT COURT	
11	Las Vegas, NV 89101 DEPUT	Y
12	702-388-6336 702-388-6787 (Fax)	
13	Attorneys for Plaintiff Federal Trade Commission	
14		
15	UNITED STATES DISTRICT COURT DISTRICT OF NEVADA	
16		
17		
18		
19		
20		
21		÷
22		
23		
24		
25		

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

FEDERAL TRADE COMMISSION, Plaintiff, v. **HEALTH FORMULAS, LLC, a California** limited liability company, also doing business as SIMPLE PURE NUTRITION, PURE VITAMINS, LLC, a Nevada limited liability company, LONGHORN MARKETING, LLC, a Nevada limited liability company, also doing business as MEN'S HEALTH FORMULAS, LLC, LIFE VITAMINS, and UNLEASH THE THUNDER, **METHOD DIRECT, LLC, a Nevada limited** liability company, also doing business as EXTAMAX, LLC, VITAMAN LABS, INC., VITAFIT, AND PLAYBOY OFFER/DVD ENTERTAINMENT, WEIGHT LOSS DOJO, LLC, a Nevada limited liability company, also doing business as FITNESS DVDS, VIP SAVINGS, LLC, a Nevada limited liability company, also doing business as VIP SAVINGS CENTER, **DJD DISTRIBUTION, LLC, a California** limited liability company, MDCC, LLC, a Nevada limited liability company, also doing business as METHOD **DIRECT CALL CENTER, CHAPNICK, SMUKLER & CHAPNICK,** INC., a California corporation,

2:14-cv-01649-JAD-GWF

Case No.

COMPLAINT FOR PERMANENT INJUNCTION AND OTHER EQUITABLE RELIEF

and

BRANDON CHAPNICK, individually and as an officer or manager of Chapnick, Smukler & Chapnick, Inc., Method Direct, LLC, Pure Vitamins, LLC, Weight Loss Dojo, LLC, and MDCC, LLC,

KEITH SMUKLER, individually and as an officer or manager of Chapnick, Smukler & Chapnick, Inc., Health Formulas, LLC, Method Direct, LLC, VIP Savings, LLC, MDCC, LLC, Longhorn Marketing, LLC, Pure Vitamins, LLC, Weight Loss Dojo, LLC, and DJD Distribution, LLC,

DANELLE MILLER, also known as
DANELLE FOLTA and DANELLE
KENEALY, individually and as an officer or
manager of Method Direct, LLC, Health
Formulas, LLC, MDCC, LLC, Pure Vitamins,
LLC, and Weight Loss Dojo, LLC,

JASON MILLER, individually and as an officer or manager of Weight Loss Dojo, LLC, Health Formulas, LLC, Method Direct, LLC, Pure Vitamins, LLC, and MDCC, LLC,

Defendants.

1

2

3

4

5

Plaintiff, the Federal Trade Commission ("FTC"), for its Complaint alleges: 1. The FTC brings this action under Sections 13(b) and 19 of the Federal Trade Commission Act ("FTC Act"), 15 U.S.C. §§ 53(b) and 57b, Section 917(c) of the Electronic Fund Transfer Act ("EFTA"), 15 U.S.C. § 16930(c), Section 5 of the Restore Online Shoppers Confidence Act ("ROSCA"), 15 U.S.C. § 8404, and the Telemarketing and Consumer Fraud and Abuse Prevention Act ("Telemarketing Act"), 15 U.S.C. §§ 6101-6108, to obtain temporary, preliminary, and permanent injunctive relief, rescission or reformation of contracts, restitution, the refund of monies paid, disgorgement of ill-gotten monies, and other equitable relief for

1 Defendants' acts or practices in violation of Sections 5(a) and 12 of the FTC Act, 15 U.S.C. §§ 45(a) & 52, Section 907(a) of the EFTA, 15 U.S.C. § 1693e(a), Section 4 of the ROSCA, 15 2 3 U.S.C. § 8403, Section 205.10(b) of Regulation E, 12 C.F.R. § 205.10(b), and the FTC's Telemarketing Sales Rule ("TSR"), 16 C.F.R. Part 310. 4

5 6 7

8

9

10

11

12

13

14

15

SUMMARY OF THE CASE

2. Defendants trick consumers into disclosing their credit and debit card information to enroll them into expensive programs with recurring monthly charges. Whether Defendants offer weight loss, virility, muscle-building products, or skin creams, they deceptively tout offers for purportedly "free" trials that cost only a nominal shipping and handling fee or for greatly discounted prices. Consumers often experience the same result: substantial and unexpected recurring charges or debits. Defendants often upsell additional products in the same manner, and for consumers, getting a refund is an exercise in frustration. Furthermore, Defendants advertise their green coffee bean extract and raspberry ketone weight loss supplements (marketed under the names "RKG Extreme" and "Pure Green Coffee Bean Plus") by claiming they offer rapid and substantial weight loss without the need for diet or exercise, but Defendants fail to deliver on 16 these promises.

17 3. As explained more fully below, Defendants: (1) deceptively market dietary 18 supplements and other products by offering free trials or buy-one-get-one free offers, but failing 19 to disclose, or to disclose adequately, the material terms and conditions of Defendants' offers, 20 including that Defendants enroll consumers who order the products into one or more 21 membership programs and that consumers must cancel the programs within a limited time period 22 to avoid costly recurring monthly charges (a feature known as a "negative option"), and that 23 Defendants impose charges for the initial full month's supply upon the expiration of a trial 24 period, which expires after just fourteen days; (2) claim they have a 100% satisfaction guarantee 25 but fail to disclose, or to disclose adequately, material facts about the refund policy and the costs

1 associated with returning products; (3) make false or unsubstantiated claims that their products 2 RKG Extreme and Pure Green Coffee Bean Plus cause rapid and substantial weight loss without 3 diet or exercise; (4) debit consumers' bank accounts on a recurring basis without obtaining a 4 written authorization as required by the EFTA; (5) sell their products and services online through 5 a negative option feature without providing clear and conspicuous disclosures, obtaining the 6 consumer's express informed consent, and providing simple mechanisms for a consumer to stop 7 recurring charges, as required by the ROSCA; (6) in telemarketing calls, sell additional products 8 and services ("upsells") with negative option features but fail to disclose that the consumer's 9 account will be charged unless he takes affirmative action to avoid the charge, the date the 10 charge will be submitted for payment, and the specific steps he must take to avoid the charge, as 11 required by the TSR; and (7) refuse to honor consumers' requests to stop calling as required by 12 the TSR.

13

14

15

16

17

18

19

20

21

22

23

24

25

JURISDICTION AND VENUE

4. This Court has subject matter jurisdiction pursuant to 28 U.S.C. §§ 1331, 1337(a), and 1345, and 15 U.S.C. §§ 45(a) and 53(b), and other applicable provisions.

5. Venue is proper in this district under 28 U.S.C. § 1391(b)(1), (b)(2), (b)(3), (c)(1),
(c)(2), and (d), and 15 U.S.C. § 53(b).

PLAINTIFF

6. The FTC is an independent agency of the United States Government created by statute. 15 U.S.C. §§ 41-58. The FTC enforces Section 5(a) of the FTC Act, 15 U.S.C. § 45(a), which prohibits unfair or deceptive acts or practices in or affecting commerce. The FTC also enforces Section 12 of the FTC Act, 15 U.S.C. § 52, which prohibits false advertisements for food, drugs, devices, services, or cosmetics in or affecting commerce. The FTC also enforces the EFTA, which regulates the rights, liabilities, and responsibilities of participants in electronic fund transfer systems, 15 U.S.C. §§ 1693, et seq. The FTC further enforces the ROSCA, 15

U.S.C. §§ 8401-05, which, among other things, bans the use of negative option features in transactions effected on the internet that do not meet certain conditions for disclosure, consent, 3 and cancellation. Moreover, the FTC enforces the Telemarketing Act, 15 U.S.C. §§ 6101-6108. 4 Pursuant to the Telemarketing Act, the FTC promulgated and enforces the TSR, 16 C.F.R. Part 5 310, which prohibits deceptive and abusive telemarketing acts or practices.

7. The FTC is authorized to initiate federal district court proceedings, by its own attorneys, to enjoin violations of the FTC Act, the EFTA, the ROSCA, and the TSR, and to secure such other equitable relief as may be appropriate in each case, including rescission or reformation of contracts, restitution, the refund of monies paid, and the disgorgement of illgotten monies. 15 U.S.C. §§ 53(b), 56(a)(2)(A)-(B), 57b, 16930(c), 6102(c), and 6105(b).

DEFENDANTS

8. Defendant Health Formulas, LLC ("Health Formulas"), also doing business under numerous fictitious names, including "Simple Pure Nutrition," is a California limited liability company with its principal place of business at 16000 Ventura Boulevard, Suite 1102, Encino, California. This company is at the center of Defendants' fraud. At all times material to this Complaint, acting alone or in concert with others, Health Formulas has labeled, advertised, marketed, distributed, or sold many of the dietary supplements and healthcare-related products at issue in this case, including those that bear the "Simple Pure" name. Health Formulas transacts or has transacted business in this District and throughout the United States.

9. 20 Defendant Pure Vitamins, LLC ("Pure Vitamins") is a Nevada limited liability 21 company with its principal place of business at the same location as Health Formulas, 16000 22 Ventura Boulevard, Suite 1102, Encino, California. At all times material to this Complaint, 23 Defendants have used the Pure Vitamins entity to label, advertise, market, distribute, or sell 24 many of the Defendants' weight loss and dietary supplements, including RKG Extreme and Pure

25

1

2

6

7

8

9

10

11

12

13

14

15

16

17

18

19

Green Coffee Bean Plus. Pure Vitamins transacts or has transacted business in this District and throughout the United States.

3 10. Defendant Longhorn Marketing, LLC ("Longhorn Marketing"), also doing business under numerous fictitious names, including, "Men's Health Formulas, LLC," "Life 4 5 Vitamins," and "Unleash the Thunder," is a Nevada limited liability company with its principal 6 place of business at the same location as Health Formulas, 16000 Ventura Boulevard, Suite 1102, Encino, California. At all times material to this Complaint, Defendants have used Longhorn Marketing to label, advertise, market, distribute, or sell several of Defendants' products, including Black Bull, a male-enhancement product, and Superior Antler and Superior 10 Velvet, supposed muscle-building products. Longhorn Marketing transacts or has transacted business in this District and throughout the United States.

11. Defendant Method Direct, LLC ("Method Direct"), also doing business under numerous fictitious names, including, "Extamax, LLC," "Vitaman Labs, Inc.," "Vitafit," and "Playboy Offer/DVD Entertainment," is a Nevada limited liability company with its principal place of business at 4545 West Spring Mountain Road, Suite 104, Las Vegas, Nevada. At all times material to this Complaint, Defendants have used Method Direct to promote products, including their Extamax male enhancement product and a monthly adult film DVD program offered as an upsell to purchasers of Defendants' male enhancement products. Method Direct transacts or has transacted business in this District and throughout the United States.

20 12. Defendant Weight Loss Dojo, LLC ("Weight Loss Dojo"), also doing business 21 under numerous fictitious names, including, "Fitness DVDs," is a Nevada limited liability 22 company with its principal place of business at the same location as Method Direct, 4545 West 23 Spring Mountain Road, Suite 104, Las Vegas, Nevada. At all times material to this Complaint, Defendants have used Weight Loss Dojo to promote a monthly fitness DVD program offered as

24 25

1

2

7

8

9

11

12

13

14

15

16

17

18

an upsell to purchasers of Defendants' dietary supplements. Weight Loss Dojo transacts or has transacted business in this District and throughout the United States.

13. Defendant VIP Savings, LLC ("VIP Savings") also doing business as "VIP Savings Center," is a Nevada limited liability company with its principal place of business at the same location as Health Formulas, 16000 Ventura Boulevard, Suite 1102, Encino, California. At all times material to this Complaint, Defendants have used the VIP Savings entity to offer a discount card as an upsell to consumers who have purchased other products from Defendants. VIP Savings transacts or has transacted business in this District and throughout the United States.

10 14. Defendant DJD Distribution, LLC ("DJD Distribution") is a California limited
11 liability company with its principal place of business at the same location as Health Formulas,
12 16000 Ventura Boulevard, Suite 1102, Encino, California, and a secondary address at 9601
13 Owensmouth Avenue, Number 29, Chatsworth, California. At all times material to this
14 Complaint, acting alone or in concert with others, DJD Distribution has served as a fulfillment
15 company incorporated by Defendants for the distribution of their products. DJD Distribution
16 transacts or has transacted business in this District and throughout the United States.

17 15. Defendant MDCC, LLC ("MDCC"), also doing business as "Method Direct Call 18 Center," is a Nevada limited liability company with its principal place of business at the same 19 location as Health Formulas, 16000 Ventura Boulevard, Suite 1102, Encino, California. MDCC 20 also has operations and employees at the same location as Method Direct, 4545 West Spring 21 Mountain Road, Suite 104, Las Vegas, Nevada. At all times material to this Complaint, 22 Defendants have operated MDCC as a call center to handle inbound and outbound sales and 23 customer service telephone calls for their products. MDCC transacts or has transacted business 24 in this District and throughout the United States.

1

2

3

4

5

6

7

8

9

16. Defendant Chapnick, Smukler & Chapnick, Inc. ("CSC") is a California corporation with its principal place of business at 16000 Ventura Boulevard, Suite 1102, Encino, California. CSC is owned and operated by Brandon Chapnick and Keith Smukler, who individually and collectively have formulated, directed, controlled, had the authority to control, or participated in the acts and practices of the other corporate Defendants. CSC's headquarters serves as the corporate address or mailing address for Health Formulas and many, if not all, of the other Defendants listed above. Moreover, all corporate bank accounts for the above Defendants are held in the name of CSC. CSC transacts or has transacted business in this District and throughout the United States.

1

2

3

4

5

6

7

8

9

10 17. Defendant Brandon Chapnick ("Chapnick") is Chief Financial Officer and 11 Director of CSC, and a bank signatory for the corporate accounts for Method Direct, Pure 12 Vitamins, Weight Loss Dojo, and MDCC. At all times material to this Complaint, acting alone 13 or in concert with others, he has formulated, directed, controlled, had the authority to control, or 14 participated in the acts and practices of CSC, Method Direct, Pure Vitamins, Weight Loss Dojo, 15 MDCC, and/or one or more of the other business entities named herein, including the acts and 16 practices set forth in this Complaint. Chapnick resides in California. In connection with the 17 matters alleged herein, he transacts or has transacted business in this District.

18 18. Defendant Keith Smukler ("Smukler") is Secretary and Director of CSC, Chief 19 Executive Officer of Health Formulas, and an owner of Method Direct, VIP Savings, and 20 MDCC. He is also a Manager of Longhorn Marketing, Pure Vitamins, Weight Loss Dojo, and 21 DJD Distribution. Moreover, he is a bank signatory for the corporate accounts of CSC, Method 22 Direct, Pure Vitamins, Weight Loss Dojo, and MDCC. At all times material to this Complaint, 23 acting alone or in concert with others, he has formulated, directed, controlled, had the authority 24 to control, or participated in the acts and practices of CSC, Health Formulas, Method Direct, VIP 25 Savings, MDCC, Longhorn Marketing, Pure Vitamins, Weight Loss Dojo, DJD Distribution,

and/or one or more of the other business entities named herein, including the acts and practices
set forth in this Complaint. Smukler resides in California. In connection with the matters
alleged herein, he transacts or has transacted business in this District.

4 19. Defendant Danelle Miller ("Danelle Miller"), also known as Danelle Folta and 5 Danelle Kenealy, is an owner of Method Direct and a Manager of Health Formulas and MDCC. 6 She is also a bank signatory for the corporate accounts of Method Direct, Pure Vitamins, Weight 7 Loss Dojo, and MDCC. At all times material to this Complaint, acting alone or in concert with 8 others, she has formulated, directed, controlled, had the authority to control, or participated in the 9 acts and practices of Method Direct, Health Formulas, MDCC, Pure Vitamins, Weight Loss 10 Dojo, and/or one or more of the other business entities named herein, including the acts and 11 practices set forth in this Complaint. Danelle Miller resides in California. In connection with the 12 matters alleged herein, she transacts or has transacted business in this District.

13 20. Defendant Jason Miller ("Jason Miller") is an owner of Weight Loss Dojo and 14 MDCC. He is also a Manager of Health Formulas, Method Direct, and Pure Vitamins. He is 15 moreover a bank signatory for the corporate accounts of Method Direct, Pure Vitamins, Weight 16 Loss Dojo, and MDCC. He is further the domain registrant for all of the above corporate 17 defendants' websites and registered many of the above corporate defendants' toll-free telephone 18 numbers. At all times material to this Complaint, acting alone or in concert with others, he has 19 formulated, directed, controlled, had the authority to control, or participated in the acts and 20 practices of Weight Loss Dojo, MDCC, Health Formulas, Method Direct, Pure Vitamins, and/or 21 one or more of the other business entities named herein, including the acts and practices set forth 22 in this Complaint. Jason Miller resides in California. In connection with the matters alleged 23 herein, he transacts or has transacted business in this District.

25

24

2

1

COMMON ENTERPRISE

21. Defendants Health Formulas, Pure Vitamins, Longhorn Marketing, Method 3 Direct, Weight Loss Dojo, VIP Savings, DJD Distribution, MDCC, and CSC (collectively, "Corporate Defendants")¹ have operated as a common enterprise while engaging in the deceptive 4 5 acts and practices and other violations of law alleged below. The Corporate Defendants have 6 conducted the business practices described below through an interrelated network of companies 7 that have common ownership, officers, managers, business functions, employees, office 8 locations, telephone numbers, domain registrants, and bank signatories. The Corporate 9 Defendants also regularly transfer funds between corporate accounts and have certain unified 10 accounting functions. Because these Corporate Defendants have operated as a common 11 enterprise, each of them is jointly and severally liable for the acts and practices alleged below. 12 Defendants Chapnick, Smukler, Danelle Miller, and Jason Miller (collectively, "Individual 13 Defendants"), have formulated, directed, controlled, had the authority to control, or participated 14 in the acts and practices of the Corporate Defendants that constitute the common enterprise.

15

16

17

18

COMMERCE

22. At all times material to this Complaint, Corporate Defendants and Individual Defendants (collectively, "Defendants") have maintained a substantial course of trade in or affecting commerce, as "commerce" is defined in Section 4 of the FTC Act, 15 U.S.C. § 44.

19 20

DEFENDANTS' BUSINESS PRACTICES

23. Since at least January 2010, Defendants have deceptively marketed, labeled, advertised, promoted, offered to sell, sold, and distributed numerous dietary supplements and other products under various brand names, including, but not limited to, "RKG Extreme," "Pure

24

25

21

²³

¹ Throughout this Complaint, the FTC uses the term "Corporate Defendants" to refer collectively to Health Formulas, Pure Vitamins, Longhorn Marketing, Method Direct, Weight Loss Dojo, VIP Savings, DJD Distribution, MDCC, and CSC, even though several of these entities have elected other forms of business association.

Green Coffee Bean Plus," "SimplePure HCG Diet Drops," "Pure Garcinia Cambogia Extract," "Black Bull," "Superior Antler," Superior Velvet," and "Bright Skin Super C serum," to consumers throughout the United States.

24. Defendants market and sell their products through several media channels,including Internet websites that Defendants own and operate; Internet advertisements on third-party websites such as Facebook; print, radio and television advertisements; and telemarketing.

Defendants entice consumers to call the toll-free telephone numbers listed in their
advertisements or visit their websites by advertising a month's supply of their product to try for
free or by making a buy-one-get-one free offer. Defendants lure consumers to provide their
credit or debit card information by representing that consumers only need to pay a nominal
shipping and handling charge, typically \$6.95 or less, for the free month's supply, or in
telemarketing transactions, by offering a drastically reduced cost on a buy-one-get-one free offer.

26. After consumers provide their credit or debit card information, Defendants
automatically enroll consumers into continuity membership programs with negative option
features, confusingly named "guarantee programs" or something similar, and charge consumers
on a recurring basis for monthly product shipments until the consumer takes affirmative action to
cancel. A provision in which a seller interprets the customer's silence or failure to take an
affirmative action to reject goods or services or to cancel the agreement as an acceptance of the
offer, is known as a "negative option" feature.

20 27. In telemarketing transactions, after consumers provide their credit card numbers,
 21 Defendants pitch other upsell products, but Defendants fail to disclose or disclose adequately the
 22 negative option feature on those upsells, including the recurring monthly charges.

23 28. Consumers often first learn of the ongoing charges after they have received their
 24 financial account statement or received an unexpected product shipment.

25

1

2

3

4

5

6

29. Defendants create multiple barriers for consumers to cancel these continuity membership programs and obtain refunds, as discussed below. As a result, numerous consumers across the U.S. have expended considerable time attempting to cancel the Defendants' continuity membership plans, dispute charges, and have only sometimes obtained refunds.

30. From January 2010 to present, total sales revenue for Defendants' products has exceeded \$32 million.

Defendants' Free Trial Website Sales

31. Defendants' many websites differ in aspects of their text and appearance, but share the same structure and characteristics. Typically, Defendants offer their products on the Internet to consumers on a "free" trial basis and represent that consumers need only pay a nominal charge for shipping and handling, usually \$6.95 or less. Defendants' websites prominently display its dietary supplement or skin cream promotions with offers such as, "CLAIM YOUR FREE BOTTLE TODAY!," "TRY A FREE BOTTLE!," or "TRY IT RISK FREE WITH OUR MONEY BACK GUARANTEE!" Examples of the Defendants' landing pages for their "Pure Garcinia Cambogia Extract," "Pure Green Coffee Bean Plus," and "SimplePure HCG Diet Drops" products are attached at Exhibits A, B, and C, respectively.

32. In addition, Defendants' websites bear prominent and bright "100% Satisfaction" or "100% Satisfaction Guaranteed" gold medal graphics. On some websites, especially those that make a "Buy 1, Get 1 Free" offer, Defendants also specifically offer a "30 day money back guarantee." (*See* Exhibit D at 12.)

33. To create a false sense of urgency, the Defendants sometimes represent that the offered "trial" is available only for a limited time by prominently displaying on their websites or landing pages, such as buygeb.com, skimserumoffer.com, or www.unleashthethunder.com, one or more of the following statements:

1

2

3

4

5

6

7

8

9

10

11

12

1 WARNING: Due to recently being featured on T.V. we cannot guarantee supply. 2 As of [date website visited] we currently have product IN STOCK (See Exhibit B 3 at 6.) 4 Hurry! Only while supplies last!! Trials are very limited! (See Exhibit E at 17.) 5 34. Defendants' marketing efforts have also included the use of pop ups designed to discourage consumers from leaving the offer sites. In several instances, when consumers attempt 6 7 to leave the offer sites, a confirmation box pops up urging consumers to remain on the site. 8 Screen prints of the Pure Garcinia Cambogia Extract Offer Site, which capture the appearance of 9 a confirmation box, are attached hereto as Exhibit A at 5. 10 35. All versions of the Defendants' websites offering weight loss products include 11 specific claims in **bold** and large letters about the efficacy and performance of the products, such 12 as: Exhibit B at 6-7: 13 **Burn Fat Without Diet Or Exercise** 14 **Shed Pounds Fast** 15 Exhibit D at 12: **Super Concentrated Double Fat Burning** 16 **Extreme Weight Loss!** 17 Many of Defendants' weight loss websites and promotional materials also include 36. 18 prominent images of young, thin women in bikinis who are happily holding tape measures 19 around their waists or celebrating while standing on a scale, or images of thin women holding 20 out the waistband of pants that are several sizes too large to indicate their substantial weight loss. 21 They also feature purported testimonials from consumers and "medical experts" that support the 22 message to consumers that Defendants' products will result in rapid and substantial weight loss. 23 Examples of these images appear at Exhibit B at 6-8 and Exhibit D at 12-13. 24

37. Defendants require consumers who wish to order these products to click on a prominent "Send My Order Now" button on the website. Other websites require consumers to enter contact and shipping information on the home page and then click on a prominent "Order Now," "Send Now," or "Rush My Trial" button. Upon clicking on the button, Defendants' websites take consumers to a payment page.

38. For "free" trial offers, Defendants' payment page contains prominent statements indicating that consumers will receive, without charge, a one-month supply of the product. For example, the payment page of the PureGC60.com Offer Site (Exhibit A at 4) states in bold large font:

1 Month Supply of Garcinia Cambogia Extract 1 Month Supply Free Trial Just pay shipping

39. Typically, this payment page distinguishes the "free" trial offer from other options to pay for greater quantities of product. Defendant's dietary supplement products cost approximately \$60 to \$210 per bottle. By comparison, Defendants frequently list the trial offer as "free," or zero dollars, or simply the cost of shipping and handling. For example, the payment page for the Black Bull Offer Site at www.unleashthethunder.com (Exhibit F at 24) states in bold and bright black and red text:

Black Bull Month Supply Price **\$0.00**

40. Immediately adjacent to the menu of ordering options is a box requesting the consumer's financial account information, as well as a button labeled "Order Now" or "Rush My Trial."

41. In numerous instances, consumers must click a separate link for terms and conditions or scroll down the payment page to see any further fine print disclosures about the cost of the product.

42. Adjacent to the "Order Now" or "Rush My Trial" button on the payment 4 information page is a smaller box next to to the statement, "I agree to the Terms and 5 Conditions." Consumers are not required to read the Defendants' terms and conditions before 6 they check the box adjacent to the statement, "I agree to the Terms and Conditions," and 7 Defendants' terms and conditions can be found nowhere near that statement on Defendants' 8 websites. Instead, the terms and conditions appear on a separate page that consumers must reach 9 by scrolling through the equivalent of two printed pages to the bottom of the webpage and 10 clicking on a hyperlink for "terms and conditions" that appears in much smaller font. The terms 11 and condition document is typically ten pages long. 12

43. The only disclosure paragraph that typically appears on the Defendants' payment 13 webpage is in much smaller font than most others used on the webpage and buried in boxes with 14 other fine print information that is confusing and difficult to read. For instance, the first sentence 15 of the disclosure typically reiterates the consumer's understanding: "You must pay a shipping 16 17 and handling fee of \$4.95 for us to send you a full 30 day supply of Garcinia Cambogia Extract." (See Exhibit A at 4.) It is not until the middle of the paragraph that any statement appears 18 19 indicating that the trial period lasts only fourteen days, that it begins when the items are shipped (rather than when they are received), or that additional charges will be imposed thereafter. 20

44. In some instances, Defendants' disclosure paragraph does not give any disclosures about when the free trial starts.

45. Nowhere on the payment page or in proximity to the Defendants' promotional statements concerning the free trial do the Defendants disclose the steps that consumers must

25

21

22

23

24

1

2

3

take to avoid being charged for the trial samples and for recurring monthly shipments. These obligations are referenced only in the separate lengthy multi-page terms and conditions webpage.

46. After a consumer completes the payment page, Defendants' websites take consumers to a confirmation page with offers for additional upsell products.

1

2

3

4

15

16

17

18

19

20

21

22

23

24

25

5 47. Defendants sometimes send consumers a confirmation e-mail regarding the order 6 that, in numerous instances, reinforces the consumers' impression that they have simply acquired 7 the Defendants' product to try for free for one month. In numerous instances, Defendants' e-8 mail shows no charges for the trial product other than the nominal shipping and handling fee.

9 48. In numerous instances, Defendants' e-mail does not indicate that the "free" trial is
10 a continuity program, such that consumers will incur a monthly charge unless they cancel the
11 membership, or that Defendants will charge or debit the financial account the consumer
12 provided, when the charge will be imposed, or how to avoid the charge.

49. In numerous instances, the Defendants' e-mail reiterates that the consumer
ordered a "trial month supply," but fails to disclose that the trial period lasts only fourteen days.

50. For example, one e-mail sent to consumers who purchased a Pure Garcinia Cambogia Extract trial is included at Exhibit G at 28-29. It states:

"Congratulations on taking advantage of Pure Garcinia Cambogia w/60% HCA.

Please print a copy of this email receipt for your records. The shipping charge you have authorized today will appear on your credit card statement..."

51. In connection with the "free" trial offers, the Defendants fail to disclose, or to disclose adequately, that consumers will be charged for the full bottle of product, usually \$79.99, unless the consumer takes affirmative steps to cancel within the fourteen-day trial period. In addition, Defendants fail to disclose, or to disclose adequately, that consumers who order a "free" trial bottle are also automatically enrolled in a negative option continuity plan with

charges each month for recurring shipments of the products without Defendants obtaining the consumer's consent.

3 4

5

6

7

8

1

2

Defendants' Deceptive and Abusive Telephone Sales

52. In addition to online marketing, Defendants sell their dietary supplement products, as well as the products of third parties, through telemarketing call centers. Defendants' telemarketing representatives frequently fail to disclose, or to disclose adequately, that they enroll consumers who order a product from a "free" trial and sometimes a buy-one-get-one free offer into a continuity program.

53. Defendants advertise online, in local newspapers, and on the radio, soliciting
consumers to call the toll-free telephone numbers Defendants provide. Examples of the print
advertisements appear at Plaintiff's Exhibits H and I. During the telemarketing sales calls, which
typically last about thirty minutes, Defendants' telemarketers have induced consumers to
purchase their weight loss products by representing that Defendants offer a "money-back
guarantee" or will pay consumers for each pound they lose.

54. In numerous instances during the telemarketing sales calls, Defendants'
telemarketers make assurances that Defendants' products are backed by a money back guarantee.
For example, Defendants state that they provide a full refund of the product price if consumers
are not completely satisfied within a specified period of time, and state that consumers do not
need any reason to return Defendants' products for a full refund.

55. Once consumers agree to purchase the product, Defendants' telemarketers take
the consumers' debit or credit card information. After taking the consumers' billing information,
Defendants' telemarketers quickly mention that consumers will receive another bottle of the
weight loss product in thirty days and every thirty days thereafter, purportedly to ensure the
consumer has a sufficient supply of product to meet their weight loss goals. Defendants'
telemarketers do not seek consumers' consent before signing them up for this program. They

also fail to communicate the costs associated with this recurring automatic shipment program or when consumers must cancel the program to avoid further charges.

56. Next, Defendants' telemarketers quickly roll into an announcement that 3 Defendants will automatically enroll the consumer in "free" trial offers for various additional 4 products including, but not limited to: Free Shipping Rewards (a program that offers "free 5 shipping" on Defendants' products and other products for a monthly fee), Magazine Rewards 6 Plus (a program that offers consumers subscriptions to various magazines and publications for a 7 monthly or annual fee), VIP Savings (a program that offers discounts and coupons for stores, 8 restaurants and other products or services for a monthly fee), My Fitness DVDs/My Exercise 9 10 DVDs (a program that offers two "free" exercise DVDs when a consumer enrolls and agrees to pay monthly fees for additional DVDs), and/or Playboy Offer/DVD Entertainment (a parallel 11 DVD program for adult films). Defendants' telemarketers offer these products and services on 12 behalf of the Defendants or on behalf of third party sellers. 13

57. Defendants' telemarketers frequently gloss over the terms of these upsells during the call or speak about them at an excessive speed or in a vague manner that renders the disclosures regarding the cost and the negative option continuity program incomprehensible.

58. When consumers indicate that they are not interested in the additional offers,Defendants' telemarketers assure them that the additional products are free and that consumerscan simply cancel them once they receive the products in the mail.

59. In numerous instances, Defendants' telemarketers enroll consumers into these upsell membership programs without their affirmative consent.

60. Defendants also have initiated calls to consumers who had previously stated that they did not wish to receive calls from Defendants' telemarketers.

24 25

14

15

16

17

18

19

20

21

22

23

1

2

2

3

4

5

6

7

1

Defendants Impose Additional Charges and Debits

61. Whether Defendants obtain consumers' account information through a website order or a telephone order, Defendants use the consumer's payment information to charge the consumer's credit card or debit the consumer's bank account for the full price of the product or other upsell products, several days after a consumer agrees to Defendants' offer. The charge for dietary supplement products typically ranges from \$60 to \$210. The charge for upsell products ranges from \$7.95 to \$60.97.

8 62. In addition, Defendants enroll consumers who agree to the free trial and certain
9 buy-one-get-one free offers, into a negative option continuity program with recurring monthly
10 charges.

In numerous instances, consumers are unaware that Defendants enrolled them into
continuity programs and imposed charges on their credit card accounts or debited their bank
accounts in excess of the shipping and handling fee. In numerous instances, consumers have not
discovered that Defendants were imposing charges or debits in excess of the shipping and
handling fee until the consumers reviewed their credit or bank account statements.

64. In many instances, consumers first become aware of their enrollment in
Defendants' negative option continuity programs when they receive a second shipment from
Defendants. By this time, the Defendants will have charged consumers not only for the initial
shipment and handling fees, the full price of a month's supply of product, but also for this second
shipment.

21 65. Defendants do not obtain authorization in a writing signed or similarly
 22 authenticated by the consumer to debit consumers' bank accounts on a recurring basis.
 23 Defendants also fail to provide consumers with a copy of any purported authorization to debit the
 24 consumers' bank accounts on a recurring basis.

25

66. Upon discovering the charge, many consumers call the Defendants. Defendants' customer service representatives inform consumers who complain that the consumers had agreed to the charges because they were disclosed in the terms and conditions page of the Defendants' websites or during the telemarketing call. For many consumers, this is the first time they learn of the material terms and conditions of the offer.

67. Despite touting their "100% Satisfaction Guarantee" on their websites,
Defendants leave many consumers dissatisfied when consumers discover these additional
charges and are referred to the terms and conditions page of Defendants' websites.

68. In numerous instances, Defendants also enroll consumers in, and charge consumers' credit cards or debit their bank accounts for, continuity programs for the additional upsell products identified above in Paragraph 56. Many of these upsell products are also offered on a "free" trial basis. Consumers are frequently unaware of their enrollment in Defendants' continuity programs for the upsell products until they receive a second shipment of the products. By this time, the Defendants will have charged consumers for the initial shipment and handling fees as well as the full price of at least two months' supply of product. The additional upsell products, like the underlying products, frequently generate recurring monthly charges that consumers have not authorized and have terms and conditions, including cancellation policies that consumers do not understand.

Defendants' Unlawful Practices Relating to Refunds and Cancellations

69. In numerous instances, when consumers call Defendants to complain about the unexpected charges or debits, Defendants tell consumers that the continuity plan will be cancelled, but that their money will not be refunded. In some instances, Defendants tell consumers that they can receive a partial refund, or that they can keep the unused product for a discounted rate.

70. Defendants impose various cancellation requirements on free trial offers.

71. For example, in numerous instances, Defendants require consumers to obtain a Return Merchandise Authorization ("RMA") number from Defendants, then mail the product back in time for Defendants to receive it before the expiration of the trial period, and obtain delivery confirmation. Defendants have denied refunds to consumers who have failed to meet all of these conditions.

72. In numerous instances, in the sale of products on a buy-one-get-one free offer,
Defendants have denied refunds to consumers on the basis that the consumer opened the bottle of
product. Defendants have failed to disclose or disclose adequately that a condition to the "100%
Satisfaction Guarantee" or the 30-day money back guarantee is that the consumer leave the
supply of product unopened.

73. In telemarketing transactions, Defendants require consumers to call a separate and different number to cancel each and every product that they upsell to the consumer. In numerous instances, consumers who have called to cancel one product, have continued to be charged for other upsells they were not aware they had ordered or they believed they had already cancelled.

74. In numerous instances, even when consumers successfully have satisfied the
 Defendants' conditions for a refund, Defendants have promised refunds but never issued them.

75. In other instances, consumers have received refunds from Defendants, but only after they have complained to their credit card companies, law enforcement or the Better
Business Bureau. Even in those instances, however, Defendants have not always issued full refunds.

Defendants' Misrepresentations Regarding Weight Loss Product Claims

25

A.

1

2

3

76. Defendants label, advertise, market, distribute, promote, offer to sell, and sell various purported weight loss products, including RKG Extreme and Green Coffee Bean Plus,² through telemarketing, and through Internet, print, radio, and television advertisements. For example, Defendants use www.rkgextreme.com (the RKG Extreme Offer Site) (Exhibit D) and www.buygcb.com (the Pure Green Coffee Bean Plus Offer Site) (Exhibit B).

77. To induce consumers to purchase Defendants' weight loss supplement products, Defendants have disseminated, or caused to be disseminated, advertisements for RKG Extreme and Pure Green Coffee Bean Plus, including, but not limited to the below Exhibits. These advertisements contain the following statements among others:

> RKG Extreme is paying you by the pound!
> SimplePure Nutrition is looking for participants in their ground breaking "Pay per pound" program featuring the popular green coffee bean extract. The bean made national news recently with the

Print Advertisement for RKG Extreme (See Exhibit H at 30)

scientific discovery that it triggers weight loss and improves cardio health!

• GET PAID TO LOSE WEIGHT AND BOOST ENERGY

- ...Lose weight with RKG Extreme and get paid \$5 per pound of weight loss....
- Extreme Results with RKG
- Rapid Weight Loss

² Although advertised under different names, RKG Extreme and Green Coffee Bean Plus appear to contain the same ingredients.

1	B. Print Advertisement for RKG Extreme (See Exhibit I at 31)			
2	get paid to lose weight			
3	With the recent clinical studies of the green coffee bean showing and[sic]			
4	average of 17lbs of weight loss without diet and exercise, we are excited to			
5	introduce our advanced new formula, RKG Extreme. By combining green coffee			
6	bean extract with raspberry ketones, we've designed a dual action fat burning			
7	formula that not only speeds up weight loss but prevents fat absorption so			
8	when[sic] you take it off and keep it off!			
9	Get Paid, Lose Weight!			
10	C. Website Advertisement for RKG Extreme (See Exhibit D at 12, 15.)			
11	Extreme Weight Loss!	1		
12	Super Concentrated Double Fat Burning			
13	• RKG Extreme is a revolutionary new weight loss system – combining the			
14	incredible fat-burning components of Green Coffee Bean and Raspberry			
15	Ketone. Both organic compounds have been endorsed by America's most			
16	trusted Doctors, who've referred to them as miracle fat burning	1		
17	supplements.	1		
18	• RKG Extreme packs the biggest punch against excess fat and will change	1		
19	the way you approach weight loss forever.	1		
20	D. Website Advertisement for Green Coffee Bean Plus (See Exhibit B at 6-7)	1		
21	PURE GREEN COFFEE BEAN PLUS			
22	BURN FAT WITHOUT DIET OR EXERCISE	1		
23	Shed Pounds Fast!	1		
24		1		
25		1		
22 23	BURN FAT WITHOUT DIET OR EXERCISE			

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

• Citing a recent study: "Subjects taking the full dose of the green coffee extract lost an average of 17.5 pounds in 22 weeks and reduced their overall body weight by 10.5%!"

78. In addition, Defendants' weight loss advertisements and promotional materials prominently feature images of attractive young women who are extremely thin and typically appearing in bikinis or clothing that highlights their toned and thin bodies. The women appear to be celebrating while holding tape measures around their waists, standing on a scale, or holding out the waistband of pants that are several sizes too large. Each of these images appears designed to indicate that the women have lost substantial weight as a result of Defendants' products. Examples of these images appear at Exhibit B at 6-8 and Exhibit D at 12-13.

79. Defendants do not have a reasonable basis to substantiate their claims that consumers who use their products will experience rapid and substantial weight loss without diet or exercise.

VIOLATIONS OF THE FTC ACT

80. Section 5(a) of the FTC Act, 15 U.S.C. § 45(a), prohibits "unfair or deceptive acts or practices in or affecting commerce."

17 81. Misrepresentations or deceptive omissions of material fact constitute deceptive acts or practices prohibited by Section 5(a) of the FTC Act. Section 12 of the FTC Act, 15 18 U.S.C. § 52, prohibits the dissemination of any false advertisement in or affecting commerce for 19 the purpose of inducing, or which is likely to induce, the purchase of food, drugs, devices, 20 services, or cosmetics. For the purposes of Section 12 of the FTC Act, 15 U.S.C. § 52, 21 22 Defendants' dietary supplement, muscle-building, skincare creams, and male enhancement products including Pure Garcinia Cambogia Extract, RKG Extreme, Simple Pure Ketone, Green 23 Coffee Bean Plus, Superior Antler, Superior Velvet, and Black Bull are either a "food" or "drug" 24 as defined in Section 15(b) and (c) of the FTC Act, 15 U.S.C. § 55(b), (c). 25

<u>COUNT I</u>

Failure to Disclose the Material Terms and Conditions of Defendants' Offers

82. In numerous instances in connection with the labeling, advertising, marketing, promotion, offering for sale, or sale of a variety of dietary supplement and other upsell products, Defendants have represented, directly or indirectly, expressly or by implication, that consumers can try a one-month supply of the products for free, for just the cost of shipping and handling, or purchase the products on a buy-one-get-one free basis.

83. In numerous instances in which Defendants have made the representation set forth
 in Paragraph 82 of this Complaint, Defendants have failed to disclose, or to disclose adequately,
 to consumers material terms and conditions of their offer, including:

А.	That Defendants will use consumers' credit or debit card information to charge
	consumers for the initial full month's supply of the products upon the expiration
	of a limited trial period, typically lasting fourteen days;

B. That Defendants enroll consumers who order the products they sell into a membership program or programs that consumers must cancel within a limited time period in order to avoid recurring charges;

C. That Defendants will use consumers' credit or debit card information to periodically charge consumers for the membership or other program;

D. The cost of the membership or other program, and the frequency and duration of the recurring charges;

E. When consumers must cancel the trial, membership, or other program to avoid further charges; and

F. The means consumers must use to cancel the trial, membership, or other programs.

84. Defendants' failure to disclose, or to disclose adequately, the material information described in Paragraph 83, above, in light of the representation described in Paragraph 82, above, constitutes a deceptive act or practice in violation of Section 5(a) of the FTC Act, 15 U.S.C.
§ 45(a).

COUNT II

Failure to Disclose Terms of Refund and Cancellation Policy

85. In numerous instances in connection with the labeling, advertising, marketing,
promotion, offering for sale, or sale of a variety of Defendants' dietary supplements and other
upsell products, Defendants have represented, directly or indirectly, expressly or by implication,
that Defendants offer a 100% satisfaction guarantee, a money back guarantee, or that consumers
will be able to avoid further risks or obligations.

86. In numerous instances in which Defendants have made the representations set
forth in Paragraph 85 of this Complaint, Defendants have failed to disclose, or disclose
adequately, to consumers the material terms and conditions of their refund and cancellation
policy, including, but not limited to:

A. That consumers must take steps to cancel each product and upsell product separately;

B. That consumers must return each product separately by mail, sometimes to different post office boxes;

C. That consumers must identify the appropriate and unique customer service telephone number for each of the products, and call to obtain so-called "RMA" numbers for each of the products, affix the "RMA" numbers to their return packages;

D. That consumers must obtain tracking or delivery confirmation for each
 package;

E. That for products bought on a buy-one-get-one free offer, Defendants will not accept the product for return or refund unless it is unopened and in re-sellable condition; and

F. That Defendants' 30-day money back return policy runs from the date of the initial order, rather than the date of receipt.

87. Defendants' failure to disclose, or to disclose adequately, the material information described in Paragraph 86, above, in light of the representation described in Paragraph 85, above, constitutes a deceptive act or practice in violation of Section 5(a) of the FTC Act, 15 U.S.C. § 45(a).

COUNT III

11

1

2

3

4

5

6

7

8

9

10

12

13

14

15

16

17

18

23

24

25

Misrepresentations Concerning Defendants' Dietary Supplement Products

88. In connection with the labeling, advertising, marketing, promotion, offering for sale, or sale of RKG Extreme and Pure Green Coffee Bean Plus, Defendants have represented, directly or indirectly, expressly or by implication, that use of Defendants' products will result in rapid and substantial weight loss without diet or exercise, including losing more than seventeen pounds or sixteen percent of body fat in twenty-two weeks.

89. The representations set forth in Paragraph 88 of this Complaint are false, misleading, or were not substantiated at the time the representations were made.

90. Therefore, the making of the representations set forth in Paragraph 88 constitutes
a deceptive act or practice and the making of false advertisements, in or affecting commerce, in
violation of Section 5(a) and 12 of the FTC Act, 15 U.S.C. §§ 45(a) & 52.

22 **VIOL**

VIOLATIONS OF THE ELECTRONIC FUND TRANSFER ACT AND REGULATION E

91. Section 907(a) of the EFTA, 15 U.S.C. § 1693e(a), provides that a "preauthorized electronic fund transfer from a consumer's account may be authorized by the consumer only in writing, and a copy of such authorization shall be provided to the consumer when made."

Section 903(10) of the EFTA, 15 U.S.C. § 1693a(10), provides that the term "preauthorized electronic fund transfer" means "an electronic fund transfer authorized in advance to recur at substantially regular intervals."

1

2

3

4

5

6

7

14

15

92. Section 205.10(b) of Regulation E, 12 C.F.R. § 205.10(b), provides that "[p]reauthorized electronic fund transfers from a consumer's account may be authorized only by a writing signed or similarly authenticated by the consumer. The person that obtains the authorization shall provide a copy to the consumer."

93. Section 205.10 of the Federal Reserve Board's Official Staff Commentary to
Regulation E, 12 C.F.R. § 205.10(b), Supp. I, provides that "[t]he authorization process should
evidence the consumer's identity and assent to the authorization." *Id.* ¶ 10(b), cmt 5. The
Official Staff Commentary further provides that "[a]n authorization is valid if it is readily
identifiable as such and the terms of the preauthorized transfer are clear and readily
understandable." *Id.* ¶ 10(b), cmt 6.

COUNT IV

Unauthorized Debiting of Consumers' Bank Accounts

94. In numerous instances, Defendants have debited consumers' bank accounts on a
recurring basis without obtaining a written authorization signed or similarly authenticated from
consumers for preauthorized electronic fund transfers from their accounts, thereby violating
Section 907(a) of the EFTA, 15 U.S.C. § 1693e(a), and Section 205.10(b) of Regulation E, 12
C.F.R. § 205.10(b).

95. In numerous instances, Defendants have debited consumers' bank accounts on a
recurring basis without providing a copy of a written authorization signed or similarly
authenticated by the consumer for preauthorized electronic fund transfers from the consumer's
account, thereby violating Section 907(a) of the EFTA, 15 U.S.C. § 1693e(a), and Section
205.10(b) of Regulation E, 12 C.F.R. § 205.10(b).

96. Pursuant to Section 917 of the EFTA, 15 U.S.C. § 16930(c), every violation of the EFTA and Regulation E constitutes a violation of the FTC Act.

97. By engaging in violations of the EFTA and Regulation E as alleged in Paragraphs 94 and 95 of this Complaint, Defendants have engaged in violations of the FTC Act. 15 U.S.C. § 16930(c).

1

2

3

4

5

6

7

8

9

10

11

VIOLATIONS OF THE RESTORE ONLINE SHOPPERS CONFIDENCE ACT

98. In passing the ROSCA, Congress found that "consumer confidence is essential to the growth of online commerce. To continue its development as a marketplace, the Internet must provide consumers with clear, accurate information and give sellers an opportunity to fairly compete with one another for consumers' business." Section 2, 15 U.S.C. § 8401. The ROSCA took effect on December 29, 2010.

99. Section 4 of the ROSCA, 15 U.S.C. § 8403, generally prohibits charging 12 consumers for goods or services sold in transactions effected on the Internet through a negative 13 14 option feature, as that term is defined in the TSR, 16 C.F.R. § 310.2(u), unless the seller clearly and conspicuously discloses all material terms of the transaction before obtaining the consumer's 15 billing information, obtains the consumer's express informed consent before making the charge, 16 and provides a simple mechanism to stop recurring charges. See 15 U.S.C. § 8403. 17

100. The TSR defines a negative option feature as: "an offer or agreement to sell or 18 provide any goods or services, a provision under which the consumer's silence or failure to take 19 an affirmative action to reject goods or services or to cancel the agreement is interpreted by the 20 seller as acceptance of the offer." 16 C.F.R. § 310.2(u).

101. Defendants' continuity plans, confusingly named "guarantee programs" or 22 something similar, as described in Paragraphs 26-29, are a negative option feature as defined by 23 the TSR. 16 C.F.R. § 310.2(u). 24

25

21

102. Pursuant to Section 5 of the ROSCA, 15 U.S.C. § 8404, a violation of the ROSCA is a violation of a rule promulgated under Section 18 of the FTC Act, 15 U.S.C. § 57a.

COUNT V

Violation of the ROSCA—Auto-Renewal Continuity Plans

103. In numerous instances since December 29, 2010, Defendants have charged consumers for dietary supplements and other products sold in transactions effected on the Internet through a negative option feature while failing to disclose, clearly and conspicuously, all material terms of the transaction before obtaining the consumer's billing information, failing to obtain the consumer's express informed consent before making the charge, or failing to provide a simple mechanism to stop recurring charges.

104. Defendants' acts and practices as described above in Paragraph 103 are a violation of Section 4 of the ROSCA, 15 U.S.C. § 8403, and are therefore a violation of a rule promulgated under Section 18 of the FTC Act, 15 U.S.C. § 57a.

VIOLATIONS OF THE TELEMARKETING SALES RULE

105. Congress directed the FTC to prescribe rules prohibiting abusive and deceptive telemarketing acts or practices pursuant to the Telemarketing Act, 15 U.S.C. §§ 6101-6108, in 1994. The FTC adopted the original TSR in 1995, extensively amended it in 2003, and amended certain sections thereafter. 16 C.F.R. Part 310.

106. Under the TSR, an "outbound telephone call" means a telephone call initiated by
a telemarketer to induce the purchase of goods or services or to solicit a charitable contribution.
16 C.F.R. § 310.2(v).

107. Under the TSR, "upselling" means soliciting the purchase of goods or services
 following an initial transaction during a single telephone call. The upsell is a separate
 telemarketing transaction, not a continuation of the initial transaction. 16 C.F.R. § 310.2(ee).

108. If an offer includes a negative option feature, the TSR prohibits sellers and telemarketers from failing to disclose truthfully, in a clear and conspicuous manner, material information, such as the fact that the consumer will be charged unless the consumer takes affirmative action to avoid the charges, the date the charge will be submitted for payment, and the specific steps the customer must take to avoid the charges. 16 C.F.R. § 310.3(a)(1)(vii).

109. The TSR prohibits sellers and telemarketers from engaging in or causing others to engage in initiating an outbound telephone call to a consumer who has previously stated that he or she does not wish to receive an outbound telephone call made by or on behalf of the seller whose goods or services are being offered. 16 C.F.R. § 310.4(b)(1)(iii)(A).

10 110. Defendants are "seller[s]" or "telemarketer[s]" engaged in "telemarketing" as
11 defined by the TSR, 16 C.F.R. § 310.2(aa), (cc), and (dd).

111. Defendants have violated several provisions of the TSR, including 16 C.F.R.
§ 310.3(a)(1)(vii) and § 310.4(b)(1)(iii)(A).

112. Pursuant to Section 3(c) of the Telemarketing Act, 15 U.S.C. § 6102(c) and Section 18(d)(3) of the FTC Act, 15 U.S.C. § 57a(d)(3), a violation of the TSR constitutes an unfair or deceptive act or practice in or affecting commerce, in violation of Section 5(a) of the FTC Act, 15 U.S.C. § 45(a).

COUNT VI

Failure to Disclose that Consumers Will Be Entered Into Negative Option Continuity Memberships for Upsell Products in Violation of the TSR

113. In numerous instances, in connection with the telemarketing of good and services that are the subject of their upsell sales offers, Defendants have failed to disclose truthfully, in a clear and conspicuous manner, before a consumer pays for the goods or services offered, all material terms and conditions of the negative option feature, including, but not limited to, the following: (1) that consumers who agree to one of the upsell products offered by Defendants

will be charged for additional unrelated upsell products unless consumers take affirmative action to avoid the charges; (2) the date(s) that the Defendants will submit charge(s) for payment; and (3) the specific steps consumers must take to avoid further charges.

Defendants' acts and practices, as described in Paragraph 113 above, are 114. deceptive telemarketing acts or practices that violate the TSR, 16 C.F.R. § 310.3(a)(1)(vii).

COUNT VII

Ignoring Entity-Specific Do Not Call Requests

115. In numerous instances, in connection with telemarketing, Defendants initiated, or caused others to initiate, an outbound telephone call to a person who has previously stated that he or she does not wish to receive an outbound telephone call made by or on behalf of the seller whose goods or services are being offered, in violation of the TSR, 16 C.F.R. § 310.4(b)(1)(iii)(A).

13

14

15

16

17

18

19

21

22

23

24

25

1

2

3

4

5

6

7

8

9

10

11

12

CONSUMER INJURY

116. Consumers have suffered and will continue to suffer substantial injury as a result of Defendants' violations of Sections 5(a) and 12 of the FTC Act, 15 U.S.C. §§ 45(a) & 52, Section 907(a) of the EFTA, 15 U.S.C. § 1693e(a), Section 205.10(b) of Regulation E, the ROSCA, and the TSR. In addition, Defendants have been unjustly enriched as a result of their unlawful acts or practices. Absent injunctive relief by this Court, Defendants are likely to continue to injure consumers, reap unjust enrichment, and harm the public interest.

20

THIS COURT'S POWER TO GRANT RELIEF

117. Section 13(b) of the FTC Act, 15 U.S.C. § 53(b), empowers this Court to grant injunctive and such other relief as the Court may deem appropriate to halt and redress violations of any provision of law enforced by the FTC, including the EFTA, Regulation E, the ROSCA and the TSR. The Court, in the exercise of its equitable jurisdiction, may award ancillary relief, including rescission or reformation of contracts, restitution, the refund of monies paid, and the

disgorgement of ill-gotten monies, to prevent and remedy any violation of any provision of law enforced by the FTC.

118. Section 19 of the FTC Act, 15 U.S.C. § 57b, and Section 6(b) of the
Telemarketing Act, 15 U.S.C. § 6105(b), authorize this Court to grant such relief as the Court
finds necessary to redress injury to consumers resulting from Defendants' violations of the TSR,
including the rescission or reformation of contracts, and the refund of money.

PRAYER FOR RELIEF

Wherefore, Plaintiff FTC, pursuant to Sections 13(b) and 19 of the FTC Act, 15 U.S.C. §§ 53(b) and 57b, Section 917(c) of the EFTA, 15 U.S.C. § 16930(c), Section 5 of the ROSCA, 15 U.S.C. § 8404, the Telemarketing Act, 15 U.S.C. §§ 6101-6108, and the Court's own equitable powers, requests that the Court:

A. Award Plaintiff such preliminary injunctive and ancillary relief as may be necessary to avert the likelihood of consumer injury during the pendency of this action and to preserve the possibility of effective final relief, including but not limited to, temporary and preliminary injunctions, an order freezing assets, immediate access, and appointment of a receiver;

B. Enter a permanent injunction to prevent future violations of the FTC Act, the
 EFTA, Regulation E, the ROSCA, and the TSR by Defendants;

C. Award such relief as the Court finds necessary to redress injury to consumers resulting from Defendants' violations of the FTC Act, the EFTA, Regulation E, the ROSCA, and the TSR, including but not limited to, rescission or reformation of contracts, restitution, the refund of monies paid, and the disgorgement of ill-gotten monies; and

D. Award Plaintiff the costs of bringing this action, as well as such other and additional relief as the Court may determine to be just and proper.

25

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

1		
2		Respectfully submitted,
3		Jonathan E. Nuechterlein General Counsel
4		General Counsel
5	Dated: October 7, 2014	Shameka L. Walker
6		Tel: (202) 326-2570 E-mail: swalker@ftc.gov
7		Danielle Estrada
8		Tel: (202) 326-2630
9		E-mail: destrada@ftc.gov
10		Federal Trade Commission 600 Pennsylvania Ave., NW
		Mail Stop CC-8528
11		Washington, DC 20580
12		Fax: (202) 326-3395
13		Attorneys for Plaintiff
14		FEDERAL TRADE COMMISSION
15		
16		
17		
18		
19		
20		
21 22		
22		
23		
25		

Case 2:14-cv-01649-JAD-GWF Document 1 Filed 10/07/14 Page 36 of 66


hormones called cortisol, you begin to manage your belly fat. This magic ingredient makes sense!

It's a simple solution to bust your fat!



say goodbye to shopping for expensive diet foods. Go with the solution that makes sense!

How Does Hydroxycitric Acid (HCA) Work?

Burn Fat

Quicker and

More Efficiently



Pure Garcinia Cambogia works as a fat-burner, appetite suppressant and mood enhancer. That power combination of effects is what allows people to lose weight.

HCA inhibits citrate lyase enzyme in your body which is known to be an important catalyst in the metabolic process of converting excess carbohydrates into fat.

The natural (HCA) in Pure Garcinia Cambogia is a known appetite suppressant that reduces cravings and decreases the urge to consume calories.

Eating is affiliated with emotion. Pure Garcinia Cambogia increases your serotonin levels, which leads to better mood and sleep.

HCA also helps manage your stress hormones (cortezole), and in return you effectively attack that belly fat and see fast results!

100% All Natural Ingredients!



GARCINIA CAMBOGIA EXTRACT † CONTAINS 60% HYDROXYCITRIC ACID † ALL NATURAL VEGGIE CAPSULES † CREATED IN A GMP CERTIFIED LAB † THE RECOMMENDED DOSAGE IS 500-1000 MG BEFORE EACH MEAL†





FTC000002







Page 40 of 66



REEN COEFFE BEANS

Pure Green Coffee Harnesses The Weight-Loss Effects Of The Purest Extract From Green Coffee Beans.

When roasted at 475 degrees, coffee beans are sometimes described as rich and full-bodied. But for the full-bodied person who is not so rich, unroasted coffee beans - green as the day they were picked - may hold the key to cheap and effective weight loss, new research suggests.

In a study presented Tuesday at the American Chemical Society's spring national meeting in San Diego, 16 overweight young adults took, by turns, a low dose of green coffee bean extract, a high dose of the same green coffee supplement, and a placebo. Though the study was small, the results were striking: Subjects taking the full dose of the green coffee extract lost an average of 17.5 pounds in 22 weeks and reduced their overall body weight by 10.5%!

HOW DOES GREEN COFFEE BEAN Work for Weightloss?

Green Coffee Beans have been shown to inhibit fat absorption and also stimulate the activation of fat metabolism in the liver, both major supporters of weight reduction. The Chlorogenic acid found in Green Coffee Beans is a natural phytochemical that is found in a wide array of plants, with very high concentrations in Green Coffee Beans. It has been found to inhibit the release of glucose into the blood, particularly after meals, and appears to help people lose weight as a result. Chlorogenic acid may also be able to induce body fat loss by increasing body heat produced, thus promoting thermogenesis, the natural burning of fat for energy. It is also believed to reduce the generation of new fat cells due to its superior antioxidant effects. GREEN COFFEE IS A POTENT, NATURAL ANTIOXIDENT THAT HELPS PROTECT THE BODY⁺

BLENDED WITH OTHER POWERFUL NATURAL FAT-BURNING INGREDIENTS.[†]

ENHANCES HEALT HY WEIGHT MANAGEMENT⁺

CAFFEINE HELPS RELEASE FATTY ACIDS FROM FAT STORED IN THE BODY.[†]

SHED

Advanced Weight Loss

PLUS

PURE

OFFEE

FAST! EXPERIENCE THE AMAZING BENEFITS OF GREEN COFFEE FOR YOURSELF.

)UNDS

```
CLICK HERE NOW!
```

IN THE MEDIA

Experts agree! Green Coffee Beans Burn Fat!

Normally, I don't recommend "weight-loss" supplements, especially weight-loss supplements that claim "easy" weight loss or "fast" weight loss. As a nutritionist, I strongly believe that the key to weight loss is a healthy diet and exercise, but there are some incredible superfoods that can deliver an added boost. One superfood in particular, the green coffee bean, is creating major media buzz, and the research has me truly amazed.



Case 2:14-cv-01649-JAD-GWF

Document 1

Filed 10/07/14

Page 43 of 66

Pure Vitamins, LLC | PO Box 5541, Chatsworth, CA 91313 (#00-467-9775

These statements have not been evaluated by the Lood and Drug Admonstration. These products are not intended to diagnose treat cure, or prevent any disease. Read the entire label before use.

To view the results of clinical studies, click here



Dr. A.T.W. Simeons, the British physician who first discovered the weight loss benefits of HCG, points to the strategic choices of foods and specific caloric intake as crucial in order to achieve desired results. He explains that the diencephalon, that portion of the brain comprising the hypothalamus, is a highly complex biological component with a delicate equilibrium. Food selections and measurements should be followed precisely, and even the slightest deviation can sabotage the entire diet.

What Is the Science Behind SimplePure



Case 2:14-cv-01649-JAD-GWF Document 1 Filed 10/07/14 Page 45 of 66 SimplePure™ HCG Diet Drops

HCG?

In his 1954 manuscript "Pounds & Inches a New Approach to Obesity," revered endocrinologist Dr. Albert T. W. Simeons explores the causes and complexities of obesity, pointing to glandular, genetic and / or cultural imbalances. The Simeons Diet Protocol, largely based on his research and findings while studying pregnant women in India during the 1930s, consists of following a Very Low Calorie Diet (VLCD) and taking HCG, or human chorionic gonadotropin, a naturally occurring hormone produced during gestation. Dr. Simeons discovered that administering HCG while on a VLCD preserves lean muscle and burns excess fat.

SimplePure HCG effectively sends signals to the brain to release fat reserves. Your body then uses the extra fat as a primary source of energy, rather than a last resort. Consequently, following the nutritionally whole Very Low Calorie Diet in tandem with SimplePure HCG helps you achieve rapid weight loss without the normal repercussions of caloric restriction, which invariably signals starvation and sends your body into survival mode via more fat storage. SimplePure HCG triggers the hypothalamus to compensate for your caloric deficit with your extra fat reserves, effectively altering your biological set-point and allowing you to break through genetic barriers that have been preventing you from reaching your weight loss goals. In conjunction with Dr. Simeons Diet Protocol, HCG can help you:

- Rapidly lose weight
- · Burn the extra fat on daily caloric needs
- Target fat loss in those hard-to-lose problem areas

What Can I Expect from Simple Pure HCG Drops?

Individual results will vary. If you are able to reduce your calories, the average daily weight loss is typically between 1 and 2 pounds. Men may experience a more rapid weight loss, however, both men and women have reported favorable results on HCG. Additionally, the closer you are to ideal weight, the longer your weight loss will take. So, don't be discouraged if those last few pounds are the hardest to get rid of. Just stay on course and the weight will come off.

How Much Simple Pure HCG Do I Need?

While there are no firm protocols on how much HCG is needed, Simple Pure HCG comes in liquid form and is administered orally. Simply place 7 to 10 drops directly under the tongue three times daily 15 minutes before or after eating or drinking. If you feel hungry after using Simple Pure HCG, remember that the experience is different for everyone, but it is normal to experience mild hunger for the first few days. If feelings of hunger do not subside after a few days, increase the amount of drops you take for each dose. As you continue on with the Simple Pure HCG program, creating a shift in your metabolism, you may find the diet entirely satisfies your hunger.

Is Simple Pure HCG Safe?

Simple Pure HCG has no known contraindications or adverse side effects. However, since the Simple Pure HCG plan removes most sugars from the diet, diabetic candidates should regularly monitor insulin levels. As always, it is best to discuss any health concerns with your designated medical professional beforehand. Regarding your daily calorie intake, remember that you did not gain your excess weight in a month. We do not recommend dropping below 1,000 calories a day. You do not need to go that low in order to lose your weight. Just drop your calories to the level you are comfortable and let nature take its course. It goes without saying that a little exercise wouldn't hurt your diet and health plan! It has been our experience that just adding additional, simple activities to your schedule can improve your weight loss program, your health and mental well-being.



EXHIBIT C

Frequently Asked Questions

 Why the Strict Program?

 What is the hypothalamus?

 How do I take SimplePure HCG?

 What is the duration of the program?

 How is SimplePure HCG manufactured?

 How do I keep the weight off?

 Calculating Your Progress...

 What Is the Science Behind SimplePure HCG?

 Will I experience hunger on the Very Low Calorie diet?

 Am I a suitable candidate for the SimplePure HCG pro

 Wouldn't the Very Low Calorie Diet already create w

 Ate there any obstratistications or adverse side effect

View Label | Customer Care | Privacy Policy | Terms & Conditions

SimplePure HCG[™] is a trademark of SimplePure Nutrition, Inc. This site is operated by SimplePure Nutrition, Inc. Copyright © 2012 SimplePure Nutrition, Inc.



* These statements have not been evaluated by the Food and Drug Administration. This product is not intended to diagnose, treat, cure, or prevent any disease.



RKG Extreme



The Green Coffee Bean That Burns Fat Fast By Lindsey Duncan, ND, CN

Normally, I don't recommend "weight-loss" supplements, especially weight-loss supplements that claim "easy" weight loss or "fast" weight loss. As a nutritionist, I strongly believe that the key to weight loss is a healthy diet and exercise, but there are some incredible superfoods that can deliver an added boost. One superfood in particular, the green coffee bean, is creating major media buzz, and the research has me truly amazed.

What has me and the scientific community so excited about green coffee bean extract is that people don't have to do anything different when taking this food supplement. They don't need to exercise, and they don't need to diet; they just appear to lose pounds fast.

Let's cut to the chase: The most recent study on green coffee bean published in the Diabetes, Metabolic Syndrome and Obesity journal followed a group of 16 adults who supplemented with green coffee bean for only 12 weeks. Over the course of the study, the subjects lost an average of 17 pounds each – this was 10.5% EXHIBIT D FTC000012



of their overall body weight and 16% of their overall body fat! There were no side effects reported. This is very exciting information and one reason why I think that green coffee bean could be an effective weapon against the obesity epidemic in our country.

The key to this incredible weight loss is not attributed to the caffeine. The green coffee bean supplement has only around 20 mg of caffeine per serving, whereas your daily cup of coffee has over 100 mg, (and your "venti drip" has as much as 400 mg). Green coffee bean is not a stimulant; it doesn't make you jittery and nervous and raise your heart rate like roasted coffee or ephedra. In fact, the green coffee bean has actually shown in some studies to help lower blood pressure – while still boosting metabolism.

They key ingredient in the green coffee bean is a very important natural active compound called chlorogenic acid. Chlorogenic acid works by inhibiting the release of glucose in the body, while at the same time boosting the metabolism or the "burning" of fat in the liver. These two mechanisms work together to inhibit the absorption of fat and eliminate weight gain.

You may be wondering if you can get the same effects from the coffee you drink with breakfast in the morning – and the truth is that you can't. When you roast coffee beans, you remove the chlorogenic acid. Green coffee beans are unroasted, have little aroma and are extremely bitter – because they contain over 50% chlorogenic acid. Remember, as I've always said, when it comes to your health, "Bitter is better."

Because the green coffee bean is so bitter, I recommend taking it in capsule form. I suggest finding 400 mg pure green coffee bean capsules online – make sure it they are pure and contain absolutely no fillers or binders! Take two capsules about 30 minutes before meals; I recommend taking them two or three times per day with a full glass of water for the best results. And remember that combining green coffee bean with a healthy diet and exercise can improve your results!

FTC000013



EXHIBIT D

Terms & Conditions | Privacy Policy

This website is not affiliated in any way with Dr. Oz. Dr. Oz does not endorse or approve of any product on this website.

[†] Results not typical, Individual results may vary. For maximum Weight Loss use in conjunction with a Low Calorie Diet and Exercise.

> ® RKG Extreme[™] is a trademark of Pure Vitamins This site is operated by Pure Vitamins Copyright © 2012 Pure Vitamins



JK101212

RKG Extreme | FAQs



Just 1 tablet, 3 times per day, 30 minutes before each meal with a full glass of water is all it takes to enjoy the fat burning benefits of RKG Extreme.

Is RKG Extreme Safe?

RKG Extreme is 100 percent natural, unrefined and additive-free. While completely safe, we always recommend consulting with your primary health care professional before taking this or any other supplement, herbal remedy, vitamin or medication.

Is RKG FDA Approved?

RKG is produced here in the United States in an FDA approved facility, strictly following the cGMP (current good manufacturing practices) in place





Case 2:14-cv-01649-JAD-GWF Document 1 Filed 10/07/14 Page 51 of 66

RKG Extreme | FAQs

mandated by the United States Food and Drug Administration. Although the FDA does not "approve" natural supplements (as it does with prescription medicine), RKG comes as close as you can get.

Does RKG Extreme Produce Any Side Effects?

RKG Extreme has no reported side effects, nor do we expect any. This is a completely organic compound that reacts naturally with the body.

When Will I See Results?

Individual results will vary, however, many people report increased energy and reduced appetite right away. Weight loss can occur rapidly, as well. Results can be increased substantially by adopting a healthy lifestyle that favors nutritious eating habits and regular exercise.





How Does Bright Skin Super C Work?

Reverses the aging process at the cellular level. Proprietary Bisophere combined with QuSome delivery allow for a molecule to be heavier and in the shape of a sphere to make deeper penetration to the lower levels of the skin.

The walls of the penetrating Biofil spheres are made up of natural wheat protein. This allows for a more sustained release of nutrients, and the wheat acts like a sponge that captures trans-epidermal water loss, resulting in wrinkle reduction.

3 Steps to Youthful Skin



Case 2:14-cv-01649-JAD-GWF Document 1 Filed 10/07/14 Page 52 q 66



Intelligent ingredients enter the skin.

Intelligent indredients reduce the appearance of fine lines and wrinkles



Bright Skin Super C Scientific Results!

In a recent study covering the affects of key skin care ingredients contained in BrightSkin Super **C** it was found that after 8 weeks and twice a day application several hundred women saw dramatic visibility anti-aging results.



Decrease in Appearance of Dark Circles





"It Feels Like a Mini Facelift"

LOOK UP TO 10 YEARS YOUNGER!

Bright Skin Super C Scientific Results!

Diminishes Wrinkles

Patented Matrixyl 3000 triggers fibroblasts to product collagen and important connective tissue, resulting in diminished wrinkle size, noticeable skin lifting, and overall plumping effect for less sagging skin.

Dramatic Skin Repair

Coenzyme Q10, which diminishes with age, supports the skin's DNA repair. Working with vitamins A, C, and E and alpha lipoic acid-all antioxidants found in BrightSkin Super C - the benefits of CoQ10 are enchaned.

Traps Moisture

Ceramide-2, vital in the lipid (fatty) layer of the skin to capture and bind moisture, diminishes by 40% as we age. Found only in expensive creams, Ceramide-2 is included in sufficient quantities in BrightSkin Super C to keep the skin smooth, supple, youthful and resulient.

Counters the Aging effect of stress

Beta Glucan, one of the best topical immune boosters, improves the skin's immunity and prevents the damaging effects of free radicals and emotional stress, eliminating accumulated debris that makes skin drab, dull, and discolored.





Amazing Skincare Technology

BrightSkin Super C contains the advanced scientifically proven and patented ingredient Matrixyl 3000. It is a face firming peptide shown to reduce the appearance of fine line and wrinkles. BrightSkin Super C is may work in just minutes! BrightSkin Super C is perfect for immediate relief of problem dry skin, itching, peeling and cracking, and help maintain skin suppleness and elasticicty.







EXHIBIT E

Copyright © 2012 - 2014 Privacy Policy | Terms & Condition | Customer Service

Pure Vitamins, LLC | 16000 Ventura Blvd., #1102 Encino, CA 91436 | 1 (888) 708-3242

2000

These statements have not been evaluated by the Food and Drug Administration. These products are not intended to diagnose, treat, cure, or prevent any disease. Read the entire label before use.



- Fails that elementary web readeveloped by a terms of medbill time a partnership who for each professionals.
- Entersue formula is algorida particular dia 13 gradent natural in predivate from annual the wood known to viadivith leave that is encoded eath graves angli wet.
- Destruction on otheral global to multiplations with the mountaing.
- Tartuare Addapty Constant was a set of second
- Dees toto or fait: Y through poses on thread to the shaet.



If you think you have had the best sex in your life, then you don't know Bull.

Black Bull is a revolutionary male enhancement product that is unlike any other. This is the chief contender for those who want an optimum sexual life, turning good sex into great sex! Formulated using our revolutionary Black Tablet technology, each Black Bull pill is comprised of a proprietary blend of all-natural, carefully selected compounds and amino acids that increase nitric oxide levels in the body, thereby boosting blood flow and performance. Black Bull combines L-Camitine and Taurine, two powerhouse ingredients that will help maximize your Strength, Stamina and Performance with an increased sexual appetite and bigger, longerlasting and more powerful erections.

Section of a

THROUGH REGULAR USE, YOU MAY ACHIEVE:

- G Firmer, harder erections through increased blood flow to the penis*
- Conger-lasting staying power*
- Pumped-up vitality and stamina in bed by boosting your body's energy level for performances that last*
- Increased sexual appetite: Restores sexual libido to increase sexual d and achieve firmer erections*
- Improved health of sexual organs and overall body function*
- More energy, strength and stamina every day*

Internal Structure of the Penis



SIDE EFFECT WARNING!! MAY CAUSE BOW LEGGEDNESS IN

PARTNER.





THE THINNER!

Price

and the set

٣		Π	KC.	



Black Bull Month Supply	\$0.00
	Sub-Total:
	Shipping & Handling:
	Sub-Totai:
	Please allow 5-7 days for delivery

ACT NOW! COMPLETE YOUR ORDER!

You must pay a shipping and processing fee of \$4.95 for us to send you a full 30 day supply of Black Buil. We ship the product the day after you place your order (except that orders placed Saturday. Sunday will be shipped the following Monday). You will have 14 days from your original order date to see if Black Buil is right for you. If you are unhappy with the product at any time during those 14 days, you must call us at 1 (877) 587-7743 and cancel your order to avoid being billed for the full cost of the product. If you are satisfied with our product, then do nothing-we will bill you \$ for your initial order, and every thirty days thereafter we will send you a new 30.day supply of our product, and automatically bill you the low price of \$+ shipping of \$4.95. To cancel automatic delivery and billing, call us at 1 (877) 587-7743 or email us during normal business hours: Please read our terms and conditions for more details.



PAYMENT INFORMATION	
We Accept Crodit and Dobb / ares	
Use Shipping Address: 🔽	
tredit Card Type: Mica	
Credk Card #:	
Exp Date: Month 🔽 2013 💟	
CVV2(CID)	
RUSH MY TRIAL	
$\left(\underline{u} \right)$. Use is a 128-Bit Secure SSL Connection	

FINAL STEP

la primit à 2010 - 2014

品牌 A REP FOL AN I FREE CONSUMPLY A VALUE (1977-1977-1984)

ол не кололого са колически, некрупе бактар Поркона соло Слождо рокоак, от лежар ордоне леверике рекерске каже Канроно Икластика на Клози

ora. – addationada gostavato de mutravava oranaria su substructura a substructa diserciana di en contra e e Co En gabrer variante variante de contra contra contratori de contratori de contratori e alavaria transformana cut









THANK YOU FOR YOUR ORDER

Your product will be mailed within the next 48 hours, please look for it within the next 4-8 business days. You will also receive a confirmation email.

b

、

.

b

D



2000 - 120 - 120 A

n (na stranger Stranger († 1999)

EXHIBIT

FTC000027

sofe /

GUARANTEED

ر بما بینیون پیداد کار این ایر ایر این ایر ایر ایرانیو

Guarantee #: (050#1012140-00004377 Provided by: Uklessh The Thunder

Here's your FREE buySAFE Guarantee

You just received at no cost:

Identity Theft Protection
 Purchase Guarantee
 Lowest Price Guarantee

Retain your order receipt and <u>print</u> this Guarantee for your records.

Please visit <u>www.buvsafe.com</u> to learn more or claim your benefits.

instant Feedback Please tell us what you th	ink!	
Did the free 3-in-1 Guarantee help you feel more confident in your purchase?	⊖¥es⊖No	
Does the Guarantee make you more likely to shop at this store again?	O Yes O No	

Please <u>sond an small</u> to thank Unleash The Thunder for providing these free benefits! Case 2:14-cv-01649-JAD-GWF Document 1 Filed 10/07/14 Page 63 of 66 http://service.mail.com/callgate-6.73.1.0/render/6.73.1.0/render/getDetai...

mail.com

Subject: Pure Garcinia Cambogia Order Confirmation #342946

From: support@puregc60.com

To:

Date: 11/25/13 01:03 PM

Order Confirmation

>

Order Number: 342946

Ordered On: 11/25/2013 01:02pm



Charges will appear on your credit card statement as

8666304396PUREVITA.

Congratulations on taking advantage of Pure Garcinia Cambogia w/ 60% HCA.

Please print a copy of this email receipt for your records. The shipping charge you have authorized today will appear on your credit card statement as 8666304396PUREVITA.

*** NOTICE: This order qualifies for a FREE SHIPPING REBATE! *** <u>Click</u> <u>Here</u>

Customer Service can be reached at 1-866-630-4396
Bill to
Ship to
Items in Your Order

EXHIBIT G

FTC000028

Case 2:14-cv-01649-JAD-GWF Document: Aservice: mail.com/caligate 8.999.004ender/8.93.1.0/render/getDetai...

Pure Garcinia Cambogia (Trial Month Supply)

Order Total: \$4.95

FTC000029

EXHIBIT G

Case 2:14-cv-01649-JAD-GWF Document 1 Filed 10/07/14 Page 65 of 66

SE WEIG **RKG** Extreme is paying you by the pound!

SimplePure Nutrition is looking for participants in their ground breaking "Pay per pound" program featuring the popular green coffee bean extract. The bean made national news recently with the scientific discovery that it triagers weight loss and improves cardio health!

GET PAID TO LOSE WEIGHT AND BOOST ENERGY

SimplePure is excited to release their powerful new green coffee bean extract but they need your help! The Pay Per Pound program, designed to generate testimonials, is simple. Lose weight with RKG Extreme and get paid \$5 per pound of weight loss. So if you or anyone you know needs to lose excess body fat, call now to secure a spot. Only the first 100 eligible callers will be accepted. Participants must be 18 years or older to qualify.

Extreme Results with RKG

- Suppressed Appetite
- Increased Metabolism
 Natural Energy Boost Rapid Weight Loss

For More Information Call Toll Free

Please consult with your physician before taking any nutritional supplements. If you are on any medications, check with your doctor regarding dosage adjustments. Individual results may vary. These statements have not been evaluated by the Food and Drug Administration. This product is not intended to diagnose, treat, cure or prevent any disease





Published on Monday, July 22, 2013 This Non-Prescription Drugs ad in Kansas City may contain time-sensitive information and offers. Please check with RKG Extreme to confirm availability.

nan maaalan contern maari Taalaanteri mat

View All FindnSave Cities | Terms Of Use Privacy Policy Trademark | About Wanderful Media | Copyright © 2013 Wanderful Media | Feedback Some Content Provided By GOODZER

FTC000031

EXHIBIT

http://findnsave.kansascity.com/Local-Ads/a-503416/RKG-Extreme[7/23/2013 10:02:17 AM]

Case	e 2:14-cv-01649-JAD-	GWF Docur	ment 1-1 Filed		L of 1
JS 44 (Rev. 12/12)	C	CIVIL COVE	ER SHEET		D RECEIVED
The JS 44 civil cover sheet and provided by local rules of cour purpose of initiating the civil d	the information contained herein nei This form, approved by the Judicia ocket sheet. (SEE INSTRUCTIONS ON	ther replace nor supple l Conference of the Ur	ement the filing and service nited States in September 1		
I. (a) PLAINTIFFS Federal Trade Commissi	on		DEFENDANTS Health Formulas, L	LC, et a. 0	CT - 7 2014
(b) County of Residence o (E.	First Listed Plaintiff		County of Residence NOTE: IN LAND CO THE TRACT	of First Listed Defenda GLER (IN U.S. PLAINTIFF CASES ON NDEMNACIÓN C ASES, USE TI OF LAND INVOLVED.	(US DISTRICT COURT MRICT OF NEVADA HELOCATION OF DEPUTY
Shameka L. Walker and 600 Pennsylvania Ave., N	Address, and Telephone Number) Danielle Estrada, Federal Trac IW, Mail drop CC-8528, Wash alker); 202-326-2630 (Estrada	nington, D.C.	Attorneys (If Known)		
II. BASIS OF JURISD	CTION (Place an "X" in One Box Onl	y) III. C	(For Diversity Cases Only)	RINCIPAL PARTIES	Place an "X" in One Box for Plaintiff and One Box for Defendant)
1 U.S. Government Plaintiff	G 3 Federal Question (U.S. Government Not a Party)) Citiz	zen of This State		PTF DEF
2 U.S. Government Defendant	D 4 Diversity (Indicate Citizenship of Partie)		zen of Another State	2. D 2 Incorporated and P of Business In A	
			zen or Subject of a oreign Country	3 3 Foreign Nation	
IV. NATURE OF SUIT	(Place an "X" in One Box Only) TORTS	Į	ORFEITURE/PENALTY	BANKRUPTCY	OTHER STATUTES
 110 Insurance 120 Marine 130 Miller Act 140 Negotiable Instrument 150 Recovery of Overpayment & Enforcement of Judgment 151 Medicare Act 152 Recovery of Defaulted Student Loans (Excludes Veterans) 153 Recovery of Overpayment of Veteran's Benefits 160 Stockholders' Suits 190 Other Contract 195 Contract Product Liability 196 Franchise REAL PROPERTY 210 Land Condemnation 220 Foreclosure 230 Rent Lease & Ejectment 245 Tort Product Liability 290 All Other Real Property V. ORIGIN (Place an "X" in	□ 310 Airplane □ 365 Pe □ 315 Airplane Product Pr Liability □ 367 He □ 320 Assault, Libel & Pf Slander Pe □ 330 Federal Employers' Pr Liability □ 368 A. □ 340 Marine Ir □ 340 Marine Product L Liability PERSO □ 350 Motor Vehicle □ 370 O □ 355 Motor Vehicle □ 371 Ti Product Liability □ 380 Pr □ 360 Other Personal Pr Injury □ 385 Pr □ 362 Personal Injury - Pr Medical Malpractice PRISO CIVIL RIGHTS PRISO ↓ 440 Other Civil Rights Habea ↓ 441 Housing/ S80 G ↓ 443 Housing/ S80 G ↓ 443 Amer. w/Disabilities - □ 540 Me ↓ 640 Amer. w/Disabilities - 540 Me ↓ 644 Amer. w/Disabilities - □ 540 Me ↓ 648 Education □ 555 Pr	rrsonal Injury - roduct Liability ealth Care/ iarmaceutical rrsonal Injury oduct Liability sbestos Personal ijury Product iability DNAL PROPERTY 7 ther Fraud uth in Lending 7 ther Personal operty Damage 7 operty Damage 7 oduct Liability NER PETITIONS 7 SEC OFJUS: lien Detainee otions to Vacate ntence eneral eath Penalty 7	 525 Drug Related Seizure of Property 21 USC 881 590 Other 590 Other Labor Standards Act Labor/Management Relations 740 Railway Labor Act 751 Family and Medical Leave Act 790 Other Labor Litigation 791 Employee Retirement Income Security Act IMMIGRATION 462 Naturalization Application Actions 	 ↓ 422 Appeal 28 USC 158 ↓ 423 Withdrawal 28 USC 157 ▶ 423 Withdrawal 28 USC 157 ▶ 423 Withdrawal 28 USC 157 ▶ 820 Copyrights ▶ 830 Patent ▶ 840 Trademark ▶ 801 HIA (1395ff) ▶ 862 Black Lung (923) ▶ 863 BIW(/DIWW (405(g)) ▶ 864 SSID Title XVI ▶ 865 RSI (405(g)) ▶ FEDERAL TAX SUITS ▶ 870 Taxes (U.S. Plaintiff or Defendant) ▶ 871 IRS—Third Party 26 USC 7609 	 375 False Claims Act 400 State Reapportionment 410 Antitrust 430 Banks and Banking 450 Commerce 460 Deportation 470 Racketeer Influenced and Corrupt Organizations 480 Consumer Credit 490 Cable/Sat TV 850 Securities/Commodities/ Exchange 890 Other Statutory Actions 891 Agricultural Acts 895 Freedom of Information Act 896 Arbitration 899 Administrative Procedure Act/Review or Appeal of Agency Decision 950 Constitutionality of State Statutes
X 1 Original Proceeding □ 2 Re Sta VI. CAUSE OF ACTION	noved from te Court 3 Remande Appellate N Cite the U.S. Civil Statute unde 15 U.S.C. §§ 53(b) and 5 Brief description of cause: Violations of Section 5(a)	Court Rec r which you are filing of 7b, 15 U.S.C. § 16 and 12 of the FTC	(specify) (Do not cite jurisdictional statt \$930(c), 15 U.S.C. § 8	r District Litigation utes unless diversity): 1404, and 15 U.S.C. §§ 6 ROSCA, and the TSR	101-6108
VII. REQUESTED IN COMPLAINT:	CHECK IF THIS IS A CLA UNDER RULE 23, F.R.Cv		DEMAND \$	CHECK YES only JURY DEMAND:	if demanded in complaint: □ Yes X No
VIII. RELATED CASI IF ANY		· · · · · · · · · · · · · · · · · · ·		DOCKET NUMBER	
DATE October 7, 2014 FOR OFFICE USE ONLY	SIGN	URE OF ATTORNEY	F BECORD		
RECEIPT # AN	AOUNT AI	PPLYING IFP	2:1	4-cv-0164	9-JAD-GWF

.