



Herbalife Better Business Bureau Complaints
Feb. 20th, 2013

Source: <http://www.la.bbb.org/business-reviews/Health-Care-Products/Herbalife-International-of-America-Inc-in-Torrance-CA-20585>

Date: February 11, 2013

Complaint: 01/11/2013: Consumer states company used deceptive sales practices. At the time he signed up his mentor promised they would provide him free leads. Later he found, he would have to pay for them. Often he would ask how much money this would require, as he did not have money to invest in this venture and the mentor would tell him none. However, he would soon find that he would need to invest a great deal to be truly successful. He was even encouraged to finance. He feels had the mentor been upfront with him, he would have not agreed to join.

Business response: After an initial investigation, we have determined that the consumer's complaint involved an independent third-party company. However, now that Herbalife is aware of this complaint, we will assist the consumer in resolving any and all issues they may have with the third party. We have opened a file for this complaint.

Date: February 7, 2013

Complaint: 01/07/2013: I responded to an email for an internet business starter pack for \$9.95. In addition, I received a phone call from a "mentor" prior to the pack being sent to me. When I received the information, it was a booklet with DVD providing all kinds of information about how much wealth there was to be made via the baby boomers and the wellness industry. The booklet and DVD is purported to be a "screening test" for both the company and "for you" and that if you work hard you have the potential to make thousands of dollars - though it's not guaranteed. At NO point did the "mentor" mention Herbalife or was it stated in the booklet, or the first part of the DVD, that Herbalife, a MULTILEVEL SALES company, was behind this marketing "strategy." It was also not noted that you are basically buying and selling - and getting others to sell - Herbalife products. There was also no mention of any money above the \$39.95 and is very expensive according to what I have read, so now I have wasted my 9.95 and will be returning the package back at my own expense. The full cost of the business should be listed up front before someone orders the package. Withholding information is lying and in this case fraudulent. Your third party companies really should be honest about your business and theirs

Business response: After an initial investigation, we have determined that the consumer's complaint involved an independent third-party company. However, now that Herbalife is aware of this complaint, we will assist the consumer in resolving any and all issues they may have with the third party. We have opened a file for this complaint.

Date: December 14, 2012

Complaint: 12/14/2012: I bought a package from a sales rep and when I asked for my money back (after 2 weeks of only having the product) she first told me to throw it away. I had to call customer service and talk to them and then call her back. She finally said she would come and pick up my package and ship it back to Herbalife but she could not refund me until she got her

money back from Herbalife and if Herbalife did not give her back her money then she could not afford to pay me back. She told me Tuesday she had shipped my package back, and then called the next day and said that Herbalife had my package and said they would not give me back my money because I took too much of the product. I had to call Herbalife again and Herbalife said that they had not received the package yet and that I would get a refund because I was in my 30 days. I then called the rep again told her that Herbalife had not received my package she had shipped back and asked for the tracking number, and I also told her that they said I get my money back no matter what. She told me that I did not follow her meal plan or the instructions she had giving me that I may not get my money back and told me not to call the company and to let her deal with the company that she works for and told me to leave her alone. She was unprofessional about my whole return and had an attitude with me and lied to me a few times she should not be working for Herbalife if she is going to handle her job like this and we also used to be friends.

Business response: After an initial investigation, we have determined that the consumer's complaint involved an independent third-party company. However, now that Herbalife is aware of this complaint, we will assist the consumer in resolving any and all issues they may have with the third party. We have opened a file for this complaint.

Date: December 13, 2012

Complaint: 12/13/2012: I received an e-mail for a home-based business that promised a great income but before I could view the video I had to remit \$199.99. After I had opened the video I realized it was a pyramid scam thru herb life. I contacted rep and informed her that I did not want to participate with her or herb life. With many e-mails to telephone calls to herb life I was promised a refund if I sent all materials and products back. I did so. I talked to herb life with them talking to molly scott and was promised a refund 12/07/2012. It has not arrived and now the refuse my telephone calls. I believe this to be a huge pyramid scam and only want my original \$199.99

Business response: After an initial investigation, we have determined that the consumer's complaint, we will assist the consumer in resolving any and all issues they may have with the third party. We have opened a file for this complaint.

Date: December 6, 2012

Complaint: 12/06/2012: I signed up with Herbalife right before Christmas in 2011. I was suppose to get training support and support in general from my sponsor who signed me up paying her \$100 for my busines kit (paperwork,samples and shake drink mix). It started off ok until I think she realized I was not going to put up \$3,000 to be at the top level of the sales upline. I made her aware that I am not working and I don't have that kind of money so I would have to start slow. Thats when I started noticing her not returning my phone calls or IF she did it was not for two weeks. Soon it was just general emails sent to her downline of reminders of meetings via phone from Herbalife. I stopped getting any support from her what so ever! Leaving me in the dark of any questions I had and how to get through my training. So now its been since last year since I heard from her I decided I wanted to go back to trying to make it a business and found

out my sister just signed up so I called Herbalife to request a change of Sponsor. 3 phone calls this took me over the last 2 weeks from November 19th until today November 5th. The first lady told me you have to have your sponsor (current one) sign the form and get it Notorized and also have her sponsor sign it and notarize it. So I tried to call my sponsor and the phone number was changed. I got someone else telling me via text "quit calling me I don't know who you are" I text back apologizing. So I then call Herbalife back again and told the

Business response: After an initial investigation, we have determined that the consumer's complaint involved an independent third-party company. However, now that Herbalife is aware of this complaint, we will assist the consumer in resolving any and all issues they may have with the third party. We have opened a file for this complaint.

Date: August 29, 2012

Complaint: 08/29/2012: I was told when I join Herbalist I could start my own business with little or no money, since then overtime I turn around they are charging me for something or I have to pay monthly fees that I don't have because I haven't even made a profit. I was also told I could be making thousands in as little as a few months. Once they got the money they wanted I can't get help or here from them. This is nothing to me but a scam. I have already laid out over 600.00 and my business has gone nowhere

Business response: On 8/30/12, the Herbalife Repurchase Dept sent the consumer a letter via e-mail in order to assist her to resolve this matter. The consumer's response is currently pending. The Customer Repurchase Dept telephone number is (310) 410-9600 ext 24650. Consumer had been working with an independent Herbalife distributor and not directly with the company; however, now that Herbalife is aware of this complaint, we will assist the consumer in resolving any and all issues. A file has been opened by the company for this issue (REF: USBB039170)

Date: August 10, 2012

Complaint: 08/10/2012: Herbalife is a SCAM. DO NOT FALL FOR THIS SCAM. They are a bunch of liars. They just keep asking you for money. When they get all that they think they are going to get from you they don't "help" you anymore. Herbalife is a joke.

Business response: After an initial investigation, we have determined that the consumer's complaint involved an independent third-party company. However, now that Herbalife is aware of this complaint, we will assist the consumer in resolving any and all issues they may have with the third party. We have opened a file for this complaint.

Date: May 14, 2012

Complaint: 05/14/2012: I recently started the program around April 15, 2012. As I went on they kept saying I needed this and I needed to buy this. I thought I was going to be gaining money not spending money. Due to financial issues I could not afford the 199.00 package so emailed Karen Caplan please do not take the money out of my account and she did anyways. So when I

received the package I immediately returned it, which also costs me \$31.00 because they did not include a return shipping label! I sent it off on April 17th, 2012. I have proof from the post office that the package was received on May 2, 2012 at 1:06 p.m. Today is May 11, 2012. I would like my money back in my account A.S.A.P! Thank-You! This program seemed more like a scam than a program to help you and to be successful in!

Business response: After an initial investigation, we have determined that the consumer's complaint involved an independent third-party company. However, now that Herbalife is aware of this complaint, we will assist the consumer in resolving any and all issues they may have with the third party. We have opened a file for this complaint.

Date: April 2, 2012

Complaint: 04/02/2012: I sent for the training package and I got an info commercial. They charged me \$9.95 shipping and handling. Now they want me to send the so-called training package back at my cost or be billed \$39.95. It's the same info commercial shown on TV for free. The package had nothing to do with training anyone for internet business. This is a total scam. I really don't know how this business was able to get a A+ BBB rating. It,s a scam!

Business response: On 4/3/12, the Herbalife Customer Refunds Dept sent the consumer a letter via e-mail in order to assist him to resolve this matter. The consumer's response is currently pending. The Customer Refunds Dept telephone number is (310) 410-9600 ext 24650. Consumer had been working with an independent Herbalife distributor and not directly with the company; however, now that Herbalife is aware of this complaint, we will assist the consumer in resolving any and all issues. A file has been opened by the company for this issue (REF: USRF030826

Date: March 21, 2012

Complaint: 03/21/2012: When I first joined up, I was not told of all about all the details of the business, etc, until after I had paid the \$199.00. After I paid and heard more of the company, I decided it was not for me, and contacted my "Mentor" Rick Smetana to tell him that I decided not to go further. I asked for a refund, and was told that it was not possible, as this is a lifetime membership, with no refunds. I was not told this prior to joining.

Business response: After an initial investigation, we have determined that the consumer's complaint involved an independent third-party company. However, now that Herbalife is aware of this complaint, we will assist the consumer in resolving any and all issues they may have with the third party. We have opened a file for this complaint.

Date: February 5, 2013

Complaint: 02/05/2013: The only contacts we have are . Through repeated emails and promises of the refund being given to us, we were not refunded. We went to the customer service of Online Business ([Online Business Systems Support #HJR-59047-363]: We are still waiting for our

refund of \$199.95) and they constantly sent the complaint to Maggie who did not refund us. We want Herbalife to refund us the money that they took in October, 2011.

Business response: After an initial investigation, we have determined that the consumer's complaint involved an independent third-party company. However, now that Herbalife is aware of this complaint, we will assist the consumer in resolving any and all issues they may have with the third party. We have opened a file for this complaint.

Consumer rebuttal: I just am wanting to be refunded by whoever has our money.

Final business response: On 2/12/13 the Herbalife Customer Refunds Dept sent the consumer a letter via e-mail in order to assist him to resolve this matter. The consumer's response is currently pending. The Customer Refunds Dept telephone number is (310) 410-9600 ext 24650. Consumer had been working with an independent Herbalife distributor and not directly with the company; however, now that Herbalife is aware of this complaint, we will assist the consumer in resolving any and all issues. A file has been opened by the company for this issue (REF: USRF034344

Date: December 28, 2012

Complaint: 12/28/2012: They add on fake fee's to the end of sales orders. Calling them "shipping fee's". My order of \$217 worth of product came to a \$65 "shipping fee" which I know is not even close to the actual shipping cost they pay. (Even if this includes sales tax of approx \$17, they are charging \$48 for shipping). They are robbing people blind on their already outrageous expensive product. This is false advertising as they don't even show you the fee until you are done shopping and checking out. I buy stuff online all the time and have never encountered something so outrageous!!! I will be taking my business to GNC and Amazon instead.

Business response: After an initial investigation, we have determined that the consumer's complaint involved an independent Distributor. However, now that Herbalife is aware of this complaint, we will assist the consumer in resolving any and all issues they may have with the Distributor. We have opened a file for this complaint.

Consumer rebuttal: If I can just find a way to order the product without the "unreasonable" shipping fee I would be appreciative. I am willing to pay reasonable shipping fees, of course. No matter how I do my order (I even try buying in bulk) they add on 25% of my final order. This is what I find unreasonable. I want to continue on this product, but am hesitant due to these fee's. Just let me know how I can do that through your site. Thank you.

Final business response: We will contact the complainant and advise of other options she has to purchase Herbalife products.

Date: December 14, 2012

Complaint: 12/14/2012: I ordered the pkg they stated would tell me how to start a business with no money on the initial payment. Then the mentor called and wanted 199.99 for "2nd" pkg. I was suppose to get in 2 days. and it was 7days later. Then mentor was too call at noon to give me next step and set up for business. NEVER called. At that point I had no products they send for you to take and test. I emailed her numerous times and then went to her website which was down. The web said it was closed down and no longer in service. She is at 8778655630. I have continued to email her and the company. I have heard nothing however they took my money and they even said if this is not the business for you, we will give a full refund. It was only days after I recieved the information when I was requesting the refund. Cherri Green claims to have worked for them over 10 years and making thousands. Her web site is closed and I can't get any assistance from this company. This is fraudulent advertising.

Business response: After an initial investigation, we have determined that the consumer's complaint involved an independent third-party company. However, now that Herbalife is aware of this complaint, we will assist the consumer in resolving any and all issues they may have with the third party. We have opened a file for this complaint.

Consumer rebuttal: All of them are third parties because we become distributors for your company. If that is what you want as your representation than that explains everything. I expect correction. I believe the two exec in the company use to be Disney Exec and they would not do business like that. I know for a fact. Your excuse is not good enough for me.

Final business response: We attempted to contact the complainant again today @ 10:49am PST to confirm she received her full refund and was unable to contact her. Herbalife will fully refund the complainant if she does not receive the refund from our Distributor.

Date: September 5, 2012

Complaint: 09/05/2012: Herbalife has posted and promoted a web page that is made to look like a legitimate msnbc.msn.com news page but it is actually a promotion for Herbalife. The web page is here: <http://www.msnbc.msn.com-top10-jobs.us/?id=6923> Anyone who saw that page would think it is msnbc but it is not. It is intended to trick people into clicking into signing up to work for Herbalife.

Business response: Thank you for providing us the opportunity to respond. The article in question was provided by an independent 3rd party. We will definitely look at the site to review for any potential issues and its veracity.

Consumer rebuttal: This is not enough in terms of a resolution. I want Herbalife to provide 1) the specific information on who posted and hosted the web page and 2) the specific actions taken to resolve my complaint.

Final business response: Due to privacy issues we cannot disclose the names of individuals that are the subject of any investigation; however rest assured that we are looking seriously into the matter, and thank you for bringing this to our attention.

Date: July 6, 2012

Complaint: 07/06/2012: I was sent a business packet on 5/14/2012 for shipping and handling fees of \$9.95. If after the 14-day free trial I chose to keep the packet I agreed to pay \$39.95. I advised the representative with whom I was corresponding that their business proposition was not for me and got return instructions. I returned the packet on 5/22/2012 via USPS and I have signed confirmation on 5/25/2012. Despite the signed confirmation, Herbalife deducted \$39.95 from my bank account on 5/29/2012. After numerous attempts and email correspondences I have yet to get any resolution to this situation.

Business response: After an initial investigation, we have determined that the consumer's complaint involved an independent third-party company. However, now that Herbalife is aware of this complaint, we will assist the consumer in resolving any and all issues they may have with the third party. We have opened a file for this complaint.

Consumer rebuttal: Consumer states: I received a letter from Herbalife saying they were attempting to contact me, but I have not received any such call. I attempted calling the provided phone number and have left messages, but have not received a call back. In the above response, there is no resolution stated, just a passing of blame.

Final business response: We have attempted to call the complainant several times, including today, August 7, 2012. The phone number provided has no voicemail and continues to ring. We have not received any calls from the complainant to date, but will be happy to assist her once she communicates with us.

Date: June 19, 2012

Complaint: 06/19/2012: I called Laura Miller (coach) to end my business with OBS & Herbalife last week but was asked to try retail because the leads were only around \$15. The leads started at \$60. She said she would refund me \$100 because I would sell from GST only. I invested all my money to be Supervisor and was not told that I would have to buy my leads. Cost is \$60 to \$500 for leads. I had told coach that I had been out of work for 1.5 years and on disability. There was incredible deceit and no disclosure to me about so many costs. I have been under psychiatric care for being impulsive and ADD for years so this was another impulse purchase but this time I was way over my head. I sold no products and they made me feel sick!!! Two people in my upline worked full time so I could not call them. Laura Miller had limited availability. I was assured that I would have lots of help starting my business but there was close to none. I had to purchase \$400 of Herbalife products at 35% off, which I did. Laura said that I could come into the business as a regular business owner but I would have to find my own people to sell to. Then she offered me a start as Supervisor level which would give me every product at 50% off and all the leads I needed. Shame on Herbalife for promoting this deceit !!!

Business response: After an initial investigation, we have determined that the consumer's complaint involved an independent third-party company. However, now that Herbalife is aware

of this complaint, we will assist the consumer in resolving any and all issues they may have with the third party. We have opened a file for this complaint.

Consumer rebuttal: "After an initial investigation, we have determined that the consumer's complaint involved an independent third-party company." Herbalife is not an independent third-party company!!! Online Business Systems is the marketing company, however, the products are provided by Herbalife which is not a third-party company. What I want is confirmation from Herbalife that I will receive my \$3,300 back. As I stated in my first complaint, I have been out of work for 1.5 years. Getting involved with this company has been the biggest mistake of my life. The way Herbalife has recruitment is through total deception!!! This is not acceptable!!! I believe the deception is necessary for Herbalife because they wouldn't have many to sell their products. By the time I knew what I was getting involved in, \$60 was charged to my credit card. I explained previously that this was due to my coach, Irene, being inexperienced and her coach, Donna, being inexperienced hence Laura Miller stepped in and did the best she could. If a company (Herbalife) wants to recruit people to sell their products, people should know exactly what is expected of them before they make any decision.

Final business response: We attempted to contact the complainant on 4 occasions, the last being on 7/5/12. After finally reaching the complainant, we were able to direct her to our Refunds Department who is now working with the complainant to provide the requested refund.

Date: May 10, 2012

Complaint: 05/10/2012: On 2/9/12, I signed up to be a customer and distributor of Herbalife. I understood that I had 30 days to return the product and receive a FULL refund if not satisfied. As of 2/27/12, I GAINED 8 pounds since starting the Herbalife program. I contacted the person from whom I purchased the product to return, cancel, & get a refund from the package I purchased. Not once did he state I was not eligible to receive a refund. It took several emails just to find out how to return and cancel my products. The sponsors ID # is 09y0206534. The website & the sponsors mentioned NOTHING about not being able to get a full refund. No one told me I wasn't eligible for 30day return UNTIL I tried to return the products. I cannot believe that Herbalife will allow "customers" to return their product but not "distributor/customers" which makes no sense. I am no different that the customer. I have not sold anything & I returned the products within the 30 days. This is unacceptable & irresponsible business. I cancelled my prepay account to ensure no sales could be made. THERE IS NOTHING IN WRITING STATING A DISTRIBUTOR/CUSTOMER CANNOT RECEIVE THE SAME 30-DAY MONEY BACK GUARANTEE. That is a HUGE investment & risk & I wouldn't have purchased the products if I thought in any way shape or form that I would not be given the same respect & courtesy of the 30-day money back guarantee. A company has never treated me so poorly and disrespectfully.

Business response: On 3/5/12, the Herbalife Repurchase Dept sent the consumer a letter via e-mail in order to assist her to resolve this matter. The consumer's response is currently pending. The Repurchase Dept telephone number is (310) 410-9600 ext 24650. Consumer had been working with an independent Herbalife distributor and not directly with the company; however, now that Herbalife is aware of this complaint, we will assist the consumer in resolving any and all issues. A file has been opened by the company for this issue (REF: USBB037941)

Consumer rebuttal: I have returned the forms already. But because I wasn't informed about not being eligible for the 30 day money back guarantee, I did NOT sign the forms saying I would only get partial back. The person I signed up with told me NOTHING about it. He provided no information. I told him that I was only interested in losing weight not selling the product. I still want a FULL refund of my money since the advertising was misleading and not truthful. There was nothing in the information provided PRIOR to signing up that said I would NOT get a refund if the product was returned within 30 days.

Final business response: Herbalife Refunds Dept. will refund the complainant in full.

Date: April 10, 2012

Complaint: 04/10/2012: Mervin Auchibon was my upline coach that had only been in the business for a couple of months. He had missed about 3 potential client calls that I had to reschedule. Two of these potential clients I was not able to get a hold after that. I also had a couple of leads that were not leads at all that I paid for than when I asked Mervin how do I go about getting these returned, merv said that he would check into it for me. about a week went by and he said he had talked with Scott and that he is waiting for Scott Hyatt. Another week went by and nothing than I got a hold of Mervin and he said that he would call Scott and get some kind of answer. Scott called a week later and asked me if I wanted to spend \$500. in some more advertising. I told him I was thinking of doing some retail advertising and he proceeded to tell me that it was a waste of money and I would do better by putting my money in this wheel advertising, I than asked Scott if he heard anything on the bad leads I wanted to return? He said not yet and he knows that Mervin was not the best but if I would spend the \$500. He would do the calls with me. He should of done that in the very beginning knowing Mervin did not have the experience. That was the straw that broke the camel's back. They promised that they would have coaches to help me succeed. That did not happen because they were interested in their business not mine. I have lost trust in them and their company. Now they need to be responsible for their inaction. Help

Business response: On 4/11/12, the Herbalife Repurchase Dept sent the consumer a letter via e-mail & reg mail in order to assist him resolve this matter. The consumer's response is currently pending. The Repurchase Dept telephone number is (310) 410-9600 ext 24650. Consumer had been working with an independent Herbalife distributor and not directly with the company; however, now that Herbalife is aware of this complaint, we will assist the consumer in resolving any and all issues. A file has been opened by the company for this issue (REF: USBB038135)

Consumer rebuttal: As of today 4/13/12 5:00p.m. I have not received an email from Herbalife regarding this matter. This is my number complaint about this company. They say one thing and do another, or they don't do what they say they have done or will do.

Date: November 16, 2011

Complaint: 11/16/2011: I know its been over 30 days. But I feel helpless in this situation. I signed up thinking this is a whole sale business for health products. After realizing its strictly for independent distribution; I started to question what was I really getting myself into. They are

nice people. But the 200 dollar package for testing their products, and information regarding how it works plus their policy's. Seems to me to be overpriced. Especially when they already have that information on their website. My Coach doesn't want to work with me on this. Short there after, I canceled my membership. I did not get a refund. This business is not for me. Where I live too, I have had no luck in finding people interested in purchasing these products. Their system of steps pertaining to progression in this field is rewarding but I would have to be daring in my pursuits in order to be successful in this industry. I estimate due to their policy's of what I can and cant do, conflicts with my areas of expertise. All in all, In the outcome, I would be giving them more money then I would be making. I want my money back, and never be contacted again. I have sent emails, I have tried talking on the phone. I have played along and it has assisted me in calculating the best path to take. It would be too much work for nothing. Especially when there are many other people doing it. Its too much competition to fathom of this ordeal.

Business response: On 10/19/11, the Herbalife Customer Refunds Dept sent the consumer a letter via e-mail in order to assist him to resolve this matter. The consumer's response is currently pending. The Customer Refunds Dept telephone number is (310) 410-9600 ext 24650. Consumer had been working with an independent Herbalife distributor and not directly with the company; however, now that Herbalife is aware of this complaint, we will assist the consumer in resolving any and all issues. A file has been opened by the company for this issue (REF: USRF028193)

Consumer rebuttal: Let it be noted first of all. That this is cut and clean and it is not complicated. I chose a starter package for 200.00 For a few small booklets as well as samples of the products. Plus as you sign up you see a 30 Day guarantee seal on the sign up page. I joined September 8th and sent a email stating that this business isn't for me at this time on the 19th. I finally pulled the plug on my account around the end of the month. Thus, here we are. My Id Number: 101156404

Final business response: Please pardon our delay in response as we had not yet received the necessary paperwork from the complainant. We have now been in touch with the complainant and he is being refunded.