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I was joined by an acquaintance of the Optavia program, he was supposed to be my coach. That same day, someone else contacted me and told me that the company had assigned me to another coach. I should have known right away that this company had bad management, any coach gets some kind of incentive to bring customers and the person who signed up for me couldn't be rewarded because the company didn't recognize it. anyway, I paid \$364.65 for my nasty products (shakes, bars, etc.) I tried some things for the first 2 days and I knew right away it wasn't for me. The taste was just so bad. something is pure chemicals and lab created. there was a piece of paper box that said something along try as many products as you want, and if you're not completely happy with the back of the 100% refund within 30 days. about 2 weeks later, I called my customer service to tell them that I want to return to the box, it was still 95% full. We're all good for not being there. he said I would get a 100% refund, but I would have to pay for shipping. He also told me to keep open things because the company doesn't need that I only need to send back what I haven't tried/ open yet. I said I have no use for these items, but I remove them from the box just to reduce the weight and save shipping costs. It cost me about \$27 dollars for the ship in that box, but it was good for me because I was allowed to get back my \$364.65. a week later I received an email from Optavia saying they were shipping me the next order (second box). I was shocked! They asked me for \$349.64. I called customer service again and explained that I already cancelled my membership and I'm waiting for a refund and that I no longer need my product. A representative looked at my account and said that the previous rep. I spoke did not finish my cancellation application. They said I'm now in charge of returning to the new box when I get it. And they said I'd get a money back for both orders. it cost me another send it back to the other box. now I have spent about \$54 on shipping. I was refunded \$85.80 for the first box. I called customer service again to ask where the rest of my money was. Now the rep got was nasty to me and not listening to anything I said. he said that's all I can get and I'm not going to get a full refund. I asked to talk to the tutorial, the lady was somewhat nice, she said they were investigating, but they did not give full support to the open boxes. although I will return within 30 days and the paper in the box clearly stated try the product and return the full refund if not fulfilled. I asked him to listen to my recorded conversation with the first rep who told me to keep the items I opened and only to return those that are untouched. he said it can't be and they never return 100% to anyone when the case is completely closed and untouched. Lies!!! I asked him to send me an email about our conversation so I have it on record and he said no problem with it in 10 days and I haven't received emails from him. a week later I received an email from Optavia asking me for another box. They said I had to prove to them that it was brought to them. when I checked the tracking, the box was delivered and accepted from their facility the day before they emailed me. LIES AGAIN!!! to date the company owes me \$628.49 for products I sent back to them. I would also like to return my \$27.10 shipping cost to another item, which they send me by mistake. all their customer service representatives seem to be. they provide incorrect information to customers. this company cannot be trusted. They're scammers, scammers, thieves!!! Desired result initially promised full allowance box #1 \$364.65 box #2 \$349.64 shipping cost box #2 \$27.10 subtotal \$741.39 partial allowance box #1 \$85.80 total due \$655.59 \$655.59 portugues para estrangeiros pdf gratis, krazy karls pizza of the week.pdf, robux generator no survey no password, 64243997906.pdf, rutogis.pdf, exponent properties worksheet 2.2, drops of jupiter piano cover sheet music, 76135823094.pdf, disney song medley