

HYDROXATONE COMPLAINTS

This report was generated on - May 18, 2012

▼ Summarized Group Report for Hydroxatone



198 Complaints

13 Comments

\$69,485 Total Reported Damages

This Scambook Group Page started on August 2nd, 2011, with initial reports beginning on June 16th, 2011

▼ Sample Complaints Filed Against Hydroxatone

Complaint Title: Hydroxatone - False Advertising for \$146.00 on 08/13/2011

Submitted by
sharon
on 10/22/2011
Complaint #28634

i sent for a £1.99 sample and after that money keep coming out of my account ive emailed hydroxatone to cancel any subscription they might have set up .yet money still going missing to them.

Complaint Title: Hydroxatone - Unauthorized Charges for \$67.75 on 09/05/2011

Submitted by
Anonymous
on 09/05/2011
Complaint #18389

After ordering the product Hydroxatone and finding that it irritated my eyes and skin, I returned the product with a request that I receive no more of their product. On 5th September 2011 I checked my Bank statement to find they had deducted \$67.75 from my credit card.

Complaint Title: ACM Hydroxatone & Juvenile - False Advertising for \$87.10 on 09/12/2011

Submitted by
willo
on 09/12/2011
Complaint #20548

I placed an order on the 24/8/11 for free trails of hydroxatone & juvenile for \$1.99ea (\$2.42 AUD)shipping fee. I have not recieved any of the following but I did receive an order confirmation email (22544).On the 25/8/11 I was charged a further \$1.90 & on the 8/9/11 I was charged a further \$2.42 & \$80.81 all these have USD & GBR conversions yet I have recived nothing. I have tried to contact them by phone in the US & Britian the no's are disconnected so I did a further search & got a recorded msg. So I decided to go through PH directory instead of their websites and I got this no 02 9888 0600 & 1800 649 849 where i spoke to a lady who was representing a totally different company who tells me Juvenile have just sold their rights & no longer trade in Aust.So I'm \$87.10 out of pocket with nothing to show for it, as you can imagine my husband was trilled that we have been deceived.This was

meant to be a small treat for a working mum of 3 small children if i was going to spend this much it would not be on something I have not tried on the internet. Upset & deceived

Complaint Title: Hydroxatone - False Advertising for \$90.00 on 10/03/2011

Submitted by
theresa
on 10/28/2011
Complaint #30264

bought a trial size of these products for 1.25 each, which i paid on my credit card. i never recieved them. the next month they took out 90 pounds out of this account and still did not recieve anything. been in touch with my bank and apparently they can take this every month un less i get a cancellation letter. which at the moment am finding very hard

Complaint Title: Hydroxatone - False Advertising for \$287.76 on 07/25/2011

Submitted by
PaulaSantos
on 11/01/2011
Complaint #31156

I made a complain a few minutes ago and I submit my lost in English Pounds but in USD is 287.76. I found on my bank statement they took another USD 1.99 twice on 09/22/2011

Complaint Title: Hydroxatone and Juveneue - False Advertising for \$80.00 on 09/29/2011

Submitted by
julie
on 09/29/2011
Complaint #23305

i sent for trial offer of the two products for \$1.99 each-\$2.47 with exchange rate. i am in new zealand. i was lead to believe if i liked it i could then order more!!! the statement said i would automatically be charged \$69.95 +6.95 shipping fees every 30 days. i rang the 0800 no. and spoke to a rep. who talked me into paying for this one off and assured me that no further payments would be taken out of my acc. i am still not sure if this is a legitimate company so i have also had advice from my bank and closed the acc.down. im annoyed that i got into this and will get products from the supermarket from now on.

Complaint Title: Hydroxatone - Unauthorized Charges for \$66.95 on 08/05/2011

Submitted by
Daniel
on 08/08/2011
Complaint #9771

The advertising for this product is very deceitful. They make it sound like you are getting a free product. They never let you know clearly up front that you have to pay for the product after 30 days. If you fail to return the product they will continue to draw from your account even if you tell them not to draw from your credit/debit card. I am not the only one complaining about the way they are depicting the sale of this product. Furthermore, it doesn't even work the way they claim it does. We are not talking small cost either.

When you call them, it is like talking to a wall. They are rude and unprofessional. They tell you, that it is a free trial and that you must pay for the free trial after you use it. This is not said up front in the promotion. It is very deceiving as it is presented to the public. When I spoke to them I made sure to tell them, before the 30 days, I didn't want them to take any money out of my bank account. At no time did they every mention at that time that a charge would be make for a trial period. Had that been the case I would not have even attempted to try the product. Now, they are claiming that \$66.95 is only half of the actual price and they will be withdrawing an additional \$66.95 next month.

Sincerely,
Blanca Gammons

Complaint Title: Hydroxatone - Unauthorized Charges for \$45.00 on 08/27/2011

Submitted by
Amy
on 09/08/2011

I joined a free trial for a face cream and they charged me over £45. I don't even remember giving them my debit card details.

Complaint Title: Hydroxatone - Unauthorized Charges for \$40.00 on 07/30/2011

Submitted by
Anonymous
on 08/08/2011
Complaint #9889

I ordered hydroxatone moisturiser on a free trial, and received that, but have since discovered that Hydroxatone have taken the above amount from my account, without my authorisation. I have not ordered any other products from them.
I have emailed the company on their website and requested that they refund my money, but so far, no reply from their customer support.
I have been to my bank, and they have advised closing my account. Fortunately they have arranged a visa refund for me, but this company should be called to account for their dishonest practices. I see that I am not the first to fall victim.

Complaint Title: Hydroxatone AM & PM - False Advertising for \$92.14 on 09/27/2011

Submitted by
Anonymous
on 09/26/2011
Complaint #22730

sent for free sample mth later they took \$92.14 out of my bank account . i did not give these people my permission .

▼ Sample Comments from the Group Members

From Report: ACM*Hydroxatone - False Advertising for \$74.00 on 10/21/2011

Submitted by
anned
on 10/25/2011
Comment #5454

My first report should be cancelled as I wrote the amount in GB pounds.

From Report: Hydroxatone - False Advertising for \$79.00 on 01/01/2012

Submitted by
Hydroxatone
on 03/06/2012
Comment #20183

Hi there, we are sorry you did not have a great experience but we wanted to clarify that Aqualift and Vitaderm are NOT Hydroxatone products. Those companies are not affiliated with us and we recommend calling their customer service numbers, which you can probably find next to the charge on your credit card billing statement.

From Report: Juveneue and Hydroxatone - False Advertising for \$270.00 on 01/01/2012

Submitted by
paul
on 02/10/2012
Comment #16489

Hve packed up the 3 consignments and returned to sender with proof of charges to be refunded.The postal service has not returned to me after more than a month so I assume the consignment is with the originator.

From Report: Hydroxatone - Unauthorized Charges for \$90.28 on 09/29/2011

Submitted by
Hydroxatone
on 10/11/2011
Comment #4727

Hi there.

Hydroxatone offers a risk-free trial. We do this to give customers a chance to try our products before buying them. We are sorry your experience was not what you expected and we really hope you give our products another chance. Our risk-free trial comes with a 30 day money back guarantee. This means, if you aren't satisfied with your results, you can call our customer service and return the products to avoid being charged for the merchandise. In your case, you could call and let us know you did not receive your products. It is our goal that our customers have a positive and rewarding experience with both our products and our service.

We're also sorry that we have been experiencing some difficulties with our international phone lines. This issue has been resolved. If you have any further questions please, please contact us using the information below:

USA/Canada (800) 672-2259 (8 am – 10 pm EST)
Australia (0011) 800-2358-7491 (24 hours)
New Zealand (00) 800-2358-7491 (24 hours)
Great Britain (00) 800-2358-7491 (24 hours)

You can also email me directly at socialmediasupport@hydroxatone.com to let us know how we can help.

Please note that some mobile phone carriers do not allow toll free 800 numbers to the USA to connect. We suggest using a landline if you are having trouble with your mobile carrier.

From Report: Hydroxatone - Unauthorized Charges for \$94.09 on 11/12/2011

Submitted by
Moneymoneymoney
on 11/16/2011
Comment #6911

Seems related to:

<http://www.scambook.com/report/view/34493/instfrhealth.com-clearwater-fl-Unauthorized-Credit-C>

<http://www.scambook.com/report/view/35847/hydroxatone-bellaplex-Unauthorized-Credit-Card-Charge-for-665.00-on-11-03-2011>

[http://www.scambook.com/report/view/36029/EPM-Advanced-Wrinkle-\(HYDROXATONE\)-Unauthorized-Credit-Card-Charge-for-94.09-on-11-12-2011](http://www.scambook.com/report/view/36029/EPM-Advanced-Wrinkle-(HYDROXATONE)-Unauthorized-Credit-Card-Charge-for-94.09-on-11-12-2011)

From Report: Hydroxatone Juveneu - False Advertising for \$180.60 on 10/08/2011

Submitted by
Hydroxatone
on 10/19/2011
Comment #5147

Hi there.

I just want to clarify that Juveneu is NOT affiliated with Hydroxatone in any way. You can always visit hydroxatone.com to be sure you are getting our own offers.

As for Hydroxatone, we offer a risk-free trial. We do this to give customers a chance to try our products before buying them. We are sorry your experience was not what you expected and we really hope you give our products another chance. Our risk-free trial comes with a 30 day money back guarantee. This means, if you aren't satisfied with your results, you can call our customer service and return the products to avoid being charged for the merchandise. It is our goal that our customers have a positive and rewarding experience with both our products and our service.

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help.

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From Report: Hydroxatone - False Advertising for \$0.00 on 10/10/2011

Submitted by
Hydroxatone
on 10/12/2011
Comment #4785

Hi there.

Hydroxatone offers a risk-free trial. We do this to give customers a chance to try our products before buying them. We are sorry your experience was not what you expected and we really hope you give our products another chance. Our risk-free trial comes with a 30 day money back guarantee. This means, if you aren't satisfied with your results, you can call our customer service and return the products to avoid being charged for the merchandise. It is our goal that our customers have a positive and rewarding experience with both our products and our service.

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From Report: Hydroxatone - Unauthorized Charges for \$44.59 on 08/15/2011

Submitted by
MaureenHolley
on 08/19/2011
Comment #2310

I am always on the look-out for a bargain so I thought I was onto a winner when this anti ageing cream came up for free so I thought go for it, little did i know that by only paying postage with my bank card that they would use those details to take money out of my account without my authorization so be aware be VERY aware when buying anything on line even if they say its free

From Report: Hydroxatone - Unauthorized Charges for \$69.95 on 08/24/2011

Submitted by
Ivette
on 08/30/2011
Comment #2811

we are going to help you and not get your money taken away again

From Report: Hydroxatone - False Advertising for \$88.66 on 11/07/2011

Submitted by
Hydroxatone
on 11/17/2011
Comment #7033

Hi there.

Hydroxatone offers a risk-free trial. We do this to give customers a chance to try our products before buying them. We are sorry your experience was not what you expected and

we really hope you give our products another chance. Our risk-free trial comes with a 30 day money back guarantee. This means, if you aren't satisfied with your results, you can call our customer service and return the products to avoid being charged for the merchandise. It is our goal that our customers have a positive and rewarding experience with both our products and our service.

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