

100% Money Back Guarantee is NOT true

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by Darwin Rod

Rated 1.4 / 5 | 241 reviews



Darwin Rod

1 review

📍US



Updated Aug 25, 2023

My wife has bad arthritis in her knees. We have had a hard time finding anything that will help give some relief from the pain. So after watching the video on Heal-n-Soothe with their 90 day 100% Money Back Guarantee, we decided to give it a try. As you go through placing your order, they show you other products (Super Joint Support, My Daily Collagen, and Rub on Relief). They say when used with Heal-n-Soothe you will get more relief. All these additional products come with a 90 day 100% Money Back Guarantee. So we purchased more than enough of each of these products to last the full 90 days by taking advantage of their bulk order offers. My wife worked her way up to taking 9 pills a day of Heal-n-Soothe as recommended. She took the recommended amount of the other 3 products, too. After 80+ days of taking these products, my wife didn't see any relief in her arthritis pain. We understand that certain types of medications don't work for everyone. That is why we liked their 100% Money Back Guarantee. So, I call their customer support number within the 90 days to get our money

back. The person was very nice, took my information, provided information on how to return the unused products, and said it would be 7 to 10 business days after they received the products to get our refund. After a few weeks, I get an email about our refund. To our disappointment, we would only receive about 50% of our money. I called customer support again. This time the agent wasn't so nice. He mentioned their website states they only give refunds for the unused products. I told him that is not what their video or their ordering websites say. I told him I have screen shots of their ordering websites with their 90 100% Money Back Guarantee statements and in none of them are there any type of notation for the "small print" to tell you about the true refund policy. I asked to talk to his manager and that is when he hung up on me. I called back and talked to a different agent who told me a manager would be calling me back. That hasn't happened. So, if you are planning to try Heal-n-Soothe or any of their other products because of the 100% Money Back Guarantee, DON'T!!!!

Updated response to Steve's (HBI) reply on 8-25-23:

Steve, I received emails from HBI about the additional refunds, thank you, but it is still not a 100% refund of the 4 above products we ordered. Also, the "90-Day 100% No Risk Money Back Guarantee" information you provided is not what is provided as you go through the ordering process. None of the products listed anything about single or multiple bottle returns. If it did, I would not have ordered the 4 products because it would not be a true "100% No Risk Money Back Guarantee". When you view the video and start the Heal-n-Soothe ordering process, you are given an offer to "buy 3 and get 2 free" for \$147. (I have not received a refund for these bottles.) On this webpage you are provided the following "90 day 100% No Risk Money Back Guarantee":

"When you take Heal-n-Soothe everyday for 90 days, I guarantee you'll feel the difference. If your joints don't being to feel any improvement or if you're not happy for any reason, just let me know and I'll refund 100% of your money. No questions asked. Just call the 24/7 customer service number or cancel online. You don't even need to return the empty bottle. I guarantee you'll love the way you'll feel with Heal-n-Soothe or you'll get your money back."

Next you are presented more information about Heal-n-Soothe "loading dose levels". For the additional bottles we ordered, we will be receiving a full 100% refund for these bottles based on the email we got today. Thank you.

As you continue with your order, you are presented offers for Super Joint Support, My Daily Collagen, and Rub-On-Relief. All these products have similar "90 day 100% No Risk Money Back Guarantee" except for the not having to return the empty bottle section. Again, none of the products mention anything about single or multiple bottle returns. If I had enough space on this platform, I would have listed each "90 day 100% No Risk Money Back Guarantee".

Based on the HBI emails today, we will be getting our full refunds for Super Joint Support and Rub-On-Relief. Again thank you for these additional refunds. Now we would appreciate it, if you can work on getting us the \$64 remaining refund for My Daily Collagen and the \$147 refund for the "buy 3 and get 2 free" Heal-n-Soothe offer.

Date of experience: August 10, 2023



Reply from Healthy Back Institute

Aug 25, 2023

Hi Darwin,

We have reviewed the return and what we received back was what was included in your refund.

We did note an error in the amount refunded in the prorating process, so an additional amount was refunded based on what was returned. You should see that returned to your card in the next 7 to 10 business days.

Our returned inventory showed the following:

3 unopened Heal-N-Soothe, 1 opened for a total of 4 - refunded 11 originally ordered

3 unopened Super Joint Support, 1 opened for a total of 4 - refunded 6 originally ordered

1 My Daily Collagen opened -refunded 3 originally ordered

2 unopened tubes of Run on Relief and one opened for a total of 3 - refunded 6 originally ordered.

an additional purchased but not returned was the heating pad.

As stated in our 90-day money-back guarantee, for multiple-item orders, we will refund the unopened, unused product.

In your case, we went ahead and refunded the opened product as well.

The 90-day Money Back Guarantee literature from our Heal-N-Soothe is below, each product has the same literature:

90-Day

100% No Risk

Money Back Guarantee

We guarantee you'll love Heal-n-Soothe or we'll refund your money.

If you're not happy for any reason, simply return Heal-n-Soothe within 90 days of your purchase date for a full refund, less shipping. No questions asked.

For Single Bottle Returns

Simply return your bottle, even if it's completely empty, and you'll receive your full purchase price, excluding shipping.

For Multi Bottle Returns

Return all your bottles and you'll receive a prorated amount based on the number of unopened bottles returned, excluding shipping

Thank You,

Steve, Director of Client Services

The Healthy Back Institute

