

Acknowledged By: Charity Middleton

From Email: cmchervin@gmail.com

On This Date: 7/26/2023 3:52 PM

Summary

CoolSculpting				
Service	Area(s)	Sessions/ Units/ Cycles	Duration/ Month	Price
CoolSculpting	CS - Body Confidence - 3 Areas (6-7 Cycles)	0	12	\$0.00
CoolSculpting	CoolSculpting Cycle Units	6	6	\$3869.00
CoolSculpting Total				\$3869.00

LTG				
Service	Area(s)	Sessions/ Units/ Cycles	Duration/ Month	Price
LTG	CoolSculpting LTG	0	9	\$0.00
LTG Total				\$0.00

Lifetime Guarantee Membership				
Service	Area(s)	Sessions/ Units/ Cycles	Duration/ Month	Price
Lifetime Guarantee Membership	Lifetime Guarantee Membership	0	12	\$299.00
Lifetime Guarantee Membership Total				\$299.00

Subtotal \$4168.00

Tax \$0.00

Total Amount Due \$4168.00

<image002.png>

From: Charity Middleton <cmchervin@gmail.com>
Sent: Tuesday, August 8, 2023 9:44 AM
To: Middleton, Charity <CMiddleton@virtua.org>
Subject: [EXTERNAL] Fwd: Ideal Image

****WARNING**** This email did **NOT** originate from inside Virtua.

Please **STOP** and **ANALYZE** before opening attachments, clicking on links, or providing any information.

This Message Is From an External Sender

This message came from outside your organization.

Report Suspicious

Sent from my iPhone

Begin forwarded message:

From: Cody Whorley <cody.whorley@idealimage.com>
Date: August 8, 2023 at 9:43:02 AM EDT
To: cmchervin@gmail.com
Subject: Ideal Image

Good morning!

Please send me any documentation that you have to support your claim of trying to cancel your contract to this email.

Thank you!



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From: Charity Middleton <cmchervin@gmail.com>
Date: July 28, 2023 at 9:54:21 AM EDT
To: Young Chung <yoonyoung.chung@idealimage.com>
Subject: Re: Let's do this!

I have changed my mind about getting this procedure done. I saw a plastic surgeon who gave me an alternative and informed me that most of my problem is skin removal. Please cancel my appointment and my account.

Thank you.

Charity Middleton

On Jul 26, 2023, at 3:51 PM, Young Chung <yoonyoung.chung@idealimage.com> wrote:

Hi Charity,

I am so excited for you and this treatment plan that we put together! Also, what an amazing self-care gift, GO YOU!!

I wanted to take a moment and personally thank you for picking Ideal Image. We know that you have a lot of options when it comes to medical aesthetics, and we are honored to have earned your business.

It is our goal is for you to be a part of the Ideal family, forever.

Please remember- I am your dedicated contact for all things beauty. Should you need anything at all, **please feel free to skip the lines and reach out to me directly...** I work hard for my personal clients and I'm here if you need ANYTHING!

AND don't forget about your family & friends. If you refer anyone to me, I will give you each a discount on your next purchase with us. #score

A few reminders for you before your appointment...

1. Please download the Ideal Image App and register with your email - you will be able to fill out your medical information prior to your upcoming treatment (so we can skip the old school paperwork AND save the planet woooo). You can also view upcoming appointments and reschedule if necessary.

2. Please arrive 5-10 minutes prior to your scheduled appointment- we run a tight ship and appreciate you working with us to keep it that way!
3. If you purchased skin care, it will be delivered in 3-4 business days in an Ideal Image labeled box.
4. If you purchased Fillers/Botox/CoolSculpting, you could earn the Alle rewards points. Please use the link below and register.
5. Pre/Post care instructions are attached for you to review.

★ Allē (loyalty points program for iPhone)-

<https://apps.apple.com/us/app/all%C4%93/id720207987>

★ Allē app (loyalty points program for google play)-

https://play.google.com/store/apps/details?id=com.allergan.bd.bdmobileapp&hl=en_US&gl=US

★ Ideal Image app (iPhone) - <https://apps.apple.com/us/app/ideal-image-medspa/id1561073933>

★ Ideal Image app (google play)-

https://play.google.com/store/apps/details?id=com.mysalesforce.mycommunity.C00D36000001Emx4EAC.A00T1Q000000XZAIWA4&hl=en_US&gl=US

Welcome to the Ideal Image Family.

All the best,

<Outlook-osdqrfrwx.png>

Young Chung

Aesthetic Consultant | Ideal Image

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<CoolSculpting Post-Treatment Instructions.pdf>



File a Complaint

STEP 1

Tell us about yourself

STEP 2

Tell us about your complaint

STEP 3

Review and submit your complaint

Please mail your complaint to the BBB below.

0653

BBB of West Florida

2655 McCormick Drive, Clearwater

The following is a complaint with Ideal Image (1 N Dale Mabry Hwy STE 100A,, Tampa, FL):

Issue

- Your complaint has been submitted. If you'd like to file another complaint against this business, please reach out to the BBB directly.

First name: Charity

Last name: Middleton

Email: cmchervin@gmail.com

Phone: 9083045359

Street address: 175 Madison Ave

State: NJ

City: Mount Holly

Zip: 08060

Country: USA

Description of complaint:

I agreed to membership and coolsculpting package on 7/26/2023 and then I changed my mind within the legally contracted agreement time and Ideal image still did not cancel the agreement. The only reason why I found out that I wasn't cancelled is when I got an appointment reminder followed by a bill. I provided proof to Cody Whorley. I sent him several emails with no response. I can send those emails as well if you need them. I called Fortiva (the company that gave me the loan for the cool sculpting) and they informed me that they paid ideal image in full immediately for the services that I never received. This company is so dirty. You can't get an appointment with them until everything is paid up front. I called in late July and I was scheduled for late September. It was

definitely not explained to me properly AND I withdrew my interest within the legally binding contractual agreement.

Desired settlement:

Refund

Money paid to business:

4,168.00

Additional Information

- Occurred in the last 12 months

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