



FEDERAL TRADE COMMISSION

# Consumer Report to the FTC

FTC Report Number:

119958307

**The FTC cannot resolve individual complaints, but we can provide information about next steps to take.** We share your report with local, state, federal, and foreign law enforcement partners. Your report might be used to investigate cases in a legal proceeding. Please read our Privacy Policy to learn how we protect your personal information, and when we share it outside the FTC.

## About You

**Name:** Abhinav Tyagi**Email:** abhinavyagi@yahoo.com**Address:** 8, Jalan Sri Jati 3, Taman Sri Jati**Phone:** 601161617589**City:** Kuala Lumpur **State:** 248 **Zip:** 58200**Country:** MYS

## What Happened

Dear Sir, I am presently based in Malaysia and purchased certain medications on luckyvitamin.com on Apr 20th 2020 (Order # LV17808372) for a patient and these have not been delivered even as of today (26 Jun). Customer service is disowning the delivery stating that the parcel was only guaranteed to be delivered at the port of entry of my country (Kuala Lumpur, Malaysia). How do they believe the the parcel would reach me? This has been a super frustrating experience. I have checked with local DHL, customs and local post office (Pos Laju) and they have all advised me to connect with seller but Luckyvitamin customer support is unable to support. Going back and forth on this for past 2+ months. It has been the most frustrating and disconnected customer experience ever. Just today, I have received a message from them stating that the customs deptt. in Kuala Lumpur have returned the items. Customs never returns or delivers products - they either confiscate them or release them to the delivery agent. The value of purchase was \$34 but I am not the only one. On their Facebook page, there are dozens of complainants with similar complaint - most are from foreign countries. Several complainants have purchased over \$200 worth of goods. Hope we can get some resolution to this. Thanks & regards, Abhinav Tyagi Mobile: +6011 6161 7589 WhatsApp: +91 9711105935

## How It Started

Date fraud began:	Amount I was asked for:	Amount I paid:
04/20/2020		34
Payment Used:	How I was contacted:	
Bank Account Debit	I Initiated Contact	

## Who Is Your Complaint About

<b>Company/Individual 1</b>		
<b>Name:</b> LuckyVitamin.com		
<b>Address:</b> 555 North Lane, Suite 6050		<b>Apt/PO Box:</b>
<b>City:</b> Conshohocken	<b>State:</b> PA	<b>Zip:</b> 19428
<b>Email Address:</b> lv.support.staff@luckyvitamin.com		
<b>Phone:</b> 188-635-0474		
<b>Website:</b> <a href="https://www.luckyvitamin.com">https://www.luckyvitamin.com</a>		
<b>Representative:</b> Jesmine M		