

This Business is not BBB accredited

Julian Bakery

Phone: (800) 982-7323 5621 La Jolla Blvd, La Jolla, CA 92037 <http://www.JulianBakery.com>



On a scale of A+ to F

Reason for Rating

BBB rating is based on 16 factors.

Factors that lowered the rating for Julian Bakery include:

29 complaints filed against business

6 complaints filed against business that were not resolved

Factors that raised the rating for Julian Bakery include:

Length of time business has been operating.

Response to 29 complaint(s) filed against business.

BBB has sufficient background information on this business.

Consumer complaints allege non delivery of products and customer service issues. Several consumers allege non delivery of ordered products, within the time frame specified. Some consumers have been promised delivery within 7-14 business days and have waited over 30 days for their orders. Most consumers allege difficulty reaching the company for status of their order and refunds. As of October 4, 2012, the company has notified the BBB that they ship orders within 7 to 14 business days and offer email, fax and a toll free number for consumers to call. The company also indicates they have had substantial growth within the last three months and have hired more customer service employees to help with their growth.

08/06/12

Complaint: I placed an order with this company on June 29th. It is now July 30 and I still have not received my order. They sent me a tracking number on on July 17 on an invoice that they dated July 30. The tracking number still says that the item has never been shipped. When I try to contact the company no one ever answers the phone and they do not respond to my emails. They did respond to my first email after I hadn't received the product after two weeks when it clearly said 7 to 10 days delivery. So not going on 30 days and they have not returned anymore emails. The one email they did respond to all they could say is it's worth the wait. To me that is terrible customer service when they guarantee shipment in 10 days. I'm furious and I feel like this is either a fake company or they are just completely ripping me off by not sending my shipment. I don't know what else to do.

Desired Settlement: I would like a full refund of shipping charges and everything of \$16.93

Business Response: We of course can issue you a refund and cancel your order. Sorry for the delay but we got a land slide of orders all at once which caused some shipping delays.

You will see a credit to your card in 3 to 4 business days!

Thank You,

***** / VP

Julian Bakery

08/07/12

Complaint: Ordered 2 loaves of Paleo Bread. Mandatory to pay for 2 day/Next day air since they are baked fresh with no preservatives. Ordered June 29, got an email with an invoice & tracking number on July 18 stating that my product had been shipped. I expected it at the latest Friday, July 20. I checked with my tracking number & it never

worked ever. Did not receive anything so called & left voice message & email July 23 & 24 asking for update. Received no response. Finally received my product on July 27. Bread was gross. Soggy, yucky, & did not taste good at all. Emailed again & said I was not happy & will file complaints where I can & they did reply back asking what the problem was. I again told them. No response since then & that was Aug 2. This company has the worst customer service I have ever encountered. I would like a refund of my money & they have not responded at all. They have completely ignored my complaint.

Desired Settlement: I would like a refund of my money. I was not happy with the product nor service. I paid for 2 day shipping & didn't get it for 7. The product was disgusting.

Business Response: We do apologize for your order arriving in that condition.

I went back and searched for your e-mail and it has been sorted into our spam folder for some reason.

We would be more than glad to send a replacement out today for delivery on Thurs or we can provide a prompt refund as we want you to be happy.

Thank You,

Julian Bakery

08/08/12

Complaint: I ordered bread from Julian Bakery on July 7, 2012. They debited my bank account on July 9, 2012 for \$61. I never received an email from them about the order until July 23, 2012, which said that my order was processed and showed a ship date of July 23rd and a delivery date of July 25th via UPS 2-day service. As of today, July 31, 2012, I have yet to receive the bread. When I check the tracking number provided, it shows that UPS has still not received the package from Julian Bakery. I have repeatedly called and left messages to return my call, as well as emails to JB to try to obtain an update. Only one time has a person called me from Julian Bakery, and that was last Monday, July 23, 2012. Since I had gotten the tracking email that day, I released that person from the call, thinking (wrongly) that the matter was resolved.

Desired Settlement: I would like to receive the bread I ordered. Failing that, I would like a refund.

Business Response:

We bake and ship orders fresh within 7 to 14 business days as was outlined when checking out and on your confirmation e-mail. We ship orders

to arrive within two days from the time of shipping. (We Do Send Tracking Information Once Shipped) Upon Arrival our bread last 2 weeks in the

fridge or 3 months in the freezer. We normally ship orders within 2 to 3 business days. Your order is shipping with UPS 2 Day Service today 08/01

for delivery on 08/03 UPS Tracking # ***** We do apologize for the delay and we know you will love the bread.

Thank You!

08/14/12

Complaint: I ordered 3 Almond bread loafs and 3 coconut loafs of bread from Julian Bakery on July 1, 2012. It took an exceptional amount of time for me to receive the product. I had received an invoice on July 16 stating the ship date would July 18, 2012 with a 2 day ups shipping, because it is perishable, tracking number. The product did not finally ship until July 25 and did not arrive until the following Friday. I had attempted to contact Julian Bakery via email about the shipping delay and got an canned/auto response. Finally the bread arrived. Since it was perishable I put 5 in the freezer and one in the fridge. Saturday at lunch I attempted to try a piece of the coconut bread. It was extremely

soggy, moldy, and smelt as if it had spoiled. I thawed out an almond loaf and it too had similar looking mold and smell. I tried contacting the company via email, phone, and Facebook posts (which get deleted), and Facebook messages. I have not received a reply to any of them.

Desired Settlement: I would like to have replacement loafs, which are fresh and non-spoiled and in a timely matter.
Business Response: We are sorry your order arrived in that condition and will of course send a replacement today 08/07 for delivery on 08/09.

Your replacement order # is *****

Thank You,

Julian Bakery

08/30/12

Complaint: We purchased six loaves of Paleo bread from Julian Bakery by mail. The bread was soggy and with a chemical smell, and completely unedible. We attempted to contact them by phone and through emails. They would not return our calls after several attempts. We understand the Paleo line was just recently added to their offerings and they may not be aware of it's quality. Other customers should be warned of this before ordering it by mail. Is it possible they are out of business? By the way this bread sells for \$7.99 a loaf plus \$15 for shipping.***** *****] and **** *****

Desired Settlement: We would like a response from them as to how they will handle this. We feel a refund is due to the fact we could not eat this bread.

Business Response: ***** & ****,

Business Response: We apologize for not being able to get in contact with you sooner to replace your product. We have had a large increase in business as are trying our best to keep up with demand. We have hired many new employees into customer service to help. I am sending your information to ***** and she will setup a prompt replacement this coming week.

Thank You,

Julian Bakery, Inc.

09/04/12

Complaint: I ordered 4 different kinds of bread from the Julian Bakery website. Their advertisement stated that they will ship everywhere in the USA. This is the email I received: "The Julian Bakery is proud to offer flat rate shipping. Place you order today for 6 or more items and receive UPS 2 Day for a flat \$15 (Order 6 or 100+) and your order will ship for \$15.00. If you live on the West Coast UPS Ground is \$5.95 go to <http://www.julianbakery.com>"The total cost of my purchase was \$62.94. Today is August 24th and i have emailed and called and emailed again receiving only one initial update, please see below an email sent in responce to my status request on 7/15/2012: JULIAN BAKERY: "We bake and ship orders fresh within 7 to 14 business days as was outlined when checking out and on your confirmation e-mail. We ship orders to arrive within two days from the time of shipping. (We Do Send Tracking Information Once Shipped) Upon Arrival our bread last 2 weeks in the fridge or 3 months in the freezer. We normally ship orders within 2 to 3 business days but due to an overwhelming demand we anticipate your order will ship this coming week on or before 7/18 for delivery on 7/20 with UPS 2 Day Service.- Thank you for your patience with our small but growing bakery as our bread is worth the wait.Thank You!On Sun, Jul 15, 2012 at 11:31 AM, ***** wrote:Hi Julian Bakery -I've been under impression that I ordered several kinds of breads from you over a week ago, and the shipping was to be delivered in 2-3 days because you're sending to the East cost from the West Coast... I have not received any notices nor bread. Please review if my order simply didn't go through.

The order was placed on June 29, 2012 via Pay Pal in the amount of \$62.94. The shipping address was indicated as:
** ***** ***, ***** ** *****"Thank you, ***** *****"Here is a proof of the Transaction Details from
PayPal: 6/29/2012 Express Checkout Payment Sent : Julian Bakery USD -62.94 ID: *****

Desired Settlement: I would like to receive the bread or receive a complete reimbursement of \$62.94 by 8/29/2012 (Wednesday)I could have used the money to buy traditional *** or ***** gluten free breads without wasting my \$\$ on Julian's Bakery. This \$\$ could also have been sitting in my Savings Account accumulating interest.I have Celiac disease and can only eat gluten-free bread. It's a pity that Julian Bakery provides lip service to those of us that put a trust in their product/advertising

Business Response: We apologize for not shipping your order and have found your order did not download into our shipping software. We will bake and ship your order fresh today for delivery on Wed. Tracking information will be sent shortly. We will also include a free loaf. If you have any questions please contact

09/06/12

Complaint: After ordering a product, I requested that it be shipped after a certain date since I would be away on vacation. My request was ignored and upon arrival home, the product had been delivered and was molded. I asked for a refund and did not receive any response.

Desired Settlement: I would like to receive a refund for the product.

Business Response: Please contact ***** as she can take care of your customer service request.

Thank You,

09/11/12

Complaint: Ordered 16 loaves of bread on 8/14/2012 and paid extra for 2 day shipping. My credit card was charged 142.84 on the 14th. Inquired about it on 8/20 they emailed back saying probably will send out this week otherwise very latest it will be shipped is 8/29. So 8/29 I emailed, then later called them again for tracking number. No response. 8/30 emailed and called with request to call me back. No response. I emailed and called again late 8/30 and again on 8/31. No response. My last phone messages and emails I left I told them I wanted a full refund. They have taken my hard earned money and are unwilling to make a simple phone call or email. Are there not laws in California about stealing?

Desired Settlement: I want my money back.

Business Response: *****,

Business Response We bake and ship orders in 7 to 14 business days. Your order was scheduled to ship on 09/05 as planned.

We will cancel and refund your order unless you e-mail ***** other instructions.

As you know

Sale # *****

Thank You,

09/13/12

Complaint: I placed an order with Julian Bakery on August 18, 2012 for 6 loaves of bread and 2-day shipping, as I have done for the past year. My Visa account was charged immediately. Delivery of the product was promised in 7-14 days. It is now September 7, and I still don't have my order. I have emailed twice and left messages, which roll over to voice mail with no response. I just want the products I paid for and will never order from them again.

Desired Settlement: I want the products I paid for with the shipping charge of \$15 refunded.
Business Response: We will make sure your order ships by Wed for delivery on Friday of this Week.

Customer Information:

Daytime Phone: *****
Evening Phone: *****
E-mail: *****

Thank You!
Consumer Response:
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID *****, and find that this resolution would be satisfactory to me. I will wait for the business to perform this action and, if it does, will consider this complaint resolved.
Regards,

09/17/12

Complaint: I ordered bread online. The web page indicated that the product would ship in 7-14 business days. When I did not receive shipping information, I sent multiple emails. All had auto responses. Finally was told the bread would ship by 8/17/12. It is now a week into September and I have no word on when the product will ship. If they cannot deliver a product in a reasonable amount of time, that being the time frame the company outlined, then I should not be charged until the product actually ships. They have kept payment for a product that is not being delivered, and has in fact passed two ship times outlined by the company.

Desired Settlement: Refund my credit card and cancel the order.
Business Response: Your order has been refunded and you will see a credit to your card in 3 to 6 Business Days. We apologize your order did not get shipped as orders usually ship in 3 to 7 Business Days.

Order Info:

** *****
E-mail: *****

Thank You,

09/25/12

Complaint: I ORDER THIS BREAD FROM THERE WEBSITE ON AUGUST 19 2012 THEY CHARGE MY CREDIT CARD AND I NEVER RECIEVE MY BREAD ... I TRYED EMAILS I HAVE CALLED AND STILL

NO ANSWER I POSTED A COMMENT ON THE FACEBOOK SITE AND THE REMOVED IT IN 15 SECOND IM ASKING FOR MY 34.76 \$ TO BE REFUND MY ORDER # ** *****.... I ORDER THIS BREAD FOR ME AND MY SON I AM A DIABETIC AND I WANTED TO START MY SON ON THE RIGHT FOOT

Desired Settlement: 34.76 \$Dear ***** ***** ,Thank you for your order from www.julianbakery.com.Your invoice number for this order is *****.Please retain this invoice number for reference information.You have ordered the following:Qty Description Unit Amount-----2 (LC-008) Carb Zero -Bread -Regular \$7.99 \$15.98 (Orders Ship within 7 to 14 Business Days) * Weight: 1.50 lbs. each1 (LC-002) Smart Carb #2 (Cinnamon \$7.99 \$7.99 Raisin) * Weight: 1.50 lbs. each-----
----- Total Shipment Weight: 4.50 lbs. Subtotal: \$23.97 Order Discount: \$-5.00 UPS 2nd Day Air: \$15.79 Total:
Business Response: Your order will be refunded.

Customer Information:

Daytime Phone: *****
Evening Phone: *****
E-mail: *****

Order # *****

Thank You,

09/28/12

Complaint: I purchased and received 2 loaves of their bread, "Paleo Bread - Coconut, Gluten Free", both loaves were undercooked, every slice except for the end pieces contained splotches of undercooked dough. This bread was not temperature checked before leaving the kitchen, packed, and sold to me. This bread most likely contains bacteria and is not safe for consumption. I have reported the bread to Julian Bakery by e-mail and VM and am awaiting their response. This product, if eaten, could give a person a food borne illness.

Desired Settlement: My order consisted of 4 loaves of bread in all, the other 2 loaves have not yet been checked, but were of the same order. The total cost of my order came to \$50.89 including the shipping and handling, and I am requesting a full refund.

Business Response We will process a refund for you and apologize your order did not arrive properly. You will see an refund back to you card in 3 to 5 Business Days.

Thank you!

Customer Info:

Customer Information:

Daytime Phone: *****
Evening Phone: *****
E-mail: *****

10/19/12

Complaint: On 9-19-12 I ordered 6 loaves of bread from Julian Bakery for \$52.40. It is stp to debit credit cards upon shipment of product, but JB debited account immediatley...red flag one. On Oct 2 I got an email: "Your order has been processed for shipping." with an invalid tracking number...red flag 2. I called 4 times, left messages...no return calls. All they had to do is call (it takes seconds), but nothing. I viewed other's comments on the BBB site and other internet scam sites and it seems JB has had this problem for quite a while but has done nothing to correct it. Absolutely no customer service. When you have an ongoing problem and you don't correct it, it seems you don't really care.

Desired Settlement: Return \$52.40, immediately.

Business Response Per our websites how to order page and when checking out and in the confirmation e-mail it states ALL orders ship in 7 to 14 business days. Unfortunately we did have our oven did break and we did have some delays. I am sending your information over to ***** so we can cancel and refund your order.

***** * ***** * ***** * * ***** ***** * * *****

Daytime Phone: *****
Evening Phone: *****
E-mail: *****

10/30/12

Complaint: Two months ago I ordered Bread from Julian Bakery. Three weeks later I still had not received them. I made numerous calls to them and had spoke to them 5 out of eight times. They assured me that they would refund my money but as my surprise, that has not happened. I did look at the reviews on the Julian website and there were lots of unhappy customers that received the same treatment. Their website offers false advertisement on delivery and it takes and act of God to get a refund. They are scamming everyones hard earned dollars. I know my order was only \$27.00 but when you add up eveyones \$\$ it amounts to alot. This is bad business and people need to be warned of their practices.

Desired Settlement: Thank you for your order from www.julianbakery.com. Your invoice number for this order is *****. Please retain this invoice number for reference information. You have ordered the following: Qty Description Unit Amount-----1 (GF-001) Purity Bread (Net 2 Carbs) \$6.99 \$6.99 * Weight: 1.00 lbs. each1 (LC-011) Paleo Bread -Coconut (Gluten \$7.99 \$7.99 Free) -Orders Ship In 7 to 14 Business Days) * Weight: 1.50 lbs. each-----
Total Shipment Weight: 2.50 lbs. Subtotal: \$14.98 UPS 2nd Day Air: \$12.23 Total: \$27.21

Business Response:
The customer will receive a refund within 2 to 5 business days.
Thank You,

Consumer Response:
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID *****, and find that this resolution would be satisfactory to me. I will wait for the business to perform this action and, if it does, will consider this complaint resolved.

And as to date the company has not completed the refund, just as promised several times.
Regards,

12/10/12

Complaint: I recently ordered several supplements, rice, noodles, and two loaves of Carb Zero bread. I placed the order October 31, and received it yesterday, November 12. The bread is covered in mold. I sent an email to Julian Bakery via their website, and asked them to refund the money for the bread. They responded that they could replace the bread and send me more, and I said that since I am now leaving town for Thanksgiving, that would not be acceptable. I would just like to be credited the cost of the two loaves of bread. I have not received a response.

Desired Settlement: 7.99 x 2 loaves of bread = 15.98.
Business Response: We will process your refund today:

COMPLAINT INFORMATION

Customer Information:

E-mail: *****

The details of this matter are as follows:

Complaint Involves:
Refund Or Exchange Issues

Customer's Statement of the Problem:

I recently ordered several supplements, rice, noodles, and two loaves of Carb Zero bread. I placed the order October 31, and received it yesterday, November 12. The bread is covered in mold. I sent an email to Julian Bakery via their website, and asked them to refund the money for the bread. They responded that they could replace the bread and send me more, and I said that since I am now leaving town for Thanksgiving, that would not be acceptable. I would just like to be credited the cost of the two loaves of bread. I have not received a response.

12/10/12

Complaint: I placed my order with Julian Bakery on October 16, 2012 and paid an additional \$15 for UPS 2-Day delivery. Upon ordering, I was informed they bake each order fresh and my order would be shipped in 7-14 business days. On October 24, 2012, I received an email from Julian Bakery stating my order had been processed for shipping and on October 30th, I received another email with the tracking details of my order. I continually logged onto the UPS website to track my order, but I kept getting the same response: "A UPS shipping label has been created. Once the shipment arrives at our facility, the tracking status--including the scheduled delivery date--will be updated." Finally, on November 1, 2012, I emailed the company asking when I should expect my products. They responded 4 days later with a generic response. Finally on November 14, 2012- 29 days after placing my order- I received my products, which were completely moldy and inedible. I have called the company and left several messages. I also emailed the company with photos of the products upon delivery and have yet to receive a response. Since I did not receive any response from the company, I contacted my bank to reverse the charge. I started a claim against Julian Bakery on November 15, 2012 and the bank gave them 14 days to issue a refund. However, they still did not issue the refund, nor did I ever receive a response from the company. I will be contacting my bank today to move forward with the charge dispute. I am very disappointed with Julian Bakery- not just with their products, but also with their lack of customer support. I think Julian Bakery has extremely poor business ethics.

Desired Settlement: I would like a full refund in the amount of \$64.44.
Business Response: Sorry for all the problems you have had. We will refund your order as of today and a credit will show up on you CC in 2 to 3 business days.

Consumer Response:
Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID *****, and have determined that this proposed action would not resolve my complaint. For your reference, details of the offer I reviewed appear below.

Since I never heard back from Julian Bakery, I decided to move forward with my credit dispute. My bank has credited me in full for my order.

Regards,
*** *****

1/16/13

Complaint: I ordered - via internet - 4 loaves of manna bread on 11/19/12. The money for the bread was taken out of my bank account on 12/21/12. The bread has never shown up. I have talked via phone with csr's who have been unhelpful. One found the order the second one couldn't find the order. I have emailed asking for a refund when a month passed with no one finding the order. My phone calls are not returned - emails are not answered. I have filled out a form disputing this transaction. But, I feel the general public should be made aware that this once very suitable bakery has really gone downhill. There is no customer service. I just want my money refunded.

Desired Settlement: I want my credit card refunded the money of the 11/21/12 transaction
Business Response: *****,

Do you have an order # or the amount you were charged so I can find your order and look into what happened.

Thank You,
Consumer Response:
Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID *****, and find that this resolution would be satisfactory to me. I will wait for the business to perform this action and, if it does, will consider this complaint resolved.

hi - the order number was *****. I never heard back from ***** but I did receive a credit to my bank account. I still think that online customers should be warned about this company.

Regards,
***** ****

5/30/13

Complaint: I ordered 2 loaves of this company's Coconut Paleo Bread for my friend to be mailed under her father's name, *****. The order was placed on May 1st, 2013 online via PayPal. I had to call Julian Bakery so they could adjust the name on the invoice to reflect ***** and that's when I spoke to *****.* week passed and the bread still hadn't shipped so I called and spoke to *****. ***** said they were severely backlogged but the bread would ship that coming Monday. However that following week, our loaves *still weren't received.I waited until the following week to call again. Consequently I spoke to *****... again. She said the loaves would ship that Thursday, May 16th. It takes 2 days to arrive.Today is Tuesday, May 21st, 2013 and we still have no bread. Additionally the company is not answering their phones at either of their numbers of 800/982-7323, 760/721-5200, or 760/721-5203.Julian Baker should contact *ME* to fix this matter @ *****.***** *****

Desired Settlement: We want our bread and we would also like to have a gratuitous something as compensation for the lies and discouraging wait that's been placed upon us.We were not informed of any wait when the order was placed.Julian Baker should contact *ME* to fix this matter @ *****

Business Response: We will have someone contact you today to resolve this matter and apologize for not contacting you sooner. We have 5 people answering the phones fulltime at our numbers between the hours of 8AM to 4PM PST.Thank You,

Consumer Response: Better Business Bureau: I have reviewed the response made by the business in reference to complaint ID *****, and find that this resolution would be satisfactory to me. I will wait for the business to perform this action and, if it does, will consider this complaint resolved. Regards, ***** *****