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Report: #747020

## Complaint Review: legalzoom.com

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**Reported By:** Disatisfied in Phoenix — **Phoenix Arizona** United States of America  
**Submitted:** Wednesday, June 29, 2011 **Last Posting:** Wednesday, June 29, 2011

### legalzoom.com, Legal Zoom LLC Scam - Rip Off and Horrible Service - They Lie! Internet

**\*UPDATE Employee: Please call us so we can help.**

1 0 1  
 Author Consumer Employee/Owner

Legal Zoom is completely misleading with regards to their "expedited" service for LLC registration. I purchased the Express Gold Package for \$359 instead of the \$99 standard service because it guarantees a complete turnaround in 7-10 business days.

I completed the order on the 27th of May and as of the 29th of June I am still waiting on my documents! Far from the 7-10 day guarantee.

Now they have a disclaimer for Arizona that the state could take up to 10 days to return docs however adding this time to the date of my order is still hardly expedited service. This is 23 Business days even factoring out holidays and weekends.

It took them 3 days to verify the availability of the name. There is nothing about this service that is expedited. They purpose of the expedited service was to have a courier hand deliver docs to the state.

Legal zoom claims that it is the states fault due to backlog however we created another LLC during this time frame and we actually walked the docs in and walked out with the state info within 30 minutes. Some backlog.

In the end what recourse do you have for pursuing a legal services company? THE only recourse I have is my voice and hopes that other people with not get scammed by the claims of "expedited" service!

This report was posted on Ripoff Report on 6/29/2011 2:10:51 PM and is a permanent record located here: <http://www.ripoffreport.com/legal-process-services/legalzoom-com/legalzoom-com-legal-zoom-lega-7d6cc.htm>.

#### Report Details

**legalzoom.com**

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**Category:** [Legal Process Services](#)

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