

Matter #: FF4028-19

Activity Note From Matter Management

Respondent: ALLPUFFS.COM

Complainant: [REDACTED] JENNIFER

Date Entered:	Author:	Date Due	Tickle Date	Activity Type
08/13/2019	k3s	00/00/0000		Opened Matter

Activity Description: Online Complaint entered in the system on this date

Text: My son, aged 14, was able to buy an e-cigarette, and e-cigarette liquid online from allpuffs.com with a prepaid debit card. This company is based out of Ohio and sells their products online. Attached is the receipt we found for the e-cigarette liquid. We found several videos of him using the e-cigarette and the liquid. Needless to say, we, his parents were shocked and outraged! These products are highly addictive and should not be sold online to anyone who cannot prove their age. If my son were to try and buy them in a convenience store here in Portland, he would be asked for Photo ID - and if he was not old enough, he would not be able to buy them. When I called and spoke with allpuffs.com Customer Service department, I was told that because the company had an "attestation button" asking for the mobile user to verify their age (over 18) that they are free of any wrongdoing (that's apparently all they have to do to comply with the law). Again, this is outrageous. My son spent weeks vaping this product before he was caught by me and his dad. I was also told that if a customer account uses a pre-paid debit card for buying products twice in a row, that allpuffs.com will flag that account and ask for a photo ID as proof of age - but this doesn't happen until AFTER the first purchase of their product. They only require Photo ID after the first purchase has gone through if using a pre-paid debit card. Kids know this, and end up going to multiple sites for their "first purchase" in order to get around these restrictions and not get caught. So any child with a pre-paid debit card can go online, click the attestation button, and get e-cigarette/vaping products easy as pie. These companies are acting like the old drug dealer expression "the first one's free" - they setup the online buying that way to intentionally get young people addicted to nicotine and the harmful chemicals present in these products without requiring any proof of age. I would like someone from your office to call me back about this situation and explain to me what you are going to do about it. I would like to request legislation that any online purchases of e-cigarette products be accompanied by state issued photo ID that proves the buyers age. Thank you for reading this.
-Jennifer [REDACTED] Portland OR [REDACTED] (cell - available any time for a call)